

Public Transport Committee

NOTICE IS GIVEN

that the next meeting of the **Public Transport Committee** will be held in **Council Meeting Room One, Bay of Plenty Regional Council, 5 Quay Street, Whakatāne** on:

Friday, 5 May 2017 commencing at 9.30 am.

Mary-Anne Macleod
Chief Executive
28 April 2017



Public Transport Committee

Terms of Reference

The Public Transport Committee has the core function of implementing and monitoring Regional Council public transport strategy and policy.

Delegated Function

To set the operational direction for approved Regional Council public transport policy and strategy and monitor how it is implemented. This will be achieved through the development of specific operational decisions which translate policy and strategy into action.

Membership

- Eight councillors (one of whom will be the Chair and one of whom will be the Deputy Chair) and the Chairman as ex-officio; and
- One representative from Tauranga City Council, one representative from Rotorua Lakes Council and one representative from Western Bay of Plenty District Council.

Quorum

In accordance with Council standing order 10.2, the quorum at a meeting of the committee is not fewer than four Regional Council members of the committee.

Term of the Committee

For the period of the 2016-2019 Triennium unless discharged earlier by the Regional Council.

Meeting frequency

At least quarterly, or as frequently as required.

Specific Responsibilities and Delegated Authority

The Public Transport Committee is delegated the power of authority to:

- Approve and review the Bay of Plenty Regional Public Transport Plan.
- Approve, implement, monitor and review operational public transport policy and plans and enter into contracts on matters within its terms of reference, provided that the exercise of this power shall be subject to a total financial limit of \$200,000 per decision and within the allocation of funds set aside for that purpose in the Long Term Plan or Annual Plan or as otherwise specifically approved by Council.
- Receive reporting on the performance of the Passenger Transport Activity.

Note:

- The Public Transport Committee reports to the Regional Council.

The Public Transport Committee is not delegated the authority to develop, approve or review strategic policy and strategy, other than provided for within these Terms of Reference.

Public Forum

1. A period of up to 15 minutes may be set aside near the beginning of the meeting to enable members of the public to make statements about any matter on the agenda of that meeting which is open to the public, but excluding any matter on which comment could prejudice any specified statutory process the council is required to follow.
2. The time allowed for each speaker will normally be up to 5 minutes but will be up to the discretion of the chair. A maximum of 3 public participants will be allowed per meeting.
3. No statements by public participants to the Council shall be allowed unless a written, electronic or oral application has been received by the Chief Executive (Governance Team) by 12.00 noon of the working day prior to the meeting and the Chair's approval has subsequently been obtained. The application shall include the following:
 - name of participant;
 - organisation represented (if any);
 - meeting at which they wish to participate; and matter on the agenda to be addressed.
4. Members of the meeting may put questions to any public participants, relevant to the matter being raised through the chair. Any questions must be asked and answered within the time period given to a public participant. The chair shall determine the number of questions.

Membership

Chairman:	L Thurston
Deputy Chairman:	N Bruning
Councillors:	S Crosby, J Nees, P Thompson, A von Dadelszen, K Winters
Ex Officio:	Chairman D Leeder
Appointees:	M Gould (Alternate, Rotorua Lakes Council), T Molloy (Tauranga City Council), Councillor T Tapsell (Rotorua Lakes Council), Councillor D Thwaites (Western Bay of Plenty District Council)
Committee Advisor:	S Kameta

Recommendations in reports are not to be construed as Council policy until adopted by Council.

Agenda

1 Apologies

2 General Business and Tabled Items

Items not on the agenda for the meeting require a resolution under section 46A of the Local Government Official Information and Meetings Act 1987 stating the reasons why the item was not on the agenda and why it cannot be delayed until a subsequent meeting.

3 Public Forum

Allan Mathews, Tauranga Go Bus Cooperative, will address the Committee

4 Declarations of Conflicts of Interests

5 Previous Minutes

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6 Reports

6.1 Performance of Public Transport Services for July 2016 to March 2017 21

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7 Public Excluded Section	97
Resolution to exclude the public	
THAT the public be excluded from the following parts of the proceedings of this meeting.	
The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:	
7.1 Public Excluded Public Transport Committee - 17 February 2017	99
Grounds	
Good reason for withholding exists under section 48(1)(a)..	
Reason	
To enable the local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations).	
8 Confidential business to be transferred into the open	
9 Readmit the public	
10 Consideration of General Business	

Previous Minutes

Minutes of the Public Transport Committee Meeting held in Council Meeting Room One, Bay of Plenty Regional Council, 5 Quay Street, Whakatāne on Friday, 17 February 2017 commencing at 9.30 a.m.

Present:

Chairman: L Thurston

Deputy Chairman: N Bruning

Councillors: P Thompson, J Nees, S Crosby, K Winters, A von Dadelszen

Appointees: Councillors T Tapsell (Rotorua Lakes Council), D Thwaites (Western Bay of Plenty District Council) and T Molloy (Tauranga City Council)

In Attendance: G Crowther (Bay of Plenty Sustainable Business Network), A Talbot (NZTA), C Cassidy (Tauranga City Council), Councillors J Cronin and D Love, S Craig (Manager Communications), E Fairburn (Summer Student), M Furniss (Transport Operations Officer), J Graham (Group Manager Corporate Solutions), M McLaren (Total Mobility Coordinator), F McTavish (Group Manager Strategy & Science), G Maloney (Manager Transport Policy), J Metcalfe (Senior Transport Planner), S Neate (Transport Marketing Advisor), J Proctor (Transport Operations Officer), S Cubbon (Committee Advisor)

Apologies: Councillor S Crosby, Ex Officio member - Chairman D Leeder. Councillor T Tapsell (for lateness)

1 Order of business

Committee Chair, Councillor Lyall Thurston drew attention to a letter received from John Evans and noted that the issues raised were employment-related between the contractor's employees and contractor.

The Coordinator of Bay of Plenty Sustainable Business Network, Glen Crowther was in attendance to address the Committee in Public Forum. In response to a request from a member, the Chairman agreed this presentation should be received prior to Agenda item 6.3, Adoption of the Western Bay of Plenty Public Transport Blueprint Programme Business Case.

2 Declaration of conflicts of interest

There were none declared.

3 Public Transport Subcommittee minutes - 24 August 2016

Resolved

That the Public Transport Committee under its delegated authority:

- 1 Receives the Public Transport Subcommittee minutes - 24 August 2016

Bruning/Thurston
CARRIED

- 4 **Public Transport Workshop - Western Bay Public Transport Blueprint - 7 December 2016**

Resolved

That the Public Transport Committee under its delegated authority:

- 1 Receives the Public Transport Workshop report - Western Bay Public Transport Blueprint - 7 December 2016

Nees/Thurston
CARRIED

- 5 **Public Transport Committee Workshop - 01 February 2017**

Resolved

That the Public Transport Committee under its delegated authority:

- 1 Receives the Public Transport Committee Workshop report - 01 February 2017

Thurston/Nees
CARRIED

- 6 **New Zealand Transport Agency Update**

Acting Planning Investment Manager, Alastair Talbot, was in attendance to answer questions arising from the New Zealand Transport Agency Quarterly Report which had also been presented to the Regional Transport Committee in December 2016.

Mr Talbot also provided information on the NZTA's Long Term Strategic View, a draft document setting out the Agency's view of the land transport system, the priority challenges and opportunities faced and the interventions needed to enhance it. As a first step towards developing a shared view of the future of transport in New Zealand, a lot of analysis had been used that helped develop a sector view.

Members looked forward to more detail being provided that included areas of concern such as city congestion.

Fiona McTavish, General Manager Strategy & Science, provided an update on the introduction of the Regional Consortium Interim Ticketing solutions. Ms McTavish had just returned from meeting with members with the Consortium Governance Group. A paper would be presented to the Regional Council at its March meeting and members were advised this would be a significant investment for Councils and NZTA.

It was acknowledged the region's public transport was in catch up mode and Councillors noted a lot of governing bodies would be involved. Claire Cassidy, Transport Planner was asked to provide input on behalf of Tauranga City Council and she advised they were working on smaller bits of work and aware of the need to take an holistic view across the whole of the network.

Resolved

That the Public Transport Committee under its delegated authority:

- 1 Receives the report, New Zealand Transport Agency Update.**

**Thurston/Thompson
CARRIED**

7 Performance of Public Transport Services for July to December 2016

Transport Policy Manager, Garry Maloney presented the report explaining the performance of the individual regional public transport services. There had been zero Inflation for the year ending September 2016, and the price of fuel remained which will have contributed to lower patronage, particularly for Rotorua Cityride. The drop would also be due in part to an increase in fares over the last two years.

Members questioned the 11% drop in Rotorua Cityride patronage despite more buses operating. Mr Maloney explained the additional buses did not translate into greater trips above that timetabled.

Attendance

Councillor Tapsell attended the meeting at 10.10am.

It was requested that future reporting include qualitative data about major urban services such as the number and theme of complaints received and o-time performance.

Resolved

That the Public Transport Committee under its delegated authority:

- 1 Receives the report, Performance of Public Transport Services for July to December 2016;**
- 2 Requests the provision of qualitative data to be provided to the Committee on a monthly basis, including mystery shopper complaints and performance of bus services to time.**

**Thurston/Thompson
CARRIED**

8 Public Forum

Refer PowerPoint Presentation Obj. Ref. A2548190

Glen Crowther, the Bay of Plenty Coordinator for the Tauranga Sustainable Business Network addressed the Committee setting out the Vision for Smart Transport both nationally and within the Bay of Plenty region, especially Tauranga and the Western Bay.

9 Adoption of the Western Bay of Plenty Public Transport Blueprint Programme Business Case

Refer PowerPoint Presentation Obj. Ref. A2549249

This report sought the adoption of the Western Bay Public Transport Blueprint Programme Business Case to set the direction for investment in public transport infrastructure, services and policy for the next ten years. Garry Maloney noted there had been significant engagement with stakeholders and adoption of the Business Case today would enable detailed network design, but in no way preclude the inclusion of other options. Members expressed preference for the option of a 'High Performance Plus Network'.

Councillors noted their appreciation of the collaborative work undertaken amongst staff in preparing the business case and Communications Manager, Sue-Ellen Craig spoke of progress on the media pack clarifying the roles and responsibilities of partners.

Resolved

That the Public Transport Committee under its delegated authority:

- 1 Receives the report, Adoption of the Western Bay of Plenty Public Transport Blueprint Programme Business Case.**
- 2 Adopts the Western Bay Public Transport Blueprint Programme Business Case including the strategic option of a 'High Performance Plus Network', as a guiding document for development of public transport services, infrastructure and policy for the next ten-years for the purposes of further community engagement.**
- 3 Seeks the adoption of the Western Bay Public Transport Blueprint Programme Business Case by the other Blueprint partners (New Zealand Transport Agency, Tauranga City and Western Bay of Plenty District Councils).**
- 4 Notes that the adoption of the Western Bay Public Transport Blueprint Programme Business Case does not at this stage represent a financial commitment by the Council above that in the approved Long Term Plan, but does provide strategic guidance on future financial decisions.**
- 5 Notes that the adoption of the Western Bay Public Transport Blueprint Programme Business Case does not preclude the Council from making investments outside of the Blueprint programme.**

- 6 Notes the importance of exemplar community engagement and multiple voices are important.
- 7 Notes that partners are working on an integrated engagement processes to achieve exemplar community engagement.

**Bruning/Thwaites
CARRIED**

10 **Proposed variation to Regional Public Transport Plan Contracting Units**

A draft variation on contracting units for the western Bay of Plenty sub-region for inclusion in the Regional Public Transport Plan for consultation was agreed to by members. This would meet legislative requirements in order to change contracting units and improve outcomes from the tender of Western Bay services.

Resolved

That the Public Transport Committee under its delegated authority:

- 1 **Receives the report, Proposed variation to Regional Public Transport Plan Contracting Units;**
- 2 **Endorses for consultation, the proposed variation to the Regional Public Transport Plan of the unit structures identified as Option One in the report, Proposed variation to Regional Public Transport Plan Contracting Units.**

**Winters/von Dadelszen
CARRIED**

11 **Bike Racks on Tauranga Buses**

The report sought a decision to require bike racks on Tauranga buses from the start of the next contract or contracts in July 2018. Some members were in favour of an immediate introduction on a limited trial scale and the Transport Policy Manager explained the reasons why a trial of bike racks, even for a short time, was not recommended.

Resolved

That the Public Transport Committee under its delegated authority:

- 1 **Receives the report, Bike Racks on Tauranga Buses;**
- 2 **Not introduce bike racks on buses at this time, but consider their introduction as part of approving the Western Bay Public Transport Blueprint.**

**Molloy/Nees
CARRIED**

It is noted for the record that Councillor Thompson voted **AGAINST** the resolution.

12 **Future of Trial Rural Services**

The future of the two trial rural bus services, Waihi Beach to Tauranga and Ruatāhuna to Rotorua, that had been agreed through the current Long Term Plan consultation, was discussed. These trials had been budgeted for the years 2015/16 and 2016/17. Members were asked to recommend the services were included in the 2017/18 Annual Plan.

Resolved

That the Public Transport Committee under its delegated authority:

- 1 Receives the report, Future of Trial Rural Services;**

That the Public Transport Committee recommend that the Regional Council:

- 2 Approves the continuation the Waihi Beach trial bus service for 2017/18; at a net additional cost to Council of \$11,000, and includes it in the Annual Plan 2017/18.**
- 3 Approves the continuation of the Ruatahuna to Rotorua bus service for the life of the Rotorua contract at a net cost to Council of \$18,000 and include it in the Annual Plan 2017/18.**

**Winters/von Dadelszen
CARRIED**

13 **Proposed response to Te Puke commuter service overloading**

Transport Operations Officer, Jen Proctor spoke to the report recommending an additional morning trip from Te Puke to address regular overloading on the existing 7:45am service departure, along with an additional afternoon service. She set out the options considered and the anticipated (unbudgeted) cost of the preferred option. Members approved this additional service, noting it would start in the next two weeks.

Resolved

That the Public Transport Committee under its delegated authority:

- 1 Receives the report, Proposed response to Te Puke commuter service overloading;**
- 2 Approves an additional morning express service from Te Puke to Tauranga and an additional afternoon express service from Tauranga to Te Puke to be through to the end of the contract in July 2018 to be funded from savings in the existing budget.**
- 3 Notes that those savings have resulted from removing an unpatronised portion of Route 81 (Omokoroa to Tauranga) from Wharf Street to the Lakes in Tauranga.**

Nees/von Dadelszen

CARRIED**14 Progressing Free Public Transport to and from Schools**

The issue of making transport to school across the region fare-free on the Council's contracted bus services had arisen at Council's Annual Plan Workshop on 3 February 2017. The Transport Policy Manager advised he was not aware of any other areas operating successful free public transport to and from schools. An accurate estimate of the number of children currently using Council's contracted bus services was not available, but loss of fare revenue was likely to be in the vicinity of \$1.6 million per annum. Mr Maloney also pointed out there could be questions of equity and passenger capacity issues on buses resulting in further loss of fare revenue.

Members of the Committee regarded there was an obligation to provide safe transport to and from school.

Resolved

That the Public Transport Committee under its delegated authority:

- 1 Receives the report, Progressing Free Public Transport to and from Schools.**
- 2 Requests that progressing safe, free public transport to and from schools be considered as part of the Regional Fare Review Process.**

**Bruning/Molloy
CARRIED**

15 Public Excluded Section**Resolution to exclude the public**

That the Public Transport Committee:

Excludes the public from the following parts of the proceedings of this meeting.

15.1 Public Excluded Public Transport Subcommittee minutes – 24 August 2016**Grounds**

Good reason for withholding exists under section 48(1)(a)..

Reason

To enable the local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations).

Toi Ohomai Institute of Technology Student Fare Concessions**Grounds**

Good reason for withholding exists under section 48(1)(a).

Reason

to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.

**Thurston/Bruning
CARRIED**

The meeting closed at 12.40am at the conclusion of Public Excluded reporting.

Reports

Receives Only – No Decisions



Report To: Public Transport Committee

Meeting Date: 05 May 2017

Report From: Garry Maloney, Transport Policy Manager

Performance of Public Transport Services for July 2016 to March 2017

Executive Summary

The following report updates the Public Transport Committee on the performance of Council's contracted bus services from the start of the 2016/17 financial year through to the end of March 2017.

Of note is:

- for the year ending the December 2016 Quarter, escalation (inflation) for the 12 month period has been 1.7% - a significant increase since the last quarter;
- the price of fuel continues to remain low and petrol continues to cost less than it did over two years ago;
- Tauranga BayHopper patronage for the year to the end of March 2017 is now slightly less than for the corresponding period last financial year (-0.6%).
- Rotorua Cityride patronage for the year to the end of March 2017 is about 10% lower than for the corresponding period last financial year.

In accordance with the direction from the previous Committee meeting, the paper also reports on service reliability, complaints and mystery shopper monitoring.

Recommendations

That the Public Transport Committee under its delegated authority:

- 1 Receives the report, Performance of Public Transport Services for July 2016 to March 2017;**

1 Introduction

The following report updates the Public Transport Committee on the performance of Council's contracted bus services for the July 2016 to March 2017 period.

2 Inflation

The New Zealand Transport Agency publishes a quarterly inflation index that is used by regional councils to compensate bus operators for their increasing operating costs (e.g. labour, fuel and road user charges) over time. The quarterly index values are shown in the graph below, as are the year on year escalation rates.

The graph shows that for the December 2016 quarter, the index had increased from 995 (when tenders for the Tauranga urban bus service closed) to 1142. This means that the cost of operating the service since December 2008 has increased by 14.8%.

The graph also shows that for the year ending the December 2016 Quarter, escalation (inflation) for the 12 month period was 1.7%.

3 Fuel Prices

As shown in the graph below, the price of fuel continues to remain low and petrol is lower than it was two years ago (December 2014).

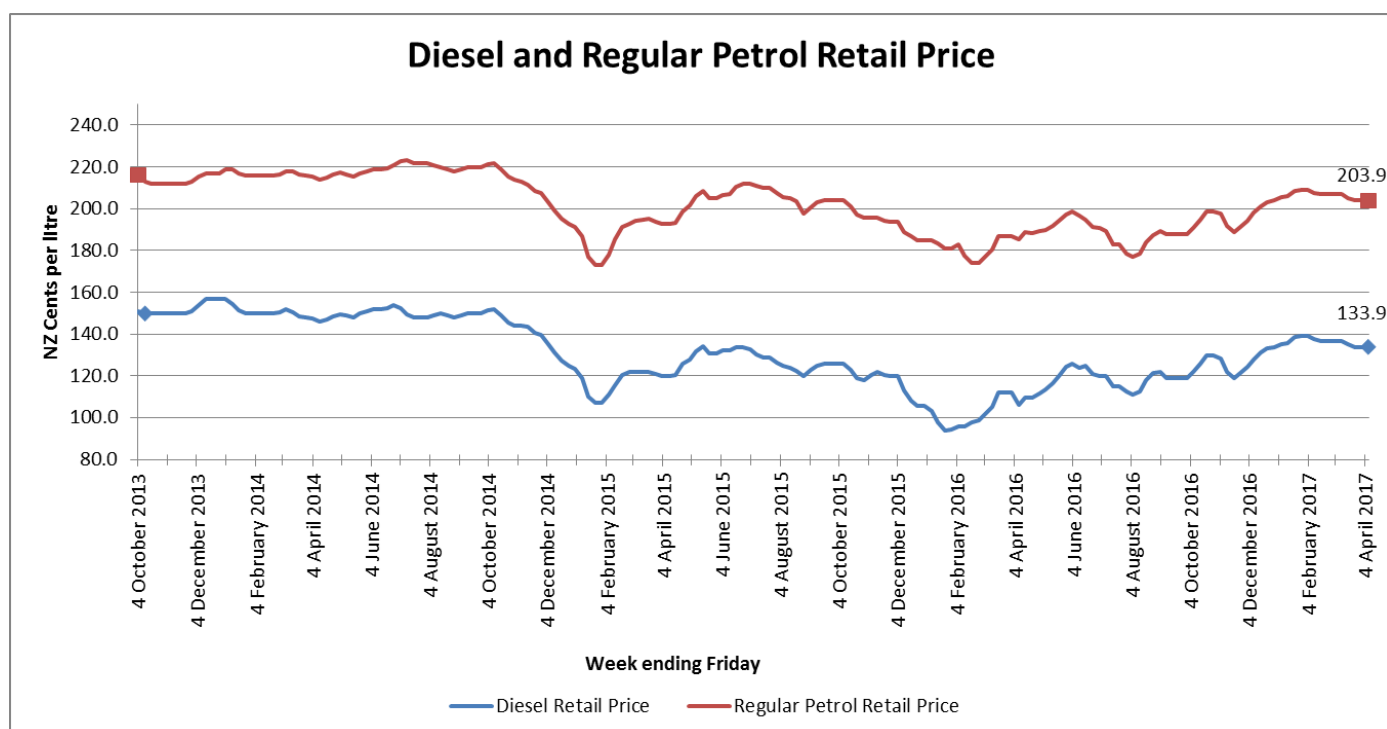


Figure 2: Fuel Price

4 Bus Service Performance

Appended to this report is the patronage report for the Council's contracted bus services for the period July 2016 to March 2017.

Of note is:

- Tauranga BayHopper patronage for the year to the end of March 2017 is now slightly less than for the corresponding period last financial year (-0.6%).
- Rotorua Cityride patronage for the year to the end of March 2017 is about 10% lower than for the corresponding period last financial year.

5 Reliability

At the last meeting of the Committee, members asked staff to also report on the reliability of the Council's contracted bus services.

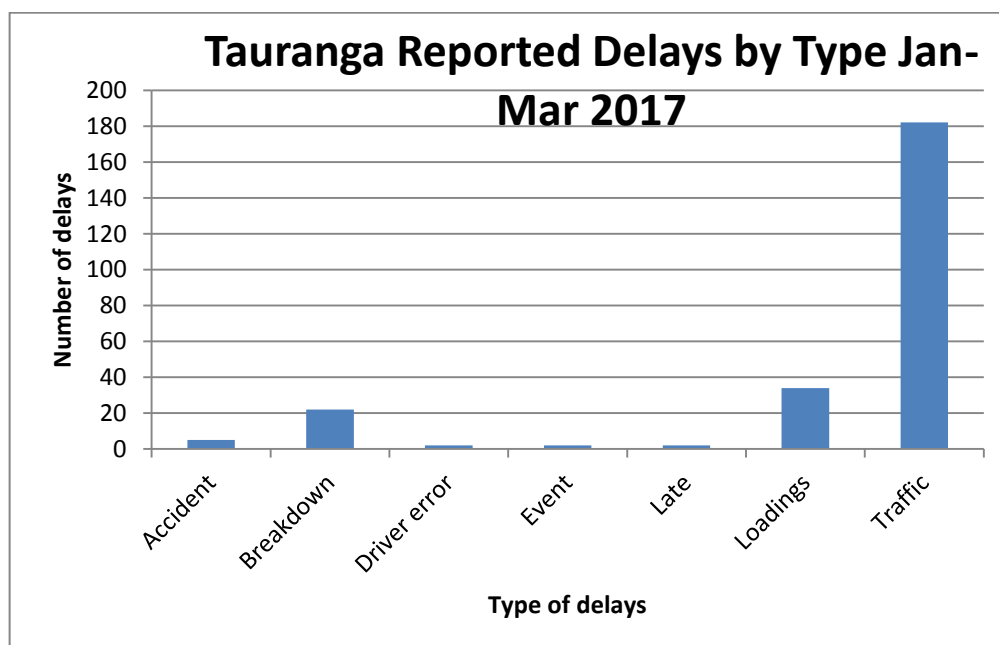


Figure 3: Tauranga Reported Delays by Type Jan-Mar 2017

The above graph shows that in Tauranga, 249 bus trips were delayed by 20 minutes or more during the months of January to March 2017. This information was self-reported by the bus operator, Go Bus Transport Limited. Over the same three month period, over 21,000 bus trips were completed.

In regard to the causes of delay:

- Accident – in the reporting period, there were five instances of delays caused by unusually heavy traffic caused by an accident
- Breakdown – there were 22 instances of delays caused by a mechanical problem on the bus
- Driver error – there were two delays caused by the driver making a mistake
- Event – there were two delays caused by New Year's Eve traffic at Mount Maunganui

- Late - there were two delays for which the caused was unknown
- Loadings – there were 34 delays caused by heavy loadings, mostly around school end times.
- Traffic – there were 182 instances of delays caused by traffic. The report, Options to improve the reliability of Tauranga urban bus services, better describes the detail behind the majority of these delays.

No data is available for Rotorua at this time.

6 Complaints

At the last meeting of the Committee, members asked staff to also report on the complaints that the Council receives in regards to its contracted bus services.

Bus feedback is generally communicated direct to the contact centre using the free-phone line 0800 4 BAYBUS. When this happens, contact centre staff log complaints, enquiries, requests and compliments. They are then managed by Council transport staff using the bus specific 'job tracker' system. The process streamlines customer communications and enables effective complaint resolution.

Public transport complaints have been collected, recorded and resolved since public transport services began back in 2001.

Below is a graph and table showing January to March 2017 bus complaints on all bus services contracted by Council. The top two complaint categories were: *buses that did not stop*, and reports of the *bus running late or not running*.

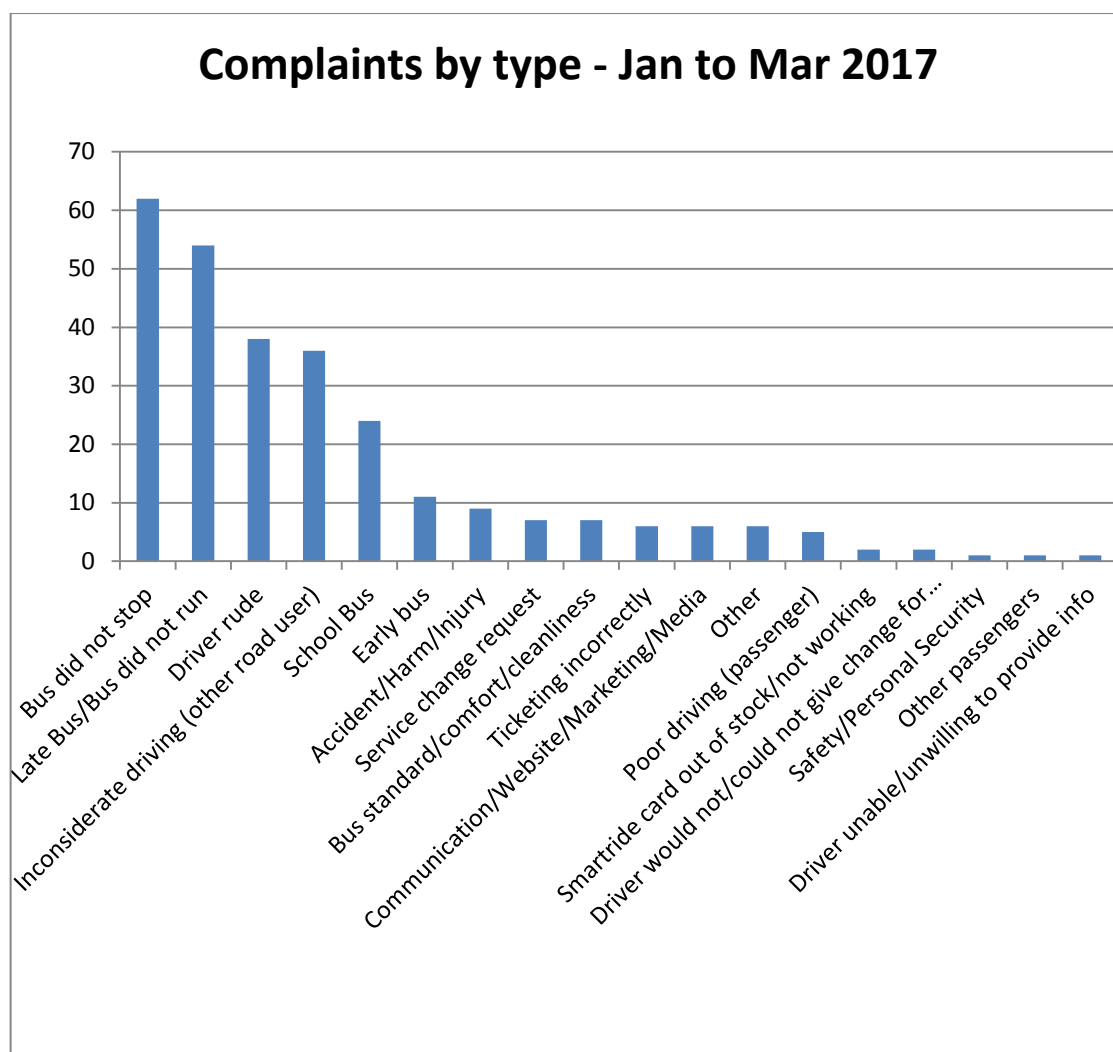


Figure 4: Complaints by complaint type for Jan – Mar 2017

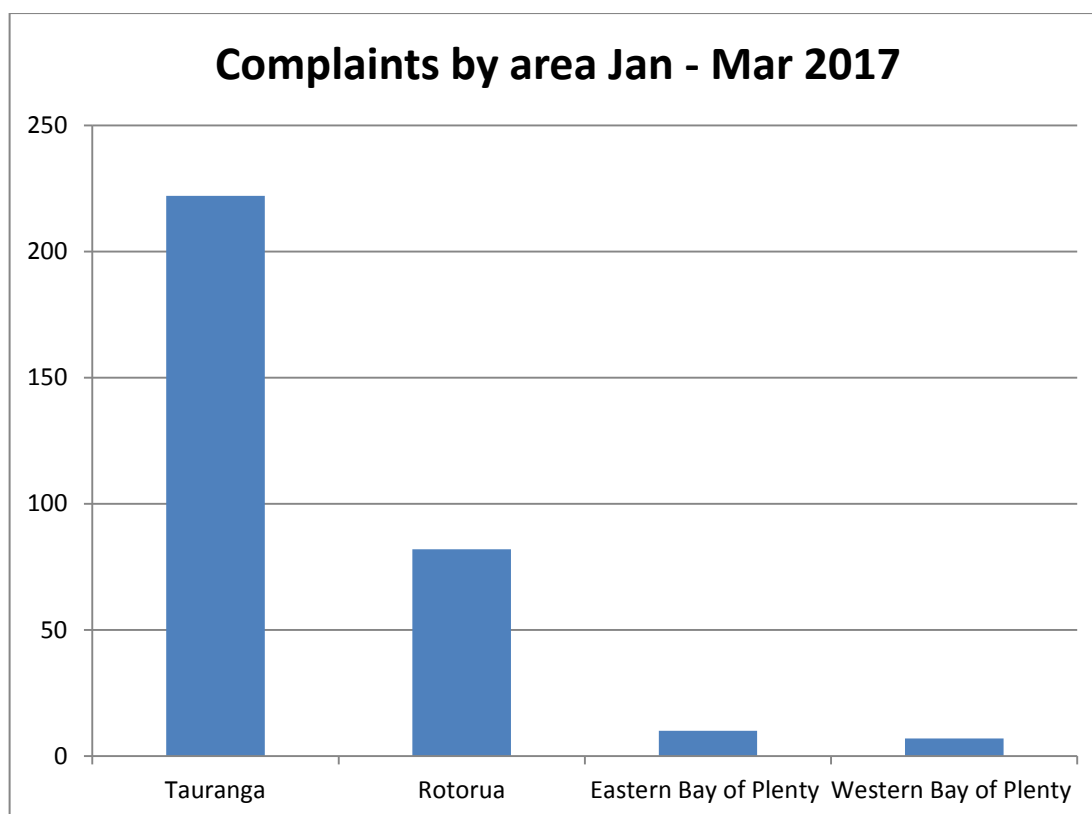


Figure 5: Complaints by Area for Jan – Mar 2017

Over the three months measured, over 622,000 passengers travelled, with a total of 278 complaints being registered during that time (or one complaint for every 2,238 passenger trips).

7 Mystery Shopper

At the last meeting of the Committee, staff also offered to report on the results from the Mystery Shopper monitoring that takes place.

Since August 2012, Council has engaged a contractor to conduct a series of mystery shopper bus surveys on Tauranga urban bus routes and also in Rotorua (since May 2013).

Mystery Shopper surveys provide a snapshot of the customer service experience. The Mystery Shopper poses as a customer, records the services experience and then describes it in detail.

The following average monthly ratings relate to the features surveyed, including: Initial impressions, fares, friendliness and helpfulness of drivers, punctuality & reliability; smoothness of the ride, general driving, quality and comfort; and the presentation of the drivers'. The percentage scores shown are average scores over three the months January to March 2017.

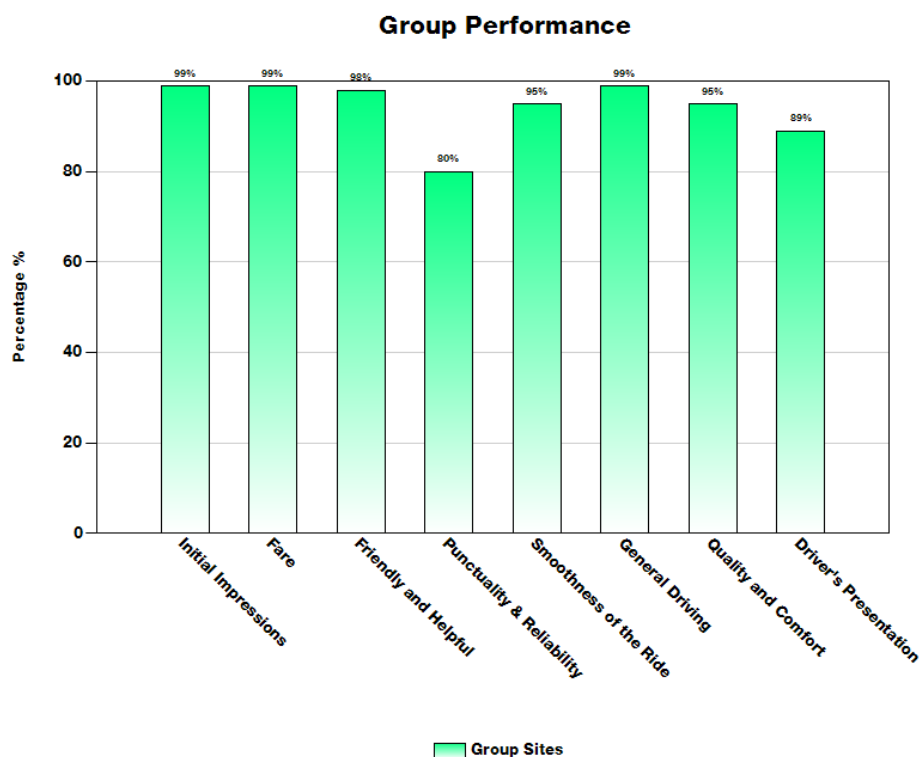


Figure 6: Tauranga Mystery Shopper results for Jan – Mar 2017

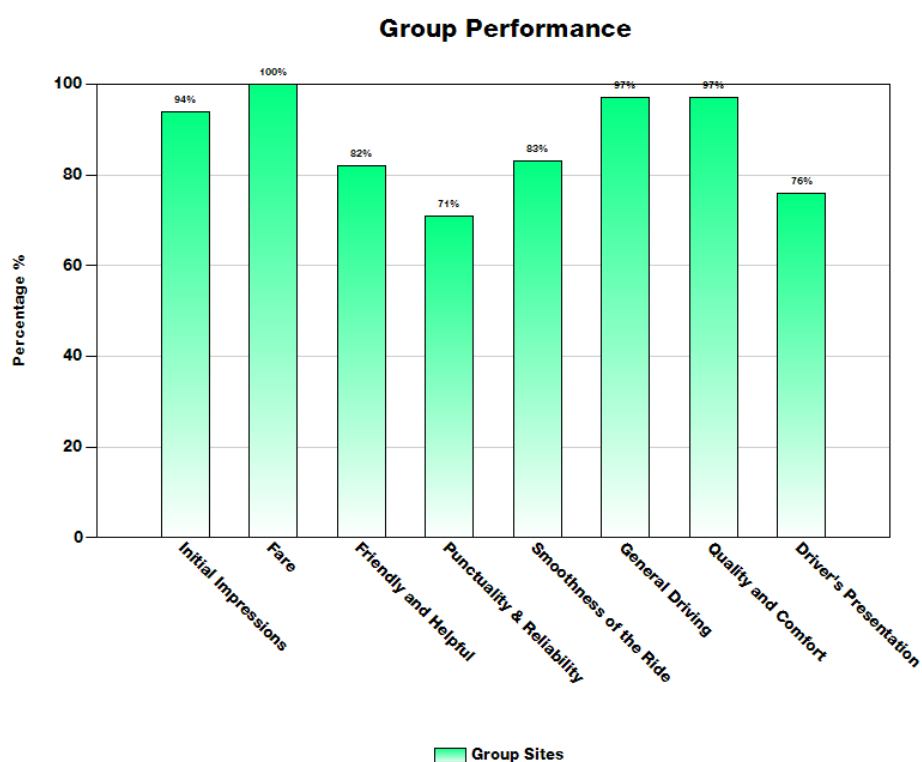


Figure 7: Rotorua Mystery Shopper results for Jan – Mar 2017

The mystery shopper reports show that the bus operators are delivering a reasonably high level of quality, especially in Tauranga. While scores were high for Initial

Impressions, General Driving and Quality and Comfort, the reports are helpful in that they point to some specific areas of concern, especially Punctuality & Reliability, Drivers Presentation, and Friendly and Helpful drivers. Staff are working with operators to address these concerns.

8 Council's Accountability Framework

8.1 Community Outcomes

The Council's contracted bus services contribute to the Regional Collaboration and Leadership and Economic Development Community Outcomes in the council's Long Term Plan 2015-2025.

8.2 Long Term Plan Alignment

This work is planned under the Passenger Transport Activity in the Long Term Plan 2015-2025.

It is listed in the Long Term Plan and is a legislative requirement. It links to the following level of service:

- The Council provides a quality public transport system where fares cover a reasonable proportion of operating costs.

It links to the following Key performance indicator for the 2016/17 financial year:

- Fare recovery ratio – 35%.

Current Budget Implications

This work is being undertaken within the current budget for the Passenger Transport Activity in the Annual Plan 2016/17.

Future Budget Implications

Continuation of the Passenger Transport Activity is provided for in Council's Long Term Plan 2015-2025.

Garry Maloney
Transport Policy Manager

27 April 2017

APPENDIX 1

Public Transport Patronage Report - March 2017

March 2017

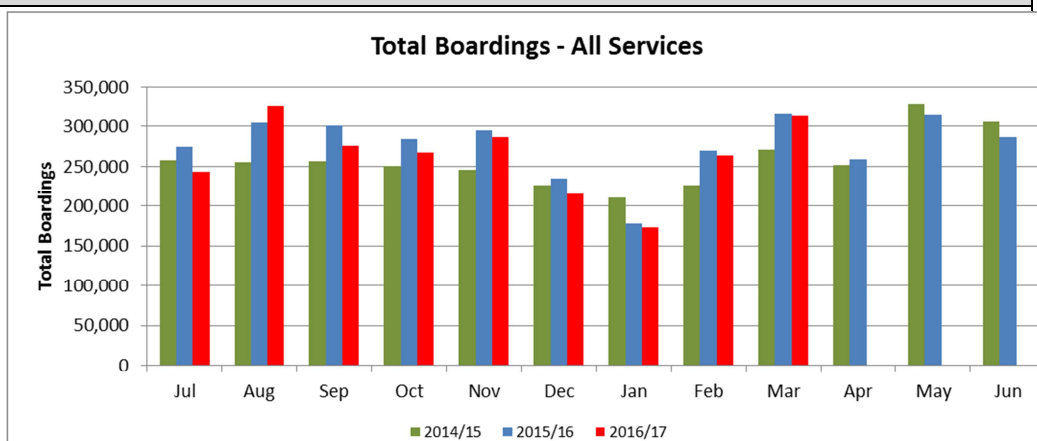
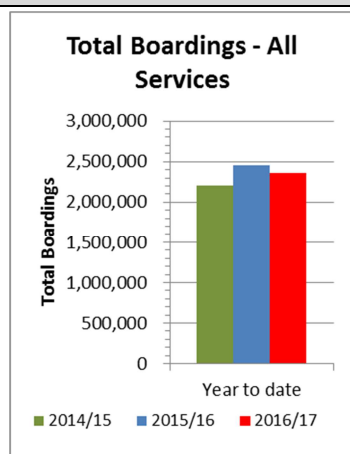
Public Transport Patronage Report



Regional Summary

Area	Monthly Patronage Comparison			Year to Date Patronage		Year to Date Farebox Recovery
	Mar-16	Mar-17	% change	To Mar-17	% change	To Mar-17
Total Network¹	315,237	313,310	-0.6%	2,363,054	-3.84%	
Tauranga BayHopper	168,893	170,880	+1.2%	1,377,134	-0.6%	
Tauranga SchoolHopper	63,668	67,195	+5.5%	388,862	-5.8%	
Matapihi	40	30	-25.0%	267	-39.0%	
Mangatawa	11	9	-18.2%	119	-6.3%	
Rotorua	76,487	68,073	-11.0%	540,196	-10.4%	
Murupara	436	285	-36.9%	3,762	+7.0%	
Kawerau, Ōpōtiki and Whakatāne	1,022	1,116	+9.2%	9,361	-4.8%	
Ōhope	1,926	2,627	+36.4%	19,702	+5.0%	
Matatā	63	85	+34.9%	566	+14.8%	
Pōtaka	135	151	+11.9%	1,194	+12.8%	
Te Puke	1,035	1,400	+35.3%	9,269	+10.6%	
Katikati and Ōmokoroa	1,521	1,459	-4.1%	11,803	-11.1%	
Ōmokoroa – Matakana Ferry	3,020	2,618	-13.3%	23,374	+12.5%	

Patronage by Month - Year to Date



Comments

Comparing March 2017 patronage with the same period in the 2015/16 financial year, the region's bus services have performed quite well, especially the Tauranga BayHopper and SchoolHopper ones and many of the rural services.

For the financial year to date, the Tauranga BayHopper is slightly behind where it was last year while many of the rural services seem to be performing ahead of where they were last year.

¹ Excludes Ōmokoroa – Matakana Ferry

March 2017 - Tauranga

Public Transport Patronage Report

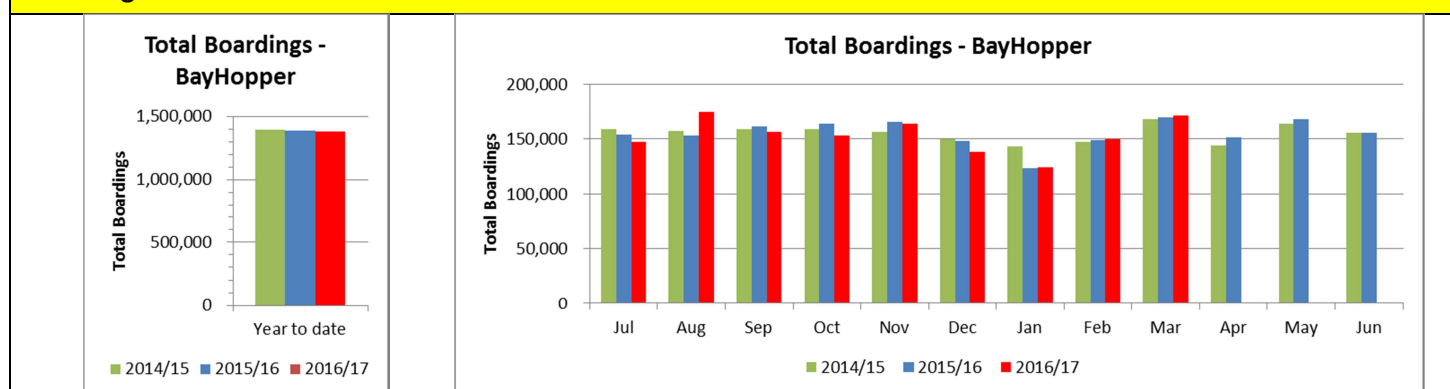


Tauranga BayHopper

Monthly Fare Revenue			Year to Date Fare Revenue		Year to Date Farebox Recovery
	Mar-16	Mar-17	% change	To Mar-17	To Mar-17
Cash	\$74,175	\$71,095	-4.2%	\$619,645	-11.1%
Smartcard	\$137,776	\$161,923	+17.5%	\$1,136,371	+10.5%
SuperGold	\$44,492	\$47,068	+5.8%	\$400,395	+11.4%
Other	\$0.00	\$0.00		\$24,810	
Total	\$256,442	\$280,086	+9.2%	\$2,181,221	+4.6%

Monthly Patronage			Year to Date Patronage	
	Mar-16	Mar-17	% change	To Mar-17
	168,893	170,880	+1.2%	1,377,134

Patronage - Year to Date



Patronage by Passenger Type			Patronage by Time period			Patronage by Payment Type		
Type	Year to Mar-17	% Change	Time Period	Year to Mar-17	% Change	Type	Year to Mar-17	% Change
Adult	526,768	-2.6%	Monday to Friday Peak	590,455	+2.3%	Cash	246,140	-12.3%
Child	268,665	-19.0%	Monday to Friday Off-Peak	617,298	-2.8%	Smartcard	673,990	+4.6%
Senior	244,492	+6.0%	Saturday/Sunday	169,381	-2.2%	SuperGold	224,229	+5.6%
Tertiary	337,209	+19.7%				Transfer/Free	221,107	-4.2%

Comments

Comparing the July 2016 to March 2017 period with the same period in the 2015/16 financial year, the Tauranga urban bus service has performed as follows:

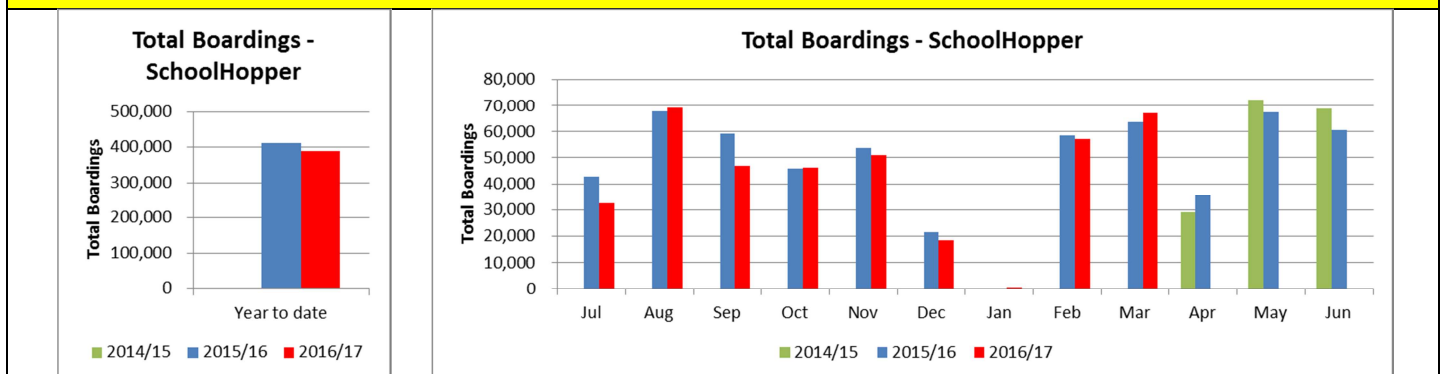
1. March 2017 patronage was slightly higher than March 2016, bringing year to date patronage to within 0.6% of the same period last year, with three months remaining in the financial year.
2. A year to date reduction in Adult passengers (-2.6%) is almost offset by an increase in Senior passengers (+6%).
3. Year to date fare revenue is up 4.6%, despite the continuing shift from cash payments to Smartride card payments. This increase will be influenced by the fare increase in February 2016.

Tauranga SchoolHopper

Monthly Fare Revenue			Year to Date Fare Revenue		Year to Date Farebox Recovery
	Mar-16	Mar-17	% change	To Mar-17	% change
Cash	\$3,916	\$5,087	+29.9%	\$29,068	+20.9%
Smartcard	\$80,217	\$89,297	+11.3%	\$496,226	+14.9%
Total	\$84,133	\$94,384	+12.2%	\$525,295	+15.2%

Monthly Patronage			Year to Date Patronage	
Mar-16	Mar-17	% change	To Mar-17	% change
63,6680	67,195	+5.5%	388,862	-5.8%

Patronage - Year to Date



Patronage by Passenger Type			Patronage by Time period			Patronage by Payment Type		
Type	Year to Mar-17	% Change	Time Period	Year to Mar-17	% Change	Type ²	Year to Mar-17	% Change
Adult			Monday to Friday Peak	242,861	-12.9%	Cash	17,325	+5.7%
Child	388,862	-5.8%	Monday to Friday Off-Peak	146,207	+9.1%	Smartcard	370,781	-6.2%
Senior								
Tertiary								

Comments

Comparing the July 2016 to March 2017 period with the same period in the 2015/16 financial year, the Schoolhopper bus service has performed as follows:

1. Year to date patronage reflects a decline of 5.8%.
2. Comparing the same period for revenue, there is a 15.2% increase, which is attributed to the fare increase in February 2016.
3. Over 94% of students use Smartride cards on the Schoolhopper service, allowing them to access the \$1.60 concessionary fare, as opposed to the \$2.00 cash fare.
4. Patronage for March 2017 is 5.5% higher. This increase is due to the timing of when the Easter break was observed – in 2016 it was in March, however in 2017 it is during the school holidays in April.

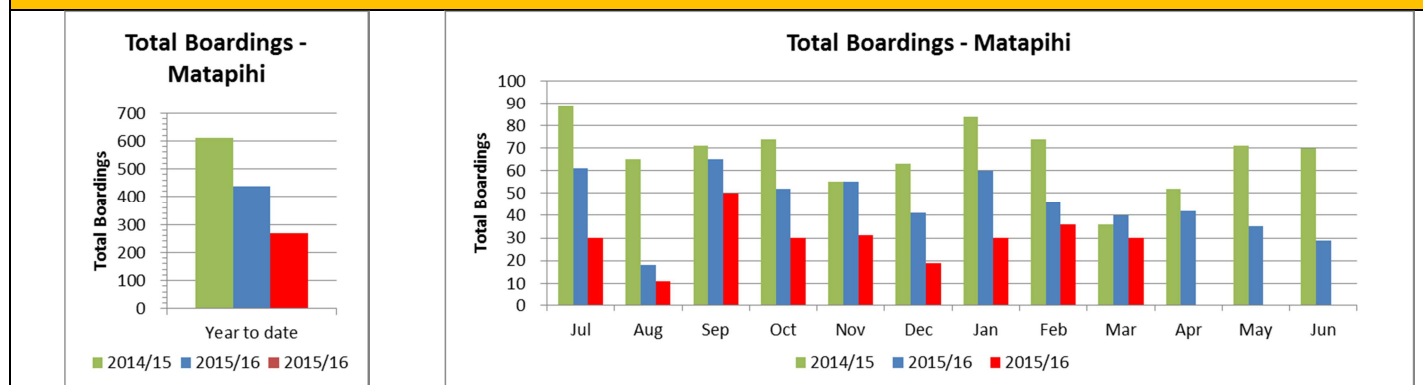
² Does not include trips for which a fare was not paid. Page 33 of 96

Matapihi - Tauranga

Monthly Fare Revenue			Year to Date Fare Revenue		Year to Date Farebox Recovery
Mar-16	Mar-17	% change	To Mar-17	% change	To Mar-17
Cash	\$3	\$25	+668.4%	\$150	-3.1%
Smartcard	\$3	\$5	+78.9%	\$13	+24.3%
SuperGold	\$61	\$34	-43.7%	\$356	+200.2%
Total	\$67	\$64	-3.7%	\$520	+82.8%

Monthly Patronage			Year to Date Patronage	
Mar-16	Mar-17	% change	To Mar-17	% change
40	30	-25.0%	267	-39.0%

Patronage by Month - Year to Date



Patronage by Passenger Type			Patronage by Time period			Patronage by Payment Type		
Type	Year to Mar-17	% Change	Time Period	Year to Mar-17	% Change	Type	Year to Mar-17	% Change
Adult	43	+48.3%	Monday to Friday	0	Unable to be reported at this time.	Cash		
Child	1	-85.7%	Peak			Smartcard		
Senior	197	-44.2%	Monday to Friday	267		SuperGold		
Tertiary	26	-46.9%	Off-Peak					
			Saturday/Sunday	0				

Comments

Comparing the July 2016 to March 2017 period with the same period in the 2015/16 financial year, the Matapihi bus service has performed as follows:

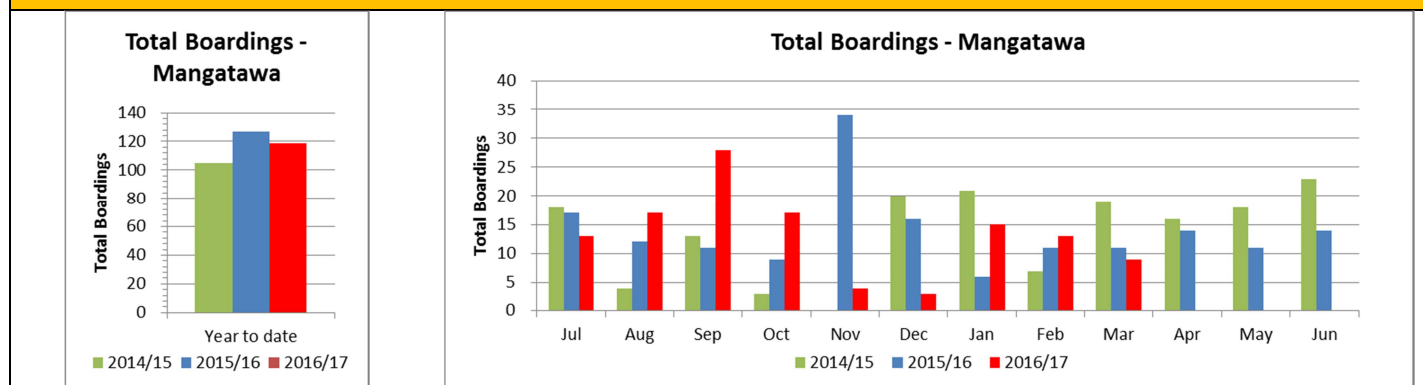
- Patronage has declined by 39%, representing 171 less passenger trips.
- The decline is mainly representative of the senior passenger class, with 156 less passenger trips undertaken for passengers with SuperGold Card.

Mangatawa - Tauranga

Monthly Fare Revenue			Year to Date Fare Revenue		Year to Date Farebox Recovery
Mar-16	Mar-17	% change	To Mar-17	% change	To Mar-17
Cash	\$8	\$16	\$102	-11.0%	
Smartcard	\$0	\$4	\$111	+684.8%	
SuperGold	\$12	\$0	\$22	-14.7%	
Total	\$20	\$20	\$235	+52.6%	

Monthly Patronage			Year to Date Patronage	
Mar-16	Mar-17	% change	To Mar-17	% change
11	9	-18.2%	119	-6.3%

Patronage by Month - Year to Date



Patronage by Passenger Type			Patronage by Time period			Patronage by Payment Type		
Type	Year to Mar-17	% Change	Time Period	Year to Mar-17	% Change	Type	Year to Mar-17	% Change
Adult	54	+107.7%	Monday to Friday	60	Unable to be reported at this time.	Cash		
Child	3	-62.5%	Peak			Smartcard		
Senior	13	-79.4%	Monday to Friday	59		SuperGold		
Tertiary	49	+63.3%	Off-Peak					
			Saturday/Sunday	0				

Comments

Comparing the July 2016 to March 2017 period with the same period in the 2015/16 financial year, the Mangatawa bus service has performed as follows:

1. Patronage has declined by 6.3%, representing 8 less passenger trips for the period.
2. The decline is representative of the senior passenger class, with 50 less passenger trips undertaken, however both adult and tertiary trips reflect an increase of 28 and 19 passenger trips respectively.

March 2017 - Rotorua

Public Transport Patronage Report

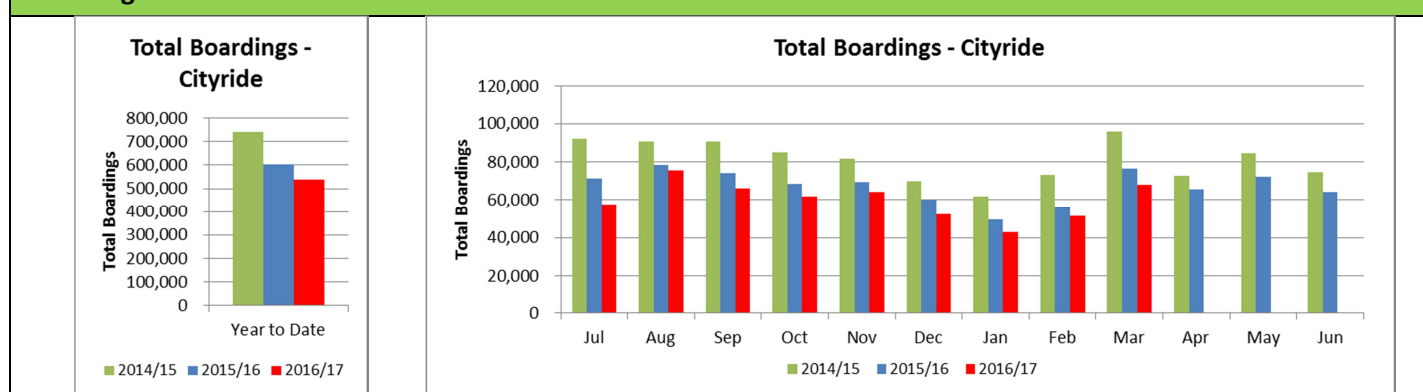


Rotorua CityRide

Monthly Fare Revenue			Year to Date Fare Revenue		Year to Date Farebox Recovery
	Mar-16	Mar-17	% change	To Mar-17	% change
Cash	\$37,558	\$34,250	-8.8%	\$291,000	-12.0%
Smartcard	\$34,683	\$37,430	+7.9%	\$281,015	-3.7%
WIT	\$17,982	\$0	-100.0%	\$107,889	-36.9%
SuperGold	\$9,837	\$9,042	-8.1%	\$83,358	-6.9%
Total ³	\$100,563	\$81,022	-19.4%	\$766,886	-13.5%

Monthly Patronage			Year to Date Patronage	
	Mar-16	Mar-17	% change	To Mar-17
	76,487	68,073	-11.0%	540,196

Patronage - Year to Date



Patronage by Passenger Type			Patronage by Time period			Patronage by Payment Type ⁴		
Type	Year to Mar-17	% Change	Time Period	Year to Mar-17	% Change	Type	Year to Mar-17	% Change
Rotorua does not have concessions and therefore passenger classes.			Monday to Friday Peak	Unable to be reported at this time.	Unable to be reported at this time.	Cash	127,112	-13.5%
			Monday to Friday Off-Peak			Smartcard	174,116	-5.1%
			Saturday/Sunday			Transfer / Free	39,094	-23.4%
						WIT	138,138	-11.0%
						SuperGold	56,723	-10.4%

Comments

Comparing the July 2016 to March 2017 period with the same period for the 2015/16 financial year, the Rotorua urban bus service has performed as follows:

1. Total year to date patronage reflects a decline of 10.4%.
2. All payment types experienced a reduction in patronage, with the greatest reduction in patronage being for transfers and free passengers.
3. The work with i-Site Rotorua has reflected an increase in DaySaver sales.
4. WIT Revenue reflects 100% decrease as there was no revenue recorded for March 2017. At the time the report was prepared, the agreement with Toi Ohomai Institute of Technology was still being signed.

³ Total includes Day Pass sales which cannot be separately identified by payment type.

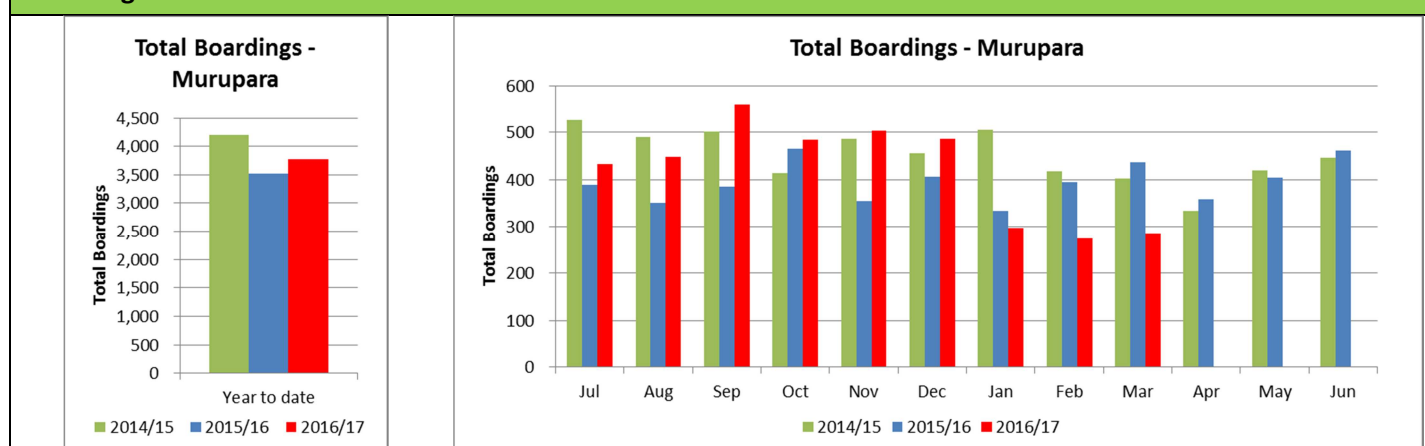
⁴ Does not include Day Pass patronage which cannot be identified by payment type.

Murupara - Rotorua

Monthly Fare Revenue				Year to Date Fare Revenue		Year to Date Farebox Recovery
	Mar-16	Mar-17	% change	To Mar-17	% change	To Mar-17
Cash	\$1,355	\$833	-38.6%	\$9,509	-19.1%	
SuperGold	\$2,107	\$1,089	-48.3%	\$17,011	+17.2%	
Total	\$3,462	\$1,922	-44.5%	\$26,520	+0.9%	

Monthly Patronage			Year to Date Patronage	
Mar-16	Mar-17	% change	To Mar-17	% change
436	275	-36.9%	3,762	+7.0%

Patronage - Year to Date



Patronage by Passenger Type			Patronage by Time period			Patronage by Payment Type		
Type	Year to Mar-17	% Change	Time Period	Year to Mar-17	% Change	Type	Year to Mar-17	% Change
Adult	845	-23.8%	Monday to Friday	Unable to be reported at this time.	Unable to be reported at this time.	Cash	1,122	-14.0%
Child	209	+101.0%	Peak	Unable to be reported at this time.	Unable to be reported at this time.	SuperGold	2,640	+19.4%
Student	27	-63.0%	Monday to Friday	Unable to be reported at this time.	Unable to be reported at this time.			
Under 5	38	+280.0%	Off-Peak	Unable to be reported at this time.	Unable to be reported at this time.			
SuperGold	2,640	+19.3%	Saturday/Sunday	Unable to be reported at this time.	Unable to be reported at this time.			

Comments

Comparing the July 2016 to March 2017 period with the same period for the 2015/16 financial year, the Rotorua urban bus service has performed as follows:

- Patronage for the third quarter has reflected a decline which has resulted in a 36.9% decrease in patronage for the Murupara service. The adult and SuperGold Card classes reflect the greatest decrease.
- This will be closely monitored, as the Murupara service has experienced consistent growth for the first half of the financial year.

March 2017 – Eastern Bay

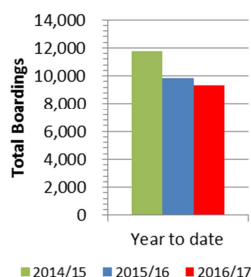
Public Transport Patronage Report



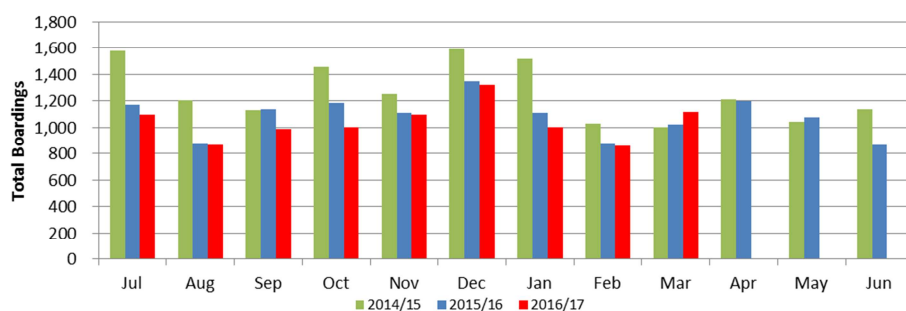
Kawerau, Ōpōtiki and Whakatāne – Tauranga

Monthly Fare Revenue				Year to Date Fare Revenue		Year to Date Farebox Recovery
Mar-16	Mar-17	% change		To Mar-17	% change	To Mar-17
Cash	\$3,030	\$3,910	+29.1%	\$34,918	-7.7%	
Smartcard	\$792	\$1,045	+32.0%	\$6,923	+26.3%	
SuperGold	\$1,353	\$1,437	+6.2%	\$10,762	+2.6%	
Total	\$5,174	\$6,392	+23.5%	\$52,603	-2.2%	
Monthly Patronage						Year to Date Patronage
Mar-16	Mar-17		% change	To Mar-17	% change	
1,022	1,116		+9.2%	9,361	-4.8%	

Total Boardings - Kawerau, Opotiki



Total Boardings - Kawerau, Opotiki and Whakatāne



Patronage by Passenger Type			Patronage by Time period			Patronage by Payment Type		
Type	Year to Mar-17	% Change	Time Period	Year to Mar-17	% Change	Type	Year to Mar-17	% Change
Adult	3,816	-2.4%	Monday to Friday Peak	4,020	-3.7%	Cash		
Child	774	+273.9%	Monday to Friday Off-Peak	3,987	-9.6%	Smartcard		
Senior	2,693	+0.1%	Saturday/Sunday	1,354	+8.7%	SuperGold		
Tertiary	2,078	-31.3%				Transfer/Free		

Comments

Comparing the July 2016 to March 2017 period with the same period in the 2015/16 financial year, the Kawerau, Ōpōtiki and Whakatāne – Tauranga bus service has performed as follows:

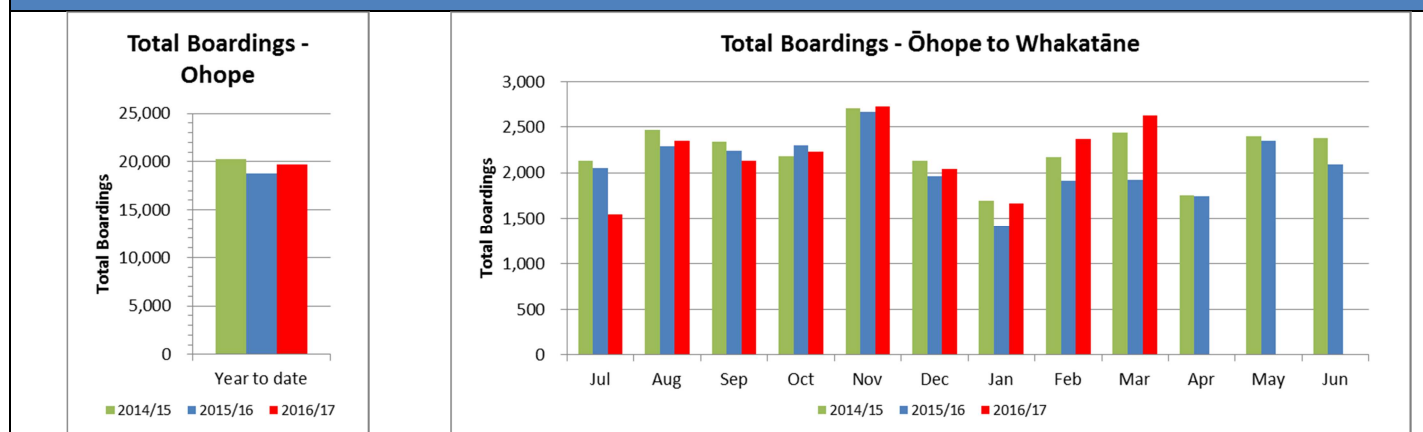
1. Total patronage is slightly lower than last year (a decrease of 4.8%), with Adult and Tertiary patronage decreasing.
2. Child patronage increased from 207 trips in the period to March 2016, to 774 trips in the year to March 2017. In real numbers this is less than the decrease in Tertiary passengers (down 945 trips).

Ōhope – Whakatāne

Monthly Fare Revenue				Year to Date Fare Revenue		Year to Date Farebox Recovery
	Mar-16	Mar-17	% change	To Mar-17	% change	To Mar-17
Cash	\$845	\$1,025	+21.3%	\$8,997	+24.9%	
Smartcard	\$2,002	\$2,753	+37.5%	\$20,027	+5.3%	
SuperGold	\$430	\$671	+56.0%	\$4,594	+12.7%	
Total	\$3,277	\$4,449	+35.7%	\$33,618	+11.0%	

Monthly Patronage			Year to Date Patronage	
Mar-16	Mar-17	% change	To Mar-17	% change
1,926	2,627	+36.4%	19,702	+5.0%

Patronage by Month – Year to Date



Patronage by Passenger Type			Patronage by Time period			Patronage by Payment Type		
Type	Year to Mar-17	% Change	Time Period	Year to Mar-17	% Change	Type	Year to Mar-17	% Change
Adult	5,162	+10.3%	Monday to Friday Peak	8,178	-3.4%	Cash		
Child	9,341	+352.8%	Monday to Friday Off-Peak	10,101	+9.2%	Smartcard		
Senior	3,088	+11.9%	Saturday/Sunday	1,423	+41.0%	SuperGold		
Tertiary	2,111	-77.2%						

Comments

Comparing the July 2016 to March 2017 period with the same period in the 2015/16 financial year, the Ōhope – Whakatāne bus service has performed as follows:

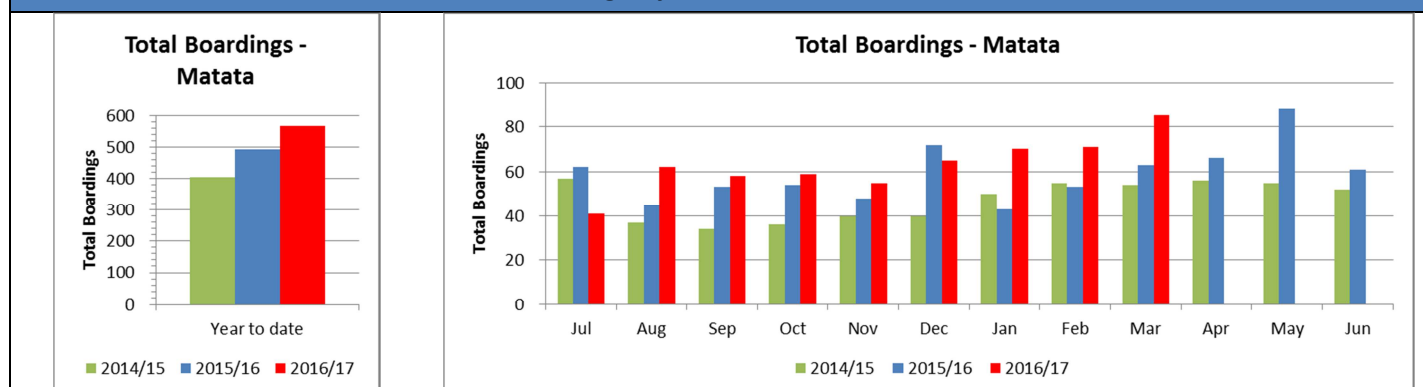
- Total patronage for the year to date is slightly higher than at March 2016 (an increase of 5%), with significantly higher patronage in March 2017 than in March 2016 (36.4%). This is likely due to the network changes made in July 2016, and that Easter fell in March 2016 (and in April 2017).

Matatā – Whakatāne

Monthly Fare Revenue			Year to Date Fare Revenue		Year to Date Farebox Recovery
Mar-16	Mar-17	% change	To Mar-17	% change	To Mar-17
Cash	\$4	\$102	+2685.7%	\$373	+31.9%
SuperGold	\$194	\$135	-30.5%	\$1,143	-10.3%
Total	\$198	\$237	+19.7%	\$1,516	-2.6%

Monthly Patronage			Year to Date Patronage	
Mar-16	Mar-17	% change	To Mar-17	% change
63	85	+34.9%	566	+14.8%

Patronage by Month – Year to Date



Patronage by Passenger Type			Patronage by Time period			Patronage by Payment Type		
Type	Year to Mar-17	% Change	Time Period	Year to Mar-17	% Change	Type	Year to Mar-17	% Change
Adult	86	+5.3%	Monday to Friday Peak	566	+14.8	Cash		
Child	34	+580.0%	Monday to Friday Off-Peak			Smartcard		
Senior	441	+17.6%	Saturday/Sunday			SuperGold		
Tertiary	5	-16.7%						

Comments

Comparing the July 2016 to March 2017 period with the same period in the 2015/16 financial year, the Tauranga urban bus service has performed as follows:

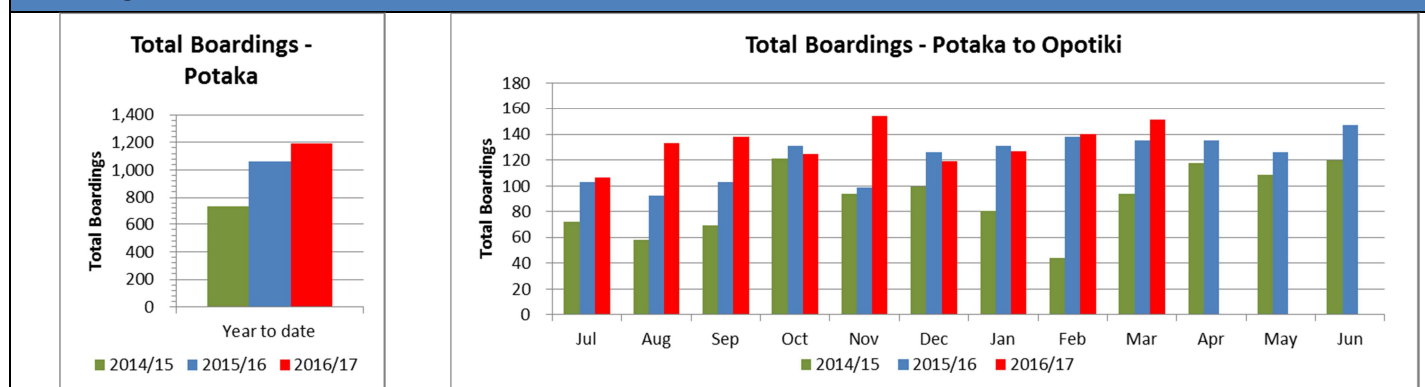
- Total patronage for the year to date is higher than at March 2016 (an increase of 14.8%), with significantly higher patronage in March 2017 than in March 2016 (34.9%). This is likely due to the service running twice a week, rather than once, and that Easter fell in March 2016 (and in April 2017).
- This service is experiencing capacity issues on Thursdays.

Pōtaka – Ōpōtiki

Monthly Fare Revenue				Year to Date Fare Revenue		Year to Date Farebox Recovery
	Mar-16	Mar-17	% change	To Mar-17	% change	To Mar-17
Cash	\$1,096	\$1,000	-8.7%	\$6,562	-17.1%	
SuperGold	\$0	\$316		\$1,887		
Total	\$1,096	\$1,317	+20.2%	\$8,448	+6.7%	

Monthly Patronage			Year to Date Patronage	
Mar-16	Mar-17	% change	To Mar-17	% change
135	151	+11.9%	1,194	+12.8%

Patronage – Year to Date



Patronage by Passenger Type			Patronage by Time period			Patronage by Payment Type		
Type	Year to Mar-17	% Change	Time Period	Year to Mar-17	% Change	Type	Year to Mar-17	% Change
Adult	581	-3.0%	Monday to Friday Peak	Unable to be reported at this time.	Unable to be reported at this time.	Cash	871	-17.8%
Concession	290	-37.0%	Monday to Friday Off-Peak			SuperGold	323	N/A
SuperGold	323		Saturday/Sunday	N/A	N/A			

Comments

Comparing the July 2016 to March 2017 period with the same period in the 2015/16 financial year, the Tauranga urban bus service has performed as follows:

- Total patronage for the year to date is higher than at March 2016 (an increase of 12.8%), with higher patronage in March 2017 than in March 2016 (11.9%). This is likely due to Easter falling in March 2016 (and in April 2017).

March 2017 – Western Bay Public Transport Patronage Report

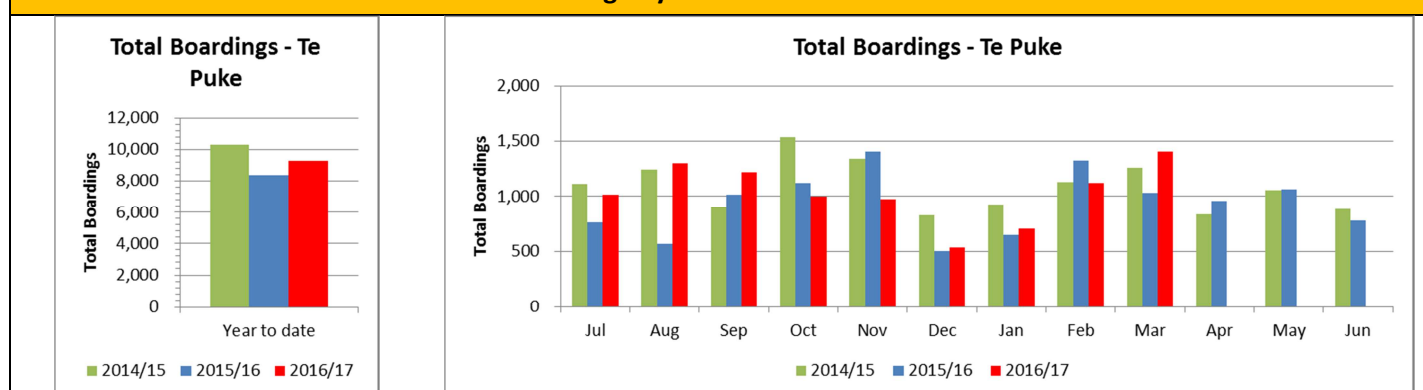


Te Puke – Tauranga

Monthly Fare Revenue				Year to Date Fare Revenue		Year to Date Farebox Recovery
	Mar-16	Mar-17	% change	To Mar-17	% change	To Mar-17
Cash	\$894	\$780	-12.8%	\$5,529	-26.4%	
Smartcard	\$1,639	\$2,667	+62.7%	\$16,741	+33.4%	
SuperGold	\$206	\$315	+52.7%	\$2,208	+444.5%	
Total	\$2,739	\$3,762	+37.3%	\$24,478	+19.6%	

Monthly Patronage			Year to Date Patronage	
Mar-16	Mar-17	% change	To Mar-17	% change
1,035	1,400	+35.3%	9,269	+10.6%

Patronage by Month – Year to Date



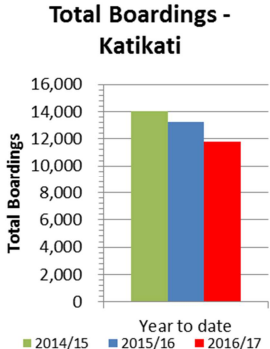
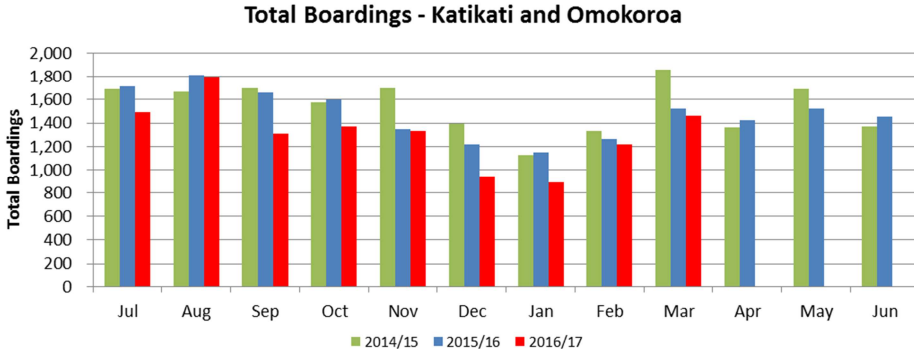
Patronage by Passenger Type			Patronage by Time period			Patronage by Payment Type		
Type	Year to Mar-17	% Change	Time Period	Year to Mar-17	% Change	Type	Year to Mar-17	% Change
Adult	1,302	+18.6%	Monday to Friday Peak	6,973	Unable to be reported	Cash		
Child	5	-99.3%	Monday to Friday Off-Peak	2,296	at this time.	Smartcard		
Senior	830	+3.1%	Saturday/Sunday	0		SuperGold		
Tertiary	7,132	+23.3%						

Comments

Comparing the July 2016 to March 2017 period with the same period in the 2015/16 financial year, the Tauranga urban bus service has performed as follows:

1. Patronage has increased by 10.6%, representing an additional 869 passengers for the period.
2. Revenue has increased by 19.6% which is largely attributed to the fare increase in September 2016 for rural services, along with the noted increase in patronage.

Katikati and Ōmokoroa – Tauranga

Monthly Fare Revenue				Year to Date Fare Revenue		Year to Date Farebox Recovery	
	Mar-16	Mar-17	% change	To Mar-17	% change	To Mar-17	
Cash	\$1,457	\$1,391	-4.6%	\$11,499	-22.2%		
Smartcard	\$3,419	\$3,688	+7.9%	\$27,154	-3.3%		
SuperGold	\$806	\$1,029	+27.6%	\$7,929	+26.4%		
Total	\$4,876	\$5,079	+4.2%	\$38,653	-9.8%		
Monthly Patronage				Year to Date Patronage			
	Mar-16	Mar-17	% change	To Mar-17	% change		
	1,521	1,459	-4.1%	11,803	-11.1%		
Patronage by Month – Year to Date							
Total Boardings - Katikati 		Total Boardings - Katikati and Omokoroa 					
Patronage by Passenger Type			Patronage by Time period			Patronage by Payment Type	
Type	Year to Mar-17	% Change	Time Period	Year to Mar-17	% Change	Type	Year to Mar-17 % Change
Adult	4,818	-14.9%	Monday to Friday Peak	8,835	-14.1%	Cash	
Child	29	+7.4%	Monday to Friday Off-Peak	2,372	+3.1%	Smartcard	
Senior	2,458	-10.6%	Saturday/Sunday	596	-13.7%	SuperGold	
Tertiary	4,498	-7.0%					
Comments							
<p>Comparing the July 2016 to March 2017 period with the same period in the 2015/16 financial year, the Tauranga urban bus service has performed as follows:</p> <ol style="list-style-type: none"> 1. Year to date patronage reflects a decrease of 11.1%, representing 1,471 less passenger trips for the period to March. 2. Year to date revenue has also decreased, reflecting 9.8% less revenue. 							

######

Report To: Public Transport Committee

Meeting Date: 05 May 2017

Report From: Garry Maloney, Transport Policy Manager

Western Bay of Plenty Public Transport Blueprint - Proposed Network for Public Engagement

Executive Summary

Following Council's adoption of the Western Bay of Plenty Public Transport Blueprint Programme Business Case (the Blueprint) in February 2017, detailed design and analysis of network options has been undertaken to identify preferred networks.

We are now at the point that we have some network options and can engage with the public.

Within the urban network design there are a number of options that require finalisation and which have a material impact on the performance and cost of the proposed network. This report is seeking guidance from the Committee on a preferred option prior to proceeding to public engagement.

The recommended urban network option (Option Three), provides a significant improvement over the current network but does not over-invest ahead of demand. It will provide a good starting point for engagement.

The recommended SchoolHopper network will see a reduction in SchoolHopper services from 45 to 11. This is consistent with the design principles agreed by the Public Transport Sub-committee on 30 March 2016.

Engagement will enable the Council to determine the acceptability of these changes alongside the proposed urban network.

There are no direct financial implications resulting from the decision to engage on the proposed networks however it does create a public expectation.

The total estimated cost of implementing the recommended urban and SchoolHopper networks is a gross cost of about \$16 million and a net cost to Council of \$5.5 million.

The gap between the new networks cost estimate and the current Long Term Plan is estimated to be \$1.13M in 2018/19.

Certainty around the actual cost of the networks will not be achieved until the services are tendered in the open market.

Engagement on the networks will help inform the final design of and in particular, identify public demand for improved operating hours, service frequencies, and other aspects of the

network. A special meeting of the Public Transport Committee is sought for June 2017 to review feedback on the networks and approve a final network for tender.

Recommendations

That the Public Transport Committee under its delegated authority:

- 1 **Receives the report, Western Bay of Plenty Public Transport Blueprint - Proposed Network for Public Engagement.**
- 2 **Approves Option 3 as the preferred option for the future Urban network as outlined in the report Western Bay of Plenty Public Transport Blueprint - Proposed Network for Public Engagement, as the basis for public engagement.**
- 3 **Approves the SchoolHopper network as outlined in the report Western Bay of Plenty Public Transport Blueprint - Proposed Network for Public Engagement, as the basis for public engagement.**
- 4 **Notes that the combined estimate cost of the bus networks being proposed for public engagement is greater than budgeted in the current Long Term Plan 2015-25.**
- 5 **Notes that the New Zealand Transport Agency at this time has not agreed to provide additional investment for the bus networks being proposed for public engagement.**
- 6 **Agrees to hold a special meeting in June 2017 to consider public feedback on and finalise the proposed networks to enable development of the procurement documents.**

1 Background

At the 17 February 2017 meeting of the Public Transport Committee it resolved to:

- "2 Adopts the Western Bay Public Transport Blueprint Programme Business Case including the strategic option of a 'High Performance Plus Network', as a guiding document for development of public transport services, infrastructure and policy for the next ten-years for the purposes of further community engagement.*
- 3 Seeks the adoption of the Western Bay Public Transport Blueprint Programme Business Case by the other Blueprint partners (New Zealand Transport Agency, Tauranga City and Western Bay of Plenty District Councils).*
- 4 Notes that the adoption of the Western Bay Public Transport Blueprint Programme Business Case does not at this stage represent a financial commitment by the Council above that in the approved Long Term Plan, but does provide strategic guidance on future financial decisions."*

The Western Bay of Plenty Public Transport Blueprint (the Blueprint) was subsequently adopted by the Tauranga City Council and the Western Bay of Plenty District Council. The New Zealand Transport Agency (NZTA) is yet to confirm its acceptance of the Blueprint and is awaiting the results of the network design and public engagement prior to endorsing, or otherwise, the Blueprint.

Members may recall that staff advised them at the February meeting that the decisions above would enable detailed network design to begin.

The Blueprint network design has now been developed to a point that we can engage with the public.

Within the design there are a number of options that require finalisation and which have a material impact on the performance and cost of the proposed network. This report is seeking guidance from the Committee on a preferred option prior to proceeding to public engagement.

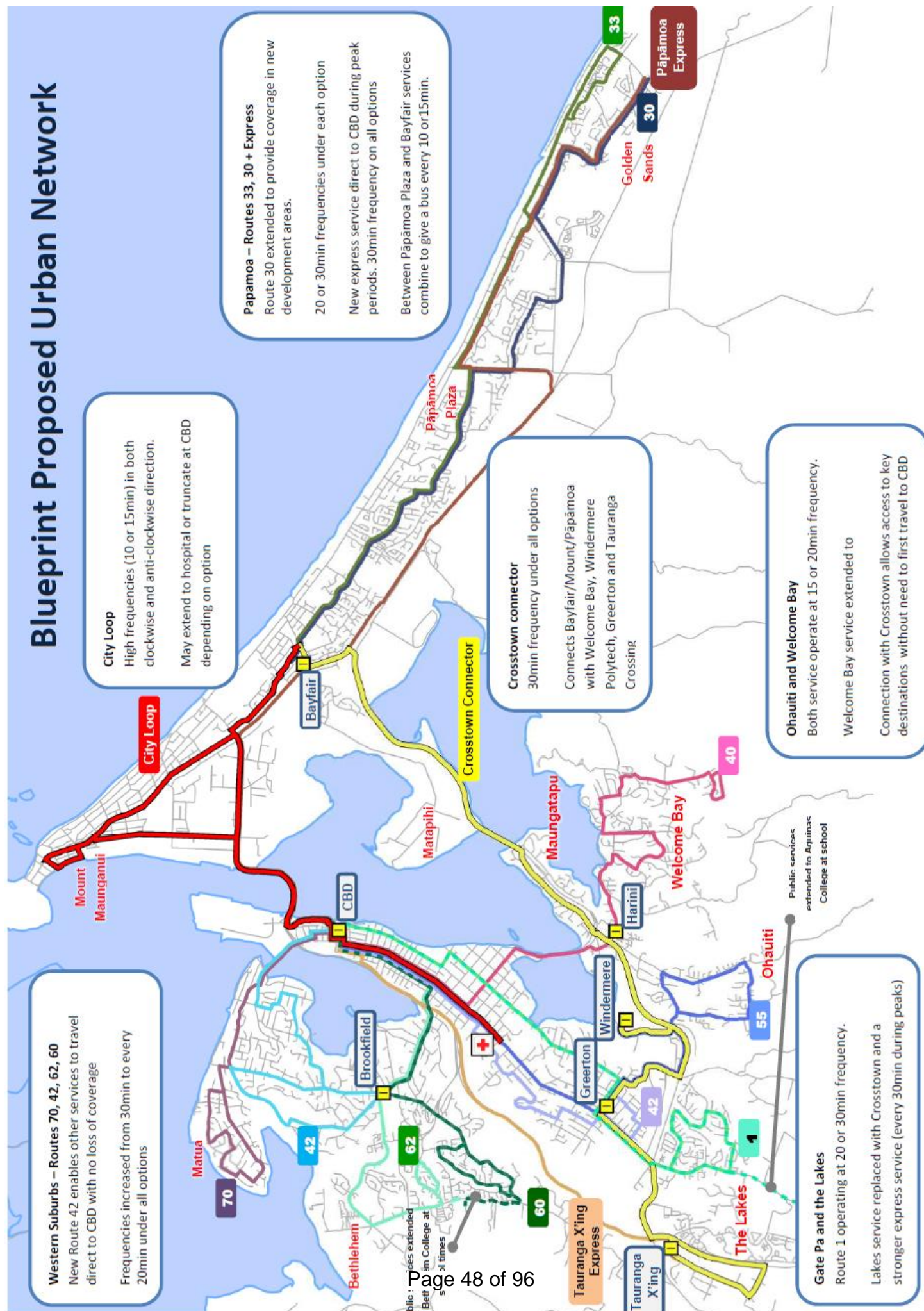
To enable a comprehensive discussion with members of the network design, it is proposed that the Committee meeting be adjourned and a workshop convened to do so. Following the workshop, it is proposed that the Committee meeting be reconvened and a preferred networks endorsed.

2 Proposed Urban and Rural Network

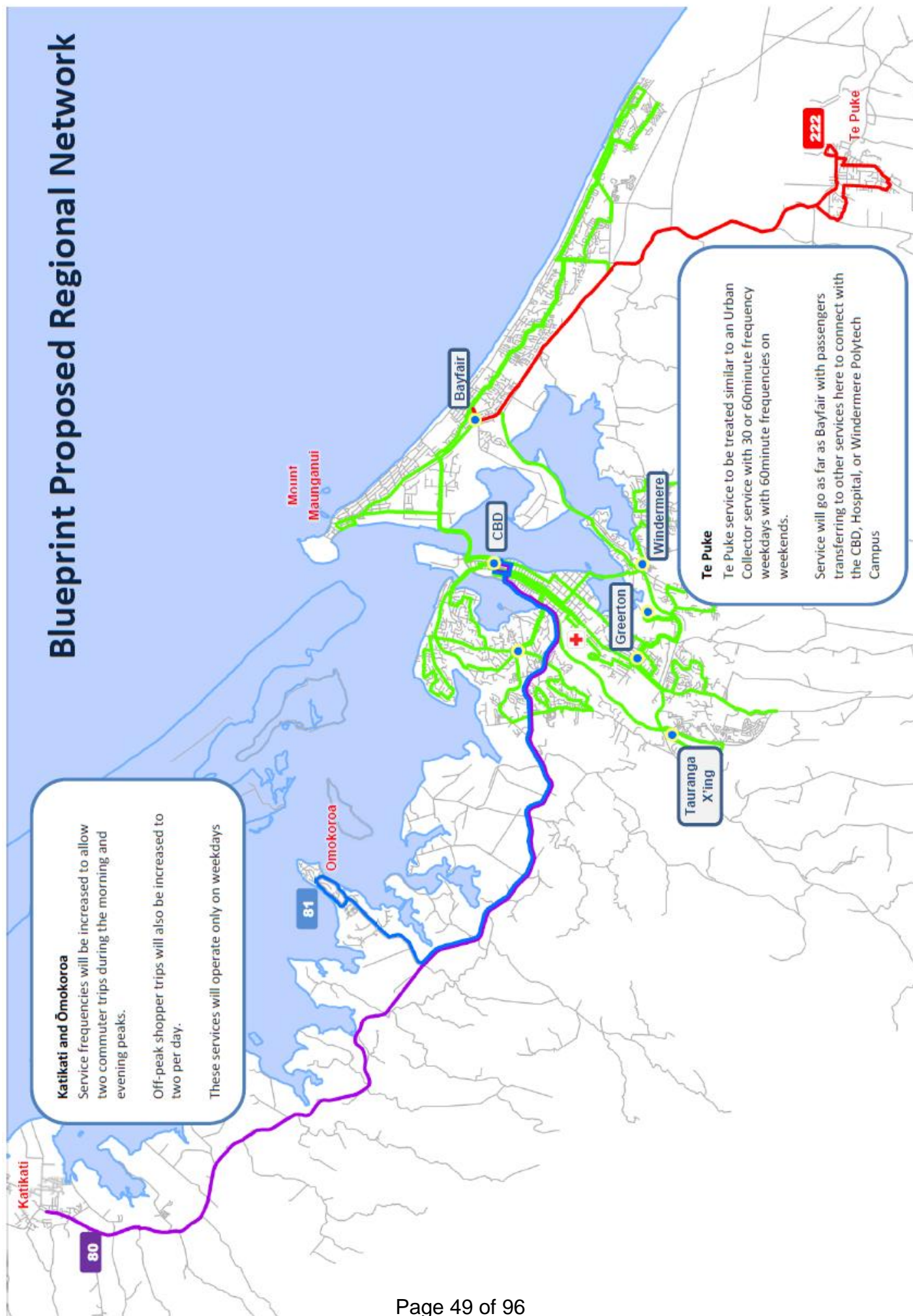
The proposed bus network for the western Bay of Plenty is shown on the following two pages. The base network is consistent across each of the options presented in this report. The difference between the options relates to some services, changes in service frequencies and service operating hours.

While the following images provide detail of the proposed network, staff intend to describe in more detail at the workshop what the changes are between the current network and the proposed network.

Blueprint Proposed Urban Network



Blueprint Proposed Regional Network



3 Urban Network Options

The Blueprint Programme Business Case identified a “High Performance Plus Network” as the preferred option. This has been further developed through a Detailed Business Case to better refine costs, patronage estimates and service details.

The Detailed Business Case examined four options based largely on providing a range of investment choices for Council whilst maintaining the strategic direction provided in the Blueprint Programme Business Case.

The options presented have initial gross implementation costs ranging between \$13 and \$21 million per annum. It is expected that Council's share in these costs would range between \$5.4 and \$7.8 million per annum at year one before decreasing to between \$4.0 and \$6.3 million over the course of the contract as patronage grows.

It is anticipated that frequencies on services will increase over time as patronage increases and fare box recovery targets are met. Starting with the strongest network will mean that significant structural improvements are less likely to be required in the nine-year contract term.

The current (2016/17) budgeted cost of all the bus services (BayHopper, SchoolHopper and Te Puke) subject of the Blueprint is \$12.4 million and the net cost to Council, \$4.5 million.

3.1 Options considered

The four options presented in this paper are:

- Option 1: Direct Services, longer operating hours;
- Option 2: More transfers required, longer operating hours;
- Option 3 (Preferred): Some direct services, shorter operating hours; and
- Option 4: More transfers required, shorter operating hours.

The table below highlights the differences between these options for each of the affected proposed services and the impact on the operating cost.

	Option One	Option Two	Option Three (recommended)	Option Four
City Loop (Hspt-CBD-Mount-Bayfair)	10min	10min (Does not extend to hospital)	15 min	15 min (Does not extend to hospital)
Pāpāmoa services	20min Direct to CBD/Mount	20min Truncated at Bayfair	30min Truncated at Bayfair	30min Truncated at Bayfair
Ohauiti + Welcome Bay services	15 min	15 min	20 min	20 min
Te Puke service to Bayfair	30min	30min	60min	60min
Operating Hours	6am to 9pm	6am to 9pm	6am to 7pm	6am to 7pm
Weekend Services	All 30min except Te Puke 60min	All 30min except Te Puke 60min	All 60min except City Loop 30min	All 60min except City Loop 30min
Total Contract Cost (Including SchoolHopper)	\$19-20M	\$17-18M	\$15-16M	\$13-14M
Patronage (year 1)	2.54M/3.35M	2.46M/3.26M	2.4M/3.17M	2.3M/3.07M
Fare Box Recovery (year 1/ year 9)	20%/35%	22%/38%	26%/44%	26%/46%
Cost to Council (mid-point cost, includes SchoolHopper)	\$7.81M	\$6.89M	\$5.47M	\$5.05M

The key differences between the four options are:

- Service frequency on the City loop service (Hospital-CBD-Mount-Bayfair) - service frequency of 10 or 15 minutes?
- Coverage of the City loop service - does it extend to the Hospital or finish at the CBD?
- Frequency of other services on the network – should Ohauiti and Welcome Bay have a 15 or 20 minute services and Te Puke a service every 30 or 60 minutes?
- Connections for Pāpāmoa residents – direct or require transfer at Bayfair to reach other destinations?
- Extend operating hours to start at 6:00 am and finish at 9:00 pm or just 7:00 pm?

These seem straight forward questions but they can each add about \$1 million or more to the cost of the contract and will have a material impact on the network.

3.2 Option Three: Preferred Option for Engagement

Option Three is the preferred Option for public engagement.

It is an option that carries lower financial risk than more expensive options and will deliver long term gains in patronage whilst not expanding the network too far ahead of demand. As with the other options, extra capacity can be added to the service as required to meet the needs of customers.

In regard to the other options the following table outlines the advantages and disadvantages of Option 3.

Advantages	Disadvantages
Lower cost option represents less financial risk and better affordability for Council	May not be seen as a significant step forward by partners to the Blueprint.
Maintains a strong, direct link to the Hospital, highlighted through the Health Impact Assessment as a key requirement for users with disabilities, mature and older users.	May not gain as much mode shift to bus as more expensive options.
Lower risk of empty buses in the initial implementation phase (this will be less of a problem as the service matures and attracts more patronage)	May result in future improvements being more expensive since these will not be undertaken through a competitive tender process.
Enables future scaling up of the network as patronage grows and fare box recovery improves.	

4 Proposed SchoolHopper network for engagement

The existing SchoolHopper network consists of 45 services operating across 16 schools in Tauranga. Under the proposed network much of the demand on the SchoolHopper network will be met by the urban bus network.

At the 30 March 2016 meeting of the Public Transport Sub-committee it resolved to:

“2 Agree in principle, the SchoolHopper Design Principles described in the report, School Hopper Design Principles.”

Those principles were:

- service contracts should be flexible, and responsive to changing demand;
- intermediate and secondary school students will be served by the public BayHopper network except where capacity constraints exist;
- primary students will be served by the SchoolHopper network where practical;
- pick-up and drop-off times will remain largely unchanged;
- services to include stops to within 2 kilometres of schools unless capacity constraints exist;
- students living further than 8 to 10 kilometres from their school will not be served by SchoolHopper; and
- schools not currently served by SchoolHopper, but within Tauranga City Council boundaries, may be added to the SchoolHopper network when requested by the school and where this can be achieved cost effectively.

The design principles are consistent with the objectives of the Regional Public Transport Plan.

The proposed SchoolHopper network will see the number of services drop to 11, operating across eight schools. Additional school buses will also be provided that shadow the urban bus network where capacity is required. The number of shadow buses will vary slightly depending on the frequencies delivered on the urban network but will be scalable to meet demand as travel patterns and demand changes.

The table below shows how each school will be impacted in terms of the number of SchoolHopper services available before and after the proposed changes.

	# of services		Primary reasons for changes
	Current	Proposed	
Aquinas College	8	1	Significant reduction due to Aquinas being a secondary school. One services to Matapihi maintained due to lack of public alternative
Bethlehem College	7	4	Most services maintained due to the primary school associated with Bethlehem College. Other services removed where good public alternative is available.
Greenpark School	3	1	Services combined into a single service, some loss of coverage within the Avenues as a result
Greerton Village School	3	1	Services combined into a single service, some loss of coverage within the Avenues as a result
Maungatapu Primary	1	1	Service will be altered to better serve other primary/intermediate schools but no loss of coverage
Mount Maunganui College	12	1	The College is very well served by public transport under the current proposal. Single service maintained for rural Welcome Bay Road where no public network exists.
Mount Maunganui Intermediate	6	0	The Intermediate is very well served by public transport under the current proposal.
Otumoetai College	3	1	Most services removed due to being secondary school. One service has been maintained to meet capacity requirements and reduce journey times for some students.
Otumoetai Intermediate	3	1	Most services removed due to being intermediate school. One service has been maintained to meet capacity requirements and reduce journey times for some students.
Pāpāmoa College	1	0	All services removed due to being a secondary school
Pāpāmoa Primary School	1	0	Services removed as this service will be uneconomical without students from Pāpāmoa College. The existing and proposed public service provides an identical journey.
Saint Mary's Catholic School	5	3	Reduction in services is primarily a result of combining multiple routes into two.
Saint Thomas More Catholic School	1	0	Single service removed due to low demand. This school is close to Bayfair to a number of public routes although work will need to be undertaken to ensure pedestrian connectivity is of a high standard.
Tauranga Boys' College	11	0	All services removed due to being a secondary school
Tauranga Girls' College	11	0	All services removed due to being a secondary school. Public network provides suitable connections to this school although access and suitability of stops may need to be addressed.
Tauranga Intermediate	13	0	Due to being an intermediate school all services have been removed. The public network provides reasonable alternatives although improvements to pedestrian facilities across arterial roads will be examined.
Tauranga Primary	1	1	Service is being combined with other routes which will provide better coverage

It is estimated that making the changes proposed above will reduce gross operating costs by between \$1.5 and \$2 million per annum to between \$0.5 and \$1 million.

This saving will be used to offset the proposed increase in cost for the urban network.

The current (2016/17) budgeted cost for the SchoolHopper service is \$2.8 million and the net cost to Council, \$1.1 million.

Should the Council decide to retain the current SchoolHopper network for the new contract but proceed with recommended Option 3 for the urban network, this will add about another \$1.8 million to the gross cost for the combined networks.

It is recommended that Council engage with the public based on the proposed changes outlined in this paper to the SchoolHopper services.

Based on the public response to the change from Ministry of Education bus services to Council bus services in 2014/15, the changes proposed here should engender significantly more public comment than the proposed changes to the urban network.

Information gathered from the subsequent public engagement process will enable the Council to review that decision prior to issuing a Request for Proposal to the market.

5 Engagement Approach

Our engagement approach will be to release the proposed urban and SchoolHopper networks to the public for their input simultaneously. The engagement will look to identify aspects of the networks that people are comfortable with and areas where improvements can be made.

Engagement will be specifically aimed at providing further information about elements of the networks that differentiate the options presented in this paper, i.e. operating hours, service frequency, direct routes versus transfers, etc. This will help provide either justification for the proposed network or evidence to support changes.

We will take a single preferred urban option to the public and asking appropriate questions about the network and peoples preference, rather than engage separately on each urban option. This will reduce the complexity of the engagement as if all four options were presented, the subtle differences between the options could potentially make this confusing for those trying to understand the network.

For SchoolHopper the engagement will provide us with an indication of how comfortable parents and students are with the proposed changes to that network and the increased reliance on the public network.

Following engagement with the public, the Council will need to approve the final networks which will form the basis for the tender documents. To this end, staff would like the Committee to hold a special meeting in late-June to:

- approve the final networks; and
- approve the procurement plan to tender the services.

6 Financial Implications

There are no direct financial implications resulting from the decision to engage on the proposed networks however it does create a public expectation. Given that this is the case, the Public Transport Committee needs to be comfortable with the estimated cost of the networks it engages with the public on.

Timing is also an issue, given that Council is in the preliminary stages of developing its next Long Term Plan, such that consideration of the financial implications of the matters outlined in this report is out of context to that process.

The total estimated cost of implementing the recommended urban and SchoolHopper networks is shown in the Table below. As can be seen, the estimated gross cost is about \$16 million and the net cost to Council, \$5.5 million.

The gap between the new networks cost estimate and the current Long Term Plan is about \$1.13M in 2018/19.

Financial estimates for Option Three (\$, millions)

	2018/19	2019/2020	2020/21	2021/22	2022/23	2023/24	2024/25
Operating Cost (including SchoolHopper)	16	16	16	16	16	16	16
Fare Revenue	3.84	4.19	4.54	4.90	5.25	5.60	5.95
Farebox Recovery	24%	26%	28%	31%	33%	35%	37%
Total cost to BOPRC	5.47	5.13	4.90	4.67	4.44	4.22	3.99
Funding Gap	-1.13	-1.01	-0.87	-0.75	-0.62	-0.50	-0.37

It must be noted that the financial estimates provided in this report assume all interventions identified in the Blueprint, including changes to parking charges and priority measure on Cameron Road, are implemented.

Certainty around the actual cost of the networks will not be achieved until the services are tendered in the open market.

It is also noted that the estimates above assume that the New Zealand Transport Agency will invest its share of the new networks (if greater than current investment levels). The Agency will consider its investment commitment to the proposed networks subsequent to the public engagement exercise outlined in this report (so there is no certainty at this time that the Agency will agree to invest the level required).

7 Implications for Māori

The proposed engagement does not affect land, water or significant places for Māori or access to those.

Māori are represented in low socio-economic areas within the western Bay of Plenty and careful consideration has been given to ensuring these areas are provided with improved services where possible.

Māori are also represented in rural communities and care has been taken to ensure that the proposed change to school services in these areas does not disadvantage these communities where possible.

Formal engagement with Māori will take place through the Smartgrowth Tangata Whenua forum.

8 Council's Accountability Framework

8.1 Community Outcomes

This proposal directly contributes to the Economic Development and Regional Leadership and Collaboration Community Outcomes in the Council's Long Term Plan 2015-2025.

8.2 Long Term Plan Alignment

This work is planned under the Passenger Transport Activity in the Long Term Plan 2015-2025.

Current Budget Implications

The proposed engagement is being undertaken within the current budget for the Passenger Transport Activity in Year 2 of the Long Term Plan 2015-2025.

Future Budget Implications

There are no budget implications for future years as a result of the proposed consultation and network design. Future budget implications will arise and be considered at the time that the Council finalises the networks to be tendered.

Joe Metcalfe
Senior Transport Planner

for Transport Policy Manager

28 April 2017

Report To: Public Transport Committee

Meeting Date: 05 May 2017

Report From: Garry Maloney, Transport Policy Manager

Variation to Regional Public Transport Plan

Executive Summary

At the previous Public Transport Committee meeting on 17 February the Committee agreed to consult on a proposed variation to the Regional Public Transport Plan relating to the Unit structure (the number of bus contracts).

The consultation resulted in Council receiving three submissions, none of which opposed the variation to the RPTP. One of the submissions opposed the requirement that the two contracting units not be awarded to the same tenderer (group bids).

Staff recommend that the variation to the Plan be approved by the Committee and that the Committee agrees to the responses to submitters consistent with those drafted in Appendix One of the report.

Staff also recommend that the submissions relating to group bids be taken into consideration when developing the Transport Activities Procurement Strategy and the relevant Request for Proposals documents, rather than as part of the RPTP.

Recommendations

That the Public Transport Committee under its delegated authority:

- 1 Receives the report, Variation to Regional Public Transport Plan;**
- 2 Approves the variation of the Regional Public Transport Plan contracting units as described in the report “Variation to Regional Public Transport Plan”.**
- 3 Approves the responses to submitters on the proposed variation to the Regional Public Transport Plan as described in Appendix One of the report “Variation to Regional Public Transport Plan”.**

1 Purpose

The purpose of this report is to seek approval from the Public Transport Committee to vary the Regional Public Transport Plan (RPTP). The variation will solely affect the contracting units within the RPTP and is being undertaken to ensure value for money

is achieved for the upcoming tender of services in the western Bay of Plenty sub-region.

The Committee has the delegated authority to “Approve and review the Bay of Plenty Regional Public Transport Plan”.

2 Purpose of the variation

The Bay of Plenty Regional Council will undertake procurement for the operation of the majority of bus services in the western Bay of Plenty sub-region in mid-2017. The new contracts are likely to comprise approximately 12 urban, 30 school bus and four regional routes; these numbers will be confirmed through engagement on the Western Bay of Plenty Public Transport Blueprint.

Under central government’s Public Transport Procurement Model these services must be organised into groups called “Units”, and must be specified within the operative RPTP.

A variation to the current RPTP is being progressed ahead of a full review of the Plan due to the timing of the proposed Tauranga bus services procurement. The variation to the Plan is required to incorporate the proposed contracting units prior to releasing tenders.

The reorganisation of the units will:

- maximise market participation in upcoming tenders for Tauranga urban, SchoolHopper and Western Bay bus services;
- ensure unit sizes are adequate to achieve economies of scale;
- provide unit operators with the best opportunity to achieve efficiencies; and
- provide a high quality service once a contract is let.

Figure 1 below shows the stages and timing for varying the RPTP.



Figure 1 - RPTP variation process and timings

3 Consultation Results

Consultation was undertaken on the proposed variation to the RPTP, consistent with the Land Transport Management Act (LTMA) requirements for significant variations to the RPTP.

The consultation period was between 10 and 26 May 2017 and the draft variation was made available to identified affected parties and those required to be consulted through the LTMA. The consultation was also made available to any national and international bus operators through the Government Electronic Tender System.

The consultation requested submissions on the proposed Unit structure and also on the intent that the two main contract units could not be held by a single operator (group bids).

The Council received three submissions (see Appendix Two) from the New Zealand Transport Agency (NZTA), Ritchies Transport Holdings Ltd and Western Bay of Plenty District Council (WBoPDC). The submissions are summarised below:

- NZTA neither supported nor requested changes through the submission process. It did request more information relating to the analysis that determined the final unit structures and how Council would see the technology unit operating alongside the other units given that there would be geographical overlap.
- Ritchies support the proposed unit structures. It was not supportive of the approach of not allowing group bids as they believed this would reduce the competitiveness of the tender for operators outside the region and increase costs due to the smaller scale of the contracts.
- WBoPDC requested that the description for the Western Bay Innovation unit incorporate the words “mini buses for on-demand community vans”. This is consistent with the intent of the unit and there is no reason this term cannot be included in the unit description.

Full suggested responses to the submissions are included in Appendix One.

4 Analysis

As there has been no objection to the proposed unit structure through the consultation process I recommend that the Committee approve the unit structure variation that was consulted upon with the inclusion of the words “(such as on demand community vans)” to the description of the Western Bay Innovation Unit as per WBoPDC’s request

Concerns have been raised by submitters about the proposal not to allow group bids. This does not need to be included in the variation to the RPTP and I recommend that it be addressed through the review of the Transport Activities Procurement Strategy and the Request for Tender documents, both of which NZTA must approve.

5 Variation to the RPTP

Based on the recommendations above, the variation will now relate solely to the table in Section 5.6.2 “Units” in the RPTP. The modified table is shown below with old text struck-out in red, and the new text in green.

Unit	Service Level	Description	Commencement
Northern Corridor	Rural Connector Routes	Katikati/Ōmokoroa – Tauranga	31 January, 2015
Eastern Corridor	Rural Connector Routes	Ōhope - Whakatāne Ōpōtiki – Whakatāne	30 June, 2015

Unit	Service Level	Description	Commencement
		Kawerau – Whakatāne Matatā – Whakatāne Whakatāne – Tauranga Pōtaka- Ōpōtiki	29 September, 2015
Tauranga Urban	Regional Strategic Corridors and Urban Connector Routes	All Tauranga Urban Routes includes Te Puke service (excludes school bus services)	1 February, 2015
Tauranga Schools Unit 4	School Connector Routes	TBA	15 January, 2015
Tauranga Schools Unit 2	School Connector Routes	TBA	
Tauranga Schools Unit 3	School Connector Routes	TBA	
Tauranga Schools Unit 4	School Connector Routes	Unallocated	TBA
Tauranga Schools Unit 5	School Connector Routes	Unallocated	TBA
Tauranga Eastern	Urban Connector, strategic and school routes.	Tauranga Urban and School routes east of harbour bridge Te Puke services	July 2018
Tauranga Western	Urban Connector, strategic and school routes.	Tauranga Urban and School routes west of harbour bridge	July 2018
Western Bay Innovation	To be confirmed	Unit to support future deployment of self-drive, electric, hybrid, or other innovative vehicles or services in the Western Bay (such as on demand community vans)	July 2018
Rotorua	Urban Connector Rural Connector Routes	Rotorua urban Murupara - Rotorua	29 June, 2014
Matakana Ferry	Rural Connector Routes		29 June, 2014
Twin City	Commercial Unit	Rotorua to Tauranga	Current

6 Māori Implications

Māori will not be impacted by the decisions made in this report. There are no impacts on land or water, sensitive or otherwise to Māori or their ability to access these or other sites of significance.

7 Next Steps

The next step in the process will be to:

- provide a response to submitters on the variation to the RTP;
- update the Regional Public Transport Plan and notify affected parties and submitters of the variation; and

- incorporate submissions on group tenders into the analysis that informs the Transport Activities Procurement Strategy and the Request for Proposals documents.

8 Council's Accountability Framework

8.1 Community Outcomes

This proposal directly contributes to the Economic Development and Regional Leadership and Collaboration Community Outcome/s in the Council's Long Term Plan 2015-2025.

The ability to access jobs, services, social and recreational activities are critical to a functioning economy. A strong public transport network enables this for many people and reduces the need to invest in road infrastructure. The variation to the RPTP will ensure that public transport can provide the best value for money for the region.

8.2 Long Term Plan Alignment

This work is planned under the passenger transport activity in the Long Term Plan 2015-2025.

Current Budget Implications

This work is being undertaken within the current budget for the Transport Planning Activity in Year 2 of the Long Term Plan 2015-2025.

Future Budget Implications

Future work on the Regional Public Transport Plan Variation is provided for in Council's Long Term Plan 2015-2025.

Joe Metcalfe

Senior Transport Planner

for Transport Policy Manager

27 April 2017

APPENDIX 1

Appendix One - Submission summary and proposed responses on Variation to RTP

Appendix One – Proposed responses to submitters on the Variation to the Regional Public Transport Plan

Received From	Date	From	Reply to email
NZTA	21/04/2017	Dennis Crequer, Regional Planning and investment Manager	Alistair.Talbot@nzta.govt.nz
Ritchies	12/4/2017	Stephen Cruttwell, 027 511 1502	Stephen.Cruttwell@ritchies.co.nz
Western Bay of Plenty District Council	26/4/2017	Mariam Taris, Chief Executive Officer	Jim.patterson@westernbay.govt.nz

On Unit Structures	Submission Point	Public Transport Committee Response
Ritchies Transport Holdings Ltd	Supports the unit structure. Sites efficiency to be gains by operating a mixed school and urban fleet that provides a mix of work for operators	Acknowledges support for unit structures from Ritchies
NZTA	Raised many questions about the analysis supporting the unit structure decisions but did not indicate support or otherwise for the proposed variation to unit structures.	Acknowledge the questions raised by NZTA. Staff will be happy to discuss the reasoning behind the proposed unit structures with NZTA, noting that geographical split of the proposed unit structure has been known and discussed with NZTA staff in detail prior to this consultation.
On Group Tenders		
Ritchies Transport Holdings Ltd	Ritchies does not support the Council's proposal to allow no group tenders and if an operator wins both units they will be offered the opportunity to select which unit they would prefer to operate. BOPRC has indicated previously that each unit will consist of 20 vehicles. The cost of setting up a new operation is significant and if only one unit can be won then all the depot overhead cost must be spread across 20 vehicles. This favours operators with existing operations in the area and will consequently reduce competition from operators outside the area	The Public Transport committee appreciates the concerns raised by Ritchies and will incorporate this feedback into the development of the Procurement Strategy. The Regional Public Transport Plan will not specify a policy on group tenders.

	<p>which may result in a higher price for BOPRC. Tendering for work is an expensive exercise and with the chance reduced of winning a cost-effective amount of work, Ritchies will have to seriously consider not tendering for the work.</p>	
NZTA	<p>However, we consider of greater importance is the possibility of value being lost because economies of scale are unable to be accepted. For example, a situation where BoPRC obtains a high quality, excellent value tender for one unit which is not able to be taken advantage of for the other, due to the limitations of the group tender policy. If the next best tender, which must be accepted for the second unit under the group tender policy as written, were of poorer quality and worse value this would result in poor value for money for both the BoPRC and the Agency. The 'cost' of this over 9 years may considerably outweigh the disadvantage of having relatively fewer tenderers tender when the units are next released to the market.</p> <p>We therefore consider that the lack of value for money justification for the group tender policy is a serious omission to the Variation statement. Such a justification is essential before the Agency could recommend such a procurement strategy / RFT for endorsement / approval. We request the opportunity to consider and comment on any justification.</p>	<p>The Public Transport committees appreciates the concerns raised by NZTA and will incorporate this feedback into the development of the Procurement Strategy and Request for Tender Documents. The Regional Public Transport Plan will not specify a policy on group tenders.</p> <p>BOPRC officers will discuss the justification for not allowing group tenders with NZTA staff in more detail and will seek endorsement through appropriate mechanisms.</p>
General		
Western Bay of Plenty District Council	<p>The Council generally supports the Variation and requests that for the Unit titled "Western Bay Innovation" the description should also include "mini buses for on demand community vans".</p>	<p>BOPRC appreciates your consideration of the variation to the RTP and is happy to accommodate the requested addition to the description for the innovation unit as it is consistent with the intent of this unit.</p>

APPENDIX 2

Appendix Two - Full submissions

Appendix Two –Submissions Received

Received From	Date Received	From	Reply to email
1. New Zealand Transport Agency	21/04/2017	Dennis Crequer, Regional Planning and investment Manager	Alistair.Talbot@nzta.govt.nz
2. Ritchies Transport Holdings Ltd	12/4/2017	Stephen Cruttwell, 027 511 1502	Stephen.Cruttwell@ritchies.co.nz
3. Western Bay of Plenty District Council	26/04/2017	Mariam Taris, Chief Executive Officer	Jim.patterson@westernbay.govt.nz

1. New Zealand Transport Agency submission



21 April 2017

Joe Metcalfe
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Dear Joe

Thank you for the opportunity to provide a submission on the proposed Variation to the RPTP.

We would like to make the following points in response to the proposed Variation, these are:

- **UNIT STRUCTURE**

It appears that geographic considerations have had a strong influence on the proposed primary 2-unit structure. We are interested to understand more about how the benefits of geographic based unit structure were considered and weighted against the benefits of other drivers which could influence the development of alternative unit structures that you considered before arriving at the proposed approach. For example, how were convenient and reliable customer journey perspectives considered and weighted against the proposed approach?

In addition, we are interested to understand more in terms of how the proposed unit structure has been considered in the context of and contributing to achieving the developing Blueprint Business Case. In particular, how does the proposed unit structure help address the identified problems, and contribute to achieving the benefits and investment objectives of the developing Business Case.

We believe that the proposed unit structure will require very careful planning and management between Council and the Operator to deliver on customer expectations for a convenient and reliable service so we request information from Council as to its approach to these matters and what they will include.

The unspecified 'innovation unit' is also of interest to the Agency. While the technology-driven changes to PT (described in the document as 'a unit to support self-drive, electric, hybrid or other innovative vehicles or services in Western Bay') are happening so fast they represent a challenge to all jurisdictions, we consider that the PTOM partnering contracts provide a good base for innovation by way of variation to the contracts based on the strong partnering relationships that will result. Further, we note that how the new services in the 'innovation unit', which will be geographically located within one of the two main units, might work is unspecified. We therefore request information to explain the assessment that lead to the development of this proposed unit, how it preformed relative to other options considered and will work together with the innovation provided for under PTOM.

- **GROUP TENDERS**

We can advise that Rule 10.12 (2) (bullet 6) of the Procurement Manual requires all Regions to include in its RFP whether group tenders are allowed and how these will be evaluated. We note that the BoPRC

has included its group tender policy in its RTP variation, and has decided that it will not allow group tenders in order to ensure local competitive markets are maintained.

The Agency's concern with this approach is that there is no discussion about value for money in the Variation, which could well be compromised by such a policy position. Section 25 of the LTMA requires the Agency to approve procurement procedures which are designed to ensure best value for money spent by the Agency and Approved Organisations. The considerations about enabling fair competition and encouraging competitive markets are secondary considerations ('must have regard for the desirability of..').

We acknowledge that there is a risk to allowing group tenders in Tauranga, should one operator win both units. For example, it could be argued that the incumbent would have an advantage come re-tender time in 9 years, in terms of local knowledge, an existing depot, and the relationship with BoPRC. However, we note that this is no different from the so-called 'incumbent advantage' in any long term contract situation. There is also arguably a risk that a dearth of local operators may occur when the tender comes up for renewal.

However, we consider of greater importance is the possibility of value being lost because economies of scale are unable to be accepted. For example, a situation where BoPRC obtains a high quality, excellent value tender for one unit which is not able to be taken advantage of for the other, due to the limitations of the group tender policy. If the next best tender, which must be accepted for the second unit under the group tender policy as written, were of poorer quality and worse value this would result in poor value for money for both the BoPRC and the Agency. The 'cost' of this over 9 years may considerably outweigh the disadvantage of having relatively fewer tenderers tender when the units are next released to the market.

We therefore consider that the lack of value for money justification for the group tender policy is a serious omission to the Variation statement. Such a justification is essential before the Agency could recommend such a procurement strategy / RFT for endorsement / approval. We request the opportunity to consider and comment on any justification.

We look forward to the opportunity to discuss the matters raised in this submission with you. Alistair Talbot should be your first point of contact on this submission.


Regards,




Dennis Crequer
Regional Manager, Planning and Investment

2. Ritchies Transport Holdings Ltd submission


Submission: Variation to BOPRC Public Transport Plan Contracting Units

 Stephen Cruttwell <Stephen.Cruttwell@ritchies.co.nz>

 Follow up. Completed on Wednesday, 26 April 2017.

Sent: Wed 12/04/2017 4:11 p.m.

To:  Joe Metcalfe

Cc:  Andrew Ritchie

Dear Mr Metcalfe,

Thank you for the opportunity to provide a submission regarding the Bay of Plenty Regional Council's consultation on the proposed variation contracting units.

Ritchies supports the Council's proposal to combine the existing five units and divide them into Eastern and Western Units. As indicated in our previous submission, this provides a mix of work to enable the delivery of a mixed fleet of new urban buses and existing school bus vehicles which reduces the capital cost to the Operator and BOPRC.

Ritchies does not support the Council's proposal to allow no group tenders and if an operator wins both units they will be offered the opportunity to select which unit they would prefer to operate. BOPRC has indicated previously that each unit will consist of 20 vehicles. The cost of setting up a new operation is significant and if only one unit can be won then all the depot overhead cost must be spread across 20 vehicles. This favours operators with existing operations in the area and will consequently reduce competition from operators outside the area which may result in a higher price for BOPRC. Tendering for work is an expensive exercise and with the chance reduced of winning a cost-effective amount of work, Ritchies will have to seriously consider not tendering for the work.

If you require further clarification of our response, please don't hesitate to contact Andrew Ritchie or myself.

Kind regards,

Stephen Cruttwell

027 511 1502

3. Western Bay of Plenty District Council



**Western Bay of Plenty
District Council**

PEOPLE • PLAN • PROGRESS

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26 April 2017

Joe Metcalfe
Senior Transport Planner
Bay of Plenty Regional Council
PO Box 364
Whakatane 3157

Dear Joe

Variation to Bay of Plenty Regional Public Transport Plan Contracting Units - Submission

Thank you for your letter dated 29 March 2017 requesting the Council submission on the above.

Council's Adoption follows:

Endorsement of Western Bay of Plenty Public Transport Blueprint Programme Business Case

The Operations and Monitoring Committee considered a report from the Transportation Infrastructure Manager dated 9 March 2017 as circulated with the agenda. The Transportation Infrastructure Manager introduced the report.

Resolved: Williams / Scrimgeour

1. *THAT the Transportation Infrastructure Manager's report dated 9 March 2017 and titled Endorsement of Western Bay of Plenty Public Transport Blueprint Programme Business Case be received.*
2. *THAT the report relates to an issue that is considered to be of low significance in terms of Council's Significance and Engagement Policy.*
3. *THAT the Operations and Monitoring Committee endorses the adoption of Western Bay of Plenty Public Transport Blueprint Programme Business Case.*
4. *THAT the Operations and Monitoring Committee notes that the endorsement of the Western Bay Public Transport Blueprint Programme Business Case does not at this stage represent a financial commitment by the Council above that in the approved Long Term Plan, but does provide strategic guidance on future financial decisions.*
5. *THAT the Operations and Monitoring Committee notes that the endorsement of the Western Bay Public Transport Blueprint Programme Business Case does not*



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preclude the Council from making investments outside of the Blueprint programme.

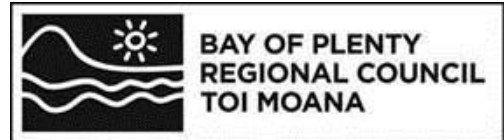
The Council generally supports the Variation and requests that for the Unit titled "Western Bay Innovation" the description should also include "mini buses for on demand community vans".

Thank you for this opportunity to submit to the Plan.

Yours sincerely

Miriam Taris
Chief Executive Officer

Receives Only – No Decisions



Report To: Public Transport Committee

Meeting Date: 05 May 2017

Report From: Garry Maloney, Transport Policy Manager

Options to improve the reliability of Tauranga urban bus services

Executive Summary

The purpose of this report is to update the Committee on reliability issues on some Tauranga bus services. The main cause of those delays is predominantly traffic congestion.

The interventions to improve reliability addressed in the report are:

- infrastructure and bus priority;
- straighten or truncate bus routes;
- change the timetable to better reflect actual travel times;
- increase the number of buses required to operate the network; and
- fast track the roll out of the new electronic ticketing system.

There is no single intervention that will resolve the problem and some potential solutions would require significant investment (unbudgeted), or are reliant on Tauranga City Council and/or the New Zealand Transport Agency taking action.

Recommendations

That the Public Transport Committee under its delegated authority:

- 1 Receives the report, Options to improve the reliability of Tauranga urban bus services.**

1 Introduction

Over recent months, the reliability of some Tauranga urban bus services has decreased to the point where some services are consistently unable to stay on time during peak periods. While this is being addressed in the medium term through the development of the Western Bay of Plenty Public Transport Blueprint, the new contract will not be implemented until July 2018.

The purpose of this report is to elaborate on the current network reliability issues and outline ways to address those issues between now and the end of the current contract.

2 Traffic delay points

Between January and March 2017, 249 bus trips were delayed by 20 minutes or more. In that three month period, over 21,000 bus trips were completed.

In general, delays to bus services are being caused by traffic congestion.

The bus operator has been reporting all delays of more than 20 minutes. The delays caused by traffic events for the months of January, February and March 2017 are shown in the two graphs below. The tables are split into morning delays and afternoon delays, with most delays occurring during the peak periods.

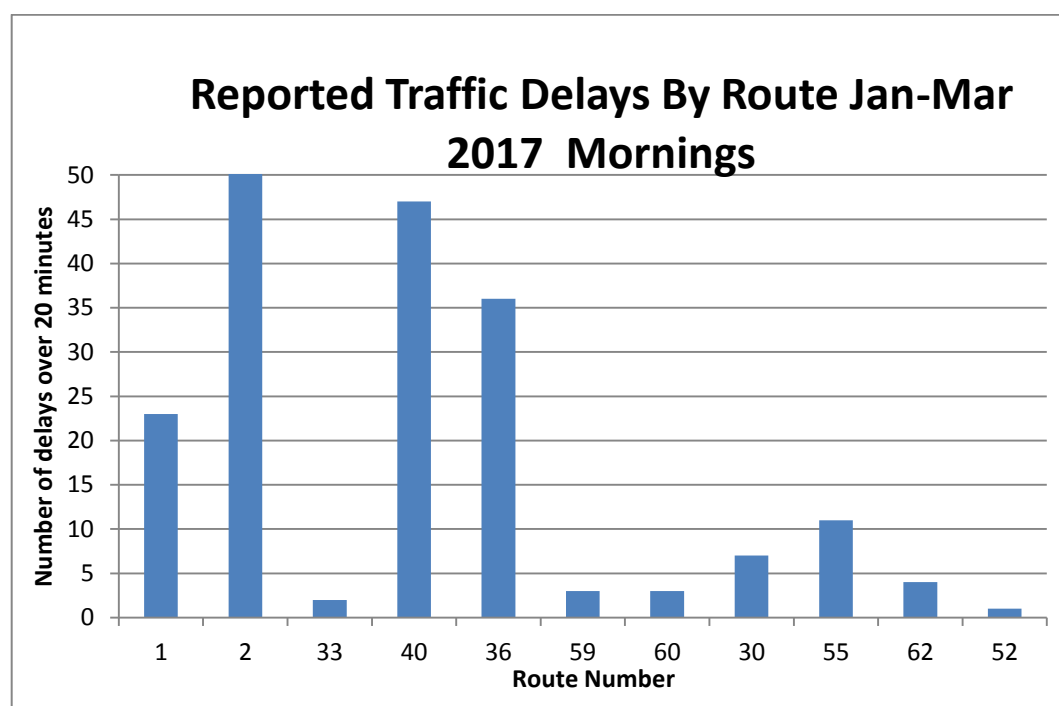


Figure 1: Reported traffic delays of more than 20 minutes by Route, Jan – Mar '17 - mornings

In the morning peak, traffic delays are occurring around:

- State Highway (SH) 29a leading up to the Baypark roundabout, mostly in the mornings due to the additional traffic from the Tauranga Eastern Link (Route 36 outbound);
- Barkes Corner and Greerton heading into the City (Route 1)
- SH2 between Baypark and Bayfair (Route 36 towards Bayfair);
- Welcome Bay Road between Waitaha Road and James Cook Drive (Route 40 inbound);
- Hairini Street and SH2A between Hairini and the Turret Road bridge (Route 36 and 40 inbound);

- Hollister Lane, queuing to turn into Poike Road, and congestion around Merivale on Fraser St (Route 55).

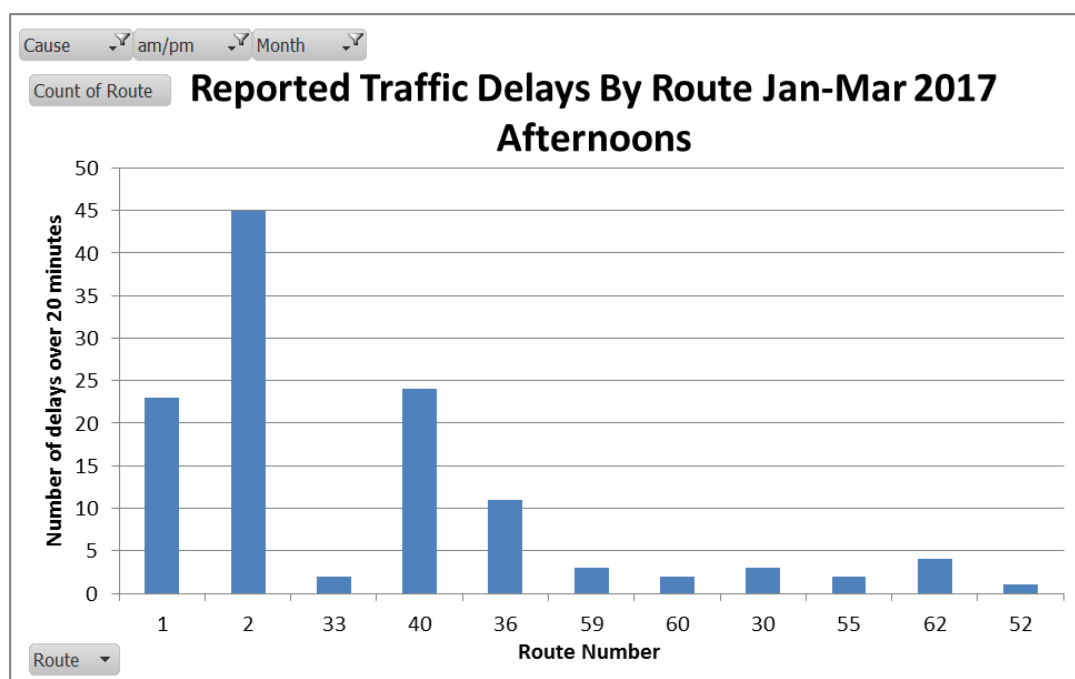


Figure 2: Reported traffic delays of more than 20 minutes by Route, Jan – Mar 17 - afternoons

In the afternoon peak, traffic delays are occurring around;

- Cameron Road heading south into Greerton (Routes 1 and 2);
- Cameron Road south between Greerton and Barkes Corner (Route 1);
- along 15th Avenue from Cameron Road to Turret Road bridge (Route 36 and 40); and
- Bayfair (Route 2 and 36).

3 Intervention Options

There are several intervention options available to Council to respond to this issue. The options that have been investigated in preparing this report are:

- infrastructure and bus priority;
- straighten or truncate bus routes;
- change the timetable to better reflect actual travel times;
- increase the number of buses required to operate the network; and
- fast track the roll out of the new electronic ticketing system.

There is no single intervention that will resolve the reliability problem and some of the potential solutions would require significant investment (unbudgeted), or are reliant on

Tauranga City Council (TCC) and/or the New Zealand Transport Agency (NZTA) taking action.

3.1 Infrastructure and Bus Priority

3.1.1 Bayfair

Tauranga City Council has advised that work on a bus interchange on Farm Street behind Bayfair, is due for completion in November 2017 (original completion date of February 2017). This will remove the circuitous route around the Bayfair carpark and improve travel times for Routes 2, 30, 33 and 36 by several minutes per trip.

This is a critical piece of infrastructure for the current and Blueprint networks and staff are working closely with TCC to ensure that we do all that we can to assist the delivery of the project.

3.1.2 Windermere

In Windermere, Route 2 travels to the end of Windermere Drive to safely turn around. This adds several minutes to the journey on every trip. Despite several years of working with the Windermere Polytechnic/Toi-Ohomai and TCC, staff have made little progress towards the installation of a turning circle closer to the Polytech.

To try and progress this initiative, Regional Council staff will commission an engineer's study to tell us if building a turning circle is feasible.



Figure 3: Windermere map

3.1.3 Bus priority in general

Using the traffic delay information presented above, staff are eager to work with TCC and the NZTA to explore bus priority measures over the network, including dedicated bus lanes and traffic light priority. Staff recognise that traffic light priority will be much more feasible with the introduction of a new electronic ticketing system.

Bus priority along Cameron road is also being investigated as part of the Western Bay of Plenty Public Transport Blueprint work.

3.2 Straighten or truncate bus routes

3.2.1 Straightening routes

As outlined in the Blueprint project work, there is the option of straightening some Pāpāmoa bus routes using the recently opened Grenada Street link.

The three Pāpāmoa buses (Routes 30, 33 and 36) currently travel along Grenada Street onto Sunrise Avenue, Maranui Street and Pāpāmoa Beach Road. Routing buses along the new Grenada Street section would allow a much straighter, faster and more reliable service. Travelling through the centre of the Pāpāmoa residential strip would also increase the number of Pāpāmoa residents living within 500 metres of a bus route.



Figure 4: Pāpāmoa

The above map shows the possible routes through Pāpāmoa (in blue and green), with the bus stops that would be removed shown in red. As shown in the map above, these changes would come at a cost, with reduced services to residents on Gloucester, and

on the Northern side of the Pāpāmoa strip, including those on Maranui Street and Pāpāmoa Beach Road.

Staff will develop this option further, either as part of the Blueprint project, or sooner should circumstances permit.

3.2.2 Impact of Baypark to Bayfair works

The Transport Agency formally awarded the Baypark to Bayfair (B2B) design and construction contract to CPB Contractors on the 13th April 2017. The Detailed Design will now be progressed with works expected to commence in mid-2017. As part of the Detailed Design phase, the construction methodology, including traffic management opportunities to increase the throughput of traffic will be discussed and decided. It is important to note that key performance measures are embedded in the contract to ensure that there are no excessive delays to traffic during peak and inter-peak periods. No specific traffic management measures have been agreed to date, but the Transport Agency will be discussing options with the Bay of Plenty Regional Council and Tauranga City Council during this phase.

3.2.3 Truncating routes

Staff have investigated options to truncate routes, but have not identified any at this time that are worthwhile implementing.

3.3 Change the timetable to better reflect actual travel times

The increased congestion means that some of our current timetables are not accurate and we are no longer keeping to a clock face timetable. A clock face timetable is where buses run at consistent times throughout the day. This is important because it allows customers to more easily remember their bus times for their particular stop or stops, and means they do not have to carry a timetable with them.

The table below shows a typical clock face timetable on the Tauranga network, with buses departing from a bus stop every 30 minutes. Next to it is a timetable showing what a timetable showing actual departures might look like. Those times highlighted in yellow show the difference.

Clock face	Non-Clock face / Actual times
6:00	6:00
6:30	6:30
7:00	7:05
7:30	7:39
8:00	8:10
8:30	8:41
9:00	9:10
9:30	9:36
10:00	10:05
10:30	10:31
11:00	11:00
11:30	11:30
12:00	12:00

Clock face	Non-Clock face / Actual times
12:30	12:30
13:00	13:00
13:30	13:30
14:00	14:00
14:30	14:30
15:00	15:00
15:30	15:45
16:00	16:12
16:30	16:41
17:00	17:22
17:30	17:51
18:00	18:17
18:30	18:46
19:00	19:10
19:30	19:36

Table 1: Example of a Clock face timetable compared to an “actual times” timetable

A change to the timetable could be implemented within approximately 12 weeks.

Staff do not intend to move away from the clock face timetable as this would require the production of complex timetables making departure times much harder to remember. It would also require significant time to provide specific information at the large number of stops that are in service across the City (in excess of 500).

3.4 Increase the number of buses required to operate the network

Staff have discussed with Go Bus Transport Limited the option of adding some more buses to the Tauranga fleet. This would allow greater resilience against delays, meaning a more reliable service for the routes with additional buses.

Go Bus could add several buses out of the Hamilton fleet into the Tauranga fleet and has advised that it could do this with as little as eight weeks’ notice. Operationally this would be a viable option for Route 2 (one bus) and Routes 36 and 40 (one bus for both). Pending negotiations with Go Bus, staff estimate that this would cost an additional \$170,000 to \$250,000 per financial year, per bus.

At this late stage in the development of 2017/18 Annual Plan, additional funding has not been included in the budget for the next financial year. Should budget savings in the Tauranga passenger transport budget become apparent over the course of the next 14 months it may be possible to fund additional buses from that source.

3.5 Fast track the roll out of the new electronic ticketing system

The new electronic ticketing solution planned for July 2018, could potentially decrease boarding times, allowing buses to spend less time at bus stops. This would speed them up. While staff will investigate this option, at this stage it seems unlikely that the planned delivery can be brought forward.

3.6 Conclusion

It is clear that no single intervention will resolve the problem and some of the potential solutions would require significant sums of unbudgeted funds, or are reliant on TCC or the NZTA taking action.

Staff will continue to monitor the situation, work on straightening bus routes through Pāpāmoa and keep working with our partners on bus priority at Windermere and across the city.

3.7 Next steps

In regard to the options that staff have outlined in this report to address issues of reliability on some Tauranga bus services, the actions that will be implemented are:

Option	Next steps
Infrastructure and bus priority - Bayfair	Work with TCC. Plan for changes.
Infrastructure and bus priority - Windermere	Commission engineers report.
Infrastructure and bus priority - General	Continue with the development of the Blueprint.
Straighten or truncate bus routes	Further investigate straightening Pāpāmoa routes using the Grenada St link.
	Press NZTA for confirmation about B2B changes.
Increase the number of buses required to operate the network.	Monitor budgets over the next 14 months with a view increasing the number of in-service buses.
Fast track the roll out of the new electronic ticketing system	Investigate bringing forward.

4 Māori Implications

There are no effects on Māori that are any different to the general public.

5 Council's Accountability Framework

5.1 Community Outcomes

Improved reliability on the Tauranga bus network directly contributes to the Economic Development and Regional Leadership and Collaboration Community Outcomes in the Council's Long Term Plan 2015-2025.

5.2 Long Term Plan Alignment

This work is planned under the Passenger Transport Activity in the Long Term Plan 2015-2025.

Current Budget Implications

This work is being undertaken within the current budget for the Passenger Transport Activity in the Annual Plan 2016/17.

Future Budget Implications

There are no future budget implications.

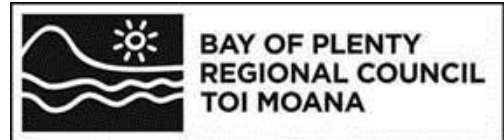
Mike Furniss

Senior Transport Operations Officer

for Transport Policy Manager

27 April 2017

Receives Only – No Decisions



Report To: Public Transport Committee

Meeting Date: 05 May 2017

Report From: Garry Maloney, Transport Policy Manager

Other Matters of Interest

Executive Summary

This report provides information on other matters that the Committee may be interested in, which on their own aren't sufficient to warrant separate reports. The matters covered are:

- bus satisfaction and Tauranga school transport surveys;
- NZTA investment audit;
- an update on public transport promotion activity;
- an update on the Regional Integrated Ticketing System project;
- an update on the SuperGold Card travel scheme;
- correspondence received on Tauranga fare-free student bus transport;
- an update on the impact of the changes to the Te Puke commuter service; and
- an update on the Rotorua Toi Ohomai Institute of Technology tertiary student travel concession.

Recommendations

That the Public Transport Committee under its delegated authority:

- 1 Receives the report, Other Matters of Interest;**

1 Introduction

This report provides information on other matters that the Committee may be interested in, which on their own aren't sufficient to warrant separate reports.

2 Bus Satisfaction and Tauranga School Transport Surveys

In the second half of the 2016/17 financial year the Council will contract a provider(s) to conduct both bus user satisfaction and Tauranga school transport surveys.

The bus user satisfaction survey will be much the same as previous surveys that the Council has run. It will seek to gauge bus user satisfaction with the bus services that Council provides in the urban areas of Tauranga and Rotorua and some rural areas.

The school transport survey will seek to ascertain the reasons for use and non-use of the BayHopper and SchoolHopper bus services by school students. In particular it is hoped the survey will collect information on:

- how school-aged children in the household get to school – modes used and frequency;
- for children that travel to school by car, is the journey to school part of a larger journey (e.g. as part of a parent travelling to work and dropping a kid off on the way);
- if bus transport was free would the child use the bus but the car journey still happen;
- why school-aged children are using the Bayhopper and Schoolhopper and why one over the other;
- why school-aged children aren't using the Bayhopper or Schoolhopper (what are the barriers to use); and
- whether or not school-aged children used the Bayhopper or Schoolhopper in the past, but have since stopped and the reasons for that.

It is hoped the surveys will be completed by the end of the current financial year.

3 NZTA Investment Audit

Between 20 and 23 March 2017, a New Zealand Transport Agency staff member conducted an investment audit for the 1 July 2012 to 30 June 2016 period. The audit was carried out in terms of sub-section 95 (1) (e) (ii) of the Land Transport Management Act 2003. It focused on our organisation's systems and procedures for managing the delivery of transport outcomes.

The Council has yet to receive the formal audit report, but the final close-out meeting with the auditor was very positive.

4 Promoting Public Transport

4.1 Promotion undertaken since January 2017

- Had a presence at Toi Ohomai Orientation Week (O week) events at Windermere, Bongard and Rotorua campuses and gave out branded chocolate, signed up over 300 students in a competition and talked to students about buses. Produced a short video shared on Facebook.
- Linked with Night Owl cinema and Tauranga City Council to provide a park and ride service for the Pete's Dragon film event at McLaren Falls – significant social media engagement.
- Increased use of social media and the baybus.co.nz news/blog function to make the website more dynamic and drive more traffic to the website.

- Ran press advertisements in Te Puke around the new services.
- Ran press advertisements in Waihi Beach and Katikati around their extended services.
- Developing a visually appealing Daysaver pass aimed at tourists to be sold in Tauranga i-Site
- Try the Bus session at Tauranga Hospital.
- Print advertising in Tauranga, Rotorua and Whakatāne around Easter Friday non-service (this is brand awareness – wrapping our brand around an event).
- Provided an ANZAC Day Park and Ride service which was promoted in Tauranga print and social media as well as in Tauranga City Council's promotions.

4.2 Upcoming promotion

- Promotion of the new accessible (blind) timetable through blind foundation and other disability networks/organisations.
- Schoolhopper Campaign – colouring competition with transport related prizes. This will be advertised in Schoolhopper lanyards (to be given away on buses) as well as in local print media and social media
- Promotional Schoolhopper video to be used in social media and as a YouTube advertisement.
- Track-a-bus promotion Rotorua and Whakatāne.
- Working with Rotorua Lakes Council around a bus promotion for the Lions-All Blacks rugby game.

5 Regional Integrated Ticketing System

In mid-April 2017 the Regional Consortium (Otago, Waikato, Bay of Plenty, Manawātū-Whanganui, Hawke's Bay, Taranaki, Northland, Nelson, and Invercargill councils) announced that it had secured a new electronic ticketing system.

Following a competitive tender process, the Consortium awarded the contract to INIT, an international transport technology provider with more than 30 years' experience in ticketing and transport solutions worldwide.

The new ticketing system will be rolled out over six months from next January on the public transport networks administered by the Consortium-Councils.

Passengers will be able to check their balances and top-up the credit on their cards online. The new system will also be able to produce rich information about how passengers travel on the network.

The new INIT system will allow time for the procurement of a longer term nationwide solution for public transport ticketing and payments. The system will be in place in the nine regions for five years while a longer term solution is developed by all councils with public transport responsibilities, Auckland Transport and the NZ Transport Agency.

Council staff are currently working with colleagues from the other Consortium-Councils to begin the implementation of the system.

6 SuperGold Card

In July 2015 the Government announced changes to the SuperGold Card transport concession scheme to ensure the future of SuperGold Card funding was sustainable and cost efficient.

As a result of Local Government New Zealand (LGNZ) raising strong concerns regarding the changes (particularly the potential for additional costs to be transferred to local government), the Ministry of Transport and the New Zealand Transport Agency (NZTA) engaged with LGNZ to ensure an equitable implementation of the planned changes. The cornerstones of the change would be the continuation of access to the service for SuperGold cardholders and avoiding the transfer of risk and cost to ratepayers.

A cross sector SuperGold Governance Group comprising the Ministry of Transport, Local Government and the Transport Agency, met on 23 February 2017 and agreed the following approach to scheme funding for 2017/18:

- For Auckland, Wellington and Christchurch a lump sum payment is being negotiated for payment in full with the first claims for 2017/18.
- For other councils, the 2016/17 payment arrangement, including a best endeavours commitment to remain within a target allocation, will be continued for 2017/18.

The SuperGold Technical Working Group is developing the necessary detail for the 2017/18 approach. An addendum to the 2016/17 Memoranda of Understanding will be developed by the Technical Working Group and implemented during May so as to facilitate a smooth transition.

6.1 Beyond 2017/18

The Governance Group also agreed to pursue in good faith the development of a proposal for “normalising” the administration of the SuperGold scheme as part of the passenger services activity for the 2018 – 21 National Land Transport Programme.

The Technical Working Group is developing recommendations on how this could be achieved, with a target of reaching agreement in principle by the end of June 2017.

7 Tauranga Fare-free Student Bus Transport

In late March/early April 2017, Council received a handful of contacts from members of the public supporting fare-free student bus transport in Tauranga (appended). The common themes in the correspondence were to reinstate free school bus transport in Tauranga because:

- the cost of the fare is a barrier to bus usage and school attendance; and
- families are making decisions to drive their children to/from school because of the cost of the bus fare and this is contributing significantly to traffic congestion levels in Tauranga.

In general, responses back to the correspondents were along the lines of:

- the population of Tauranga/Western Bay has grown by many thousands in the last few years and that will be having a significant impact on traffic volumes.
- Student fares in Tauranga are cheaper than in Rotorua, but comparable to New Zealand’s other cities (and cheaper than some, such as Hamilton).

- In 2008/09 the Ministry of Education identified that it was funding a bus service for a significant number of Tauranga students that against its criteria, were ineligible to receive that assistance. The Ministry signalled then that it was removing its services at the end of 2014 and the public was advised of the change on numerous occasions prior to the new SchoolHopper service starting in 2015. Rather than leave several thousand students with no alternative, Council put in place the SchoolHopper bus service.
- There is a significant cost to provide bus transport for Tauranga students (several million dollars). Council has decided that cost should be a shared cost between users, the community and central government and it has tested that through Long Term and Annual Plan public consultations.
- The Council has started reviewing the fares that it charges on the bus services that it contracts across the region (a Regional Fare Review). In May 2017 it will continue that work through a Councillor-only workshop that will start to look at the fares charged on Tauranga and Rotorua buses. That workshop will not be open to the public, but the outputs from it will feed in to a public consultation process(es), being the Regional Public Transport Plan review and/or the 2018-2028 Long Term Plan.
- The Regional Fare Review will lead to another opportunity to retest that fare-pricing philosophy with the community.

The last two bullet points are perhaps the most significant, in terms of providing the community with an opportunity to have input on this matter in the near future.

8 Te Puke Service Changes

At the February 2017 meeting of the Public Transport Committee, members agreed to introduce an additional morning express service from Te Puke to Tauranga and an additional afternoon express service from Tauranga to Te Puke through to the end of the contract in July 2018. The new service was introduced to address capacity issues and also manage the increased demand on public transport for Te Puke.

The service began on Monday, 27 February 2017, with a new morning service from Te Puke at 8:10 am and a new afternoon service from Tauranga at 4:10 pm.

Comparing patronage for the month of March for 2016 and 2017, shows an increase in patronage with the introduction of the additional express services.

Route 221	Te Puke to Tga		Tga to Te Puke	
	7:45am	8:05am (new)	4:10pm (new)	5:40pm
2016	18			13
2017	17	5	7	14

While there has been minimal movement with the existing services (7:45 am and 5:40 pm), we can see that the new services have resulted in some growth.

The bus operator reports that the service has been well received by passengers and is well-utilised, with opportunities for continued growth.

9 Toi Ohomai Institute of Technology Fare Concession on Rotorua Buses

Members may recall that at their February 2017 meeting they received a report on continuing the fare concession arrangement with Toi Ohomai in Rotorua. Staff can now advise that in accordance with the Committee's decision to do so, an agreement has been actioned through until the end of December 2017.

The concession (funded by Toi Ohomai) allows for free travel for their tertiary students displaying a current student identification card.

10 Council's Accountability Framework

10.1 Community Outcomes

This project/proposal directly contributes to the Regional Collaboration and Leadership and Economic Development Community Outcomes in the Regional Council's Long Term Plan 2015-2025.

10.2 Long Term Plan Alignment

This work is provided for under the Passenger Transport Activity in the Long Term Plan 2015-2025.

Current Budget Implications

This report does not require a decision so there are no current financial implications.

Future Budget Implications

This report does not require a decision so there are no future financial implications.

Garry Maloney
Transport Policy Manager

27 April 2017

APPENDIX 1

March-April 2017 e-mails about fare-free student travel

From: Paula Wilson
Sent: Wednesday, 29 March 2017 6:27 PM
To: Lyall.thurston@boprc.govt.nz
Subject: School Bus for Tauranga children should be free

29/3/2016

Dear Councillor Thurston

I believe that removing free school buses for school children in Tauranga has put extra strain on a traffic system that is already under incredible stress and at or past capacity. I have never seen the type of traffic jams that I have witnessed here in the last month or two in the 14 years I have lived in Tauranga.

I think that the cost is too high for many families and those families are choosing to drive children to school instead of forking out \$16.00 a week per child (\$20 if they do not have a smart ride card or have lost it) this is only for one child. Our family friends have three children at high school and would have to pay \$48 dollars a week or \$60.00 without the card. Of course many families are choosing to drive instead and this is where the extra traffic problems begin.

I understand you are having a meeting in May to discuss future transportation options for students. I implore you to consider the extra cost and burden that all this traffic is putting on our town. The amount being gathered by the student payments is surely not enough to make up for these impacts. A small benefit seems to be accruing to the bus provider, while a much bigger cost in the form of traffic congestion is being imposed upon the residents and ratepayers at large.

I would like to be advised if this meeting will be open or we can make submissions.

Thank you for your consideration.

Paula Wilson

From: Premila D'Mello
Sent: Wednesday, 29 March 2017 9:41 PM
To: Lyall.thurston@boprc.govt.nz
Subject: School buses

Chairman of the Public Transport Company

Dear Cr Thurston

I have been made aware that the decision to continue bus fares for school buses is being reviewed, I think a zero fare fee structure is the best option.

The introduction of fees for school children was a really bad decision for these reasons.

1. It was really unnecessary and has proved to be very inconvenient for students, parents and bus drivers. The buses have to stop at each bus stop for at least 5-6 minutes more in the mornings and the college buses take at least 10 mins. longer to leave the school grounds causing traffic gridlock with parents driving for school pickups .
2. Parents with more than 2 children are finding it cheaper to drop children off to school contributing to our present traffic congestion. We seem to be working at cross purposes here. College students cannot bike to school because of heavy school bags and schools being across town. More students are choosing to drive to school with younger siblings. further contributing to traffic congestion
3. School buses were free for children for many years which was something we as parents did not have to worry about. Now. one has to always make sure that our child's bus card is topped up while remembering to do all the busy things families do.
4. Some students who look forward to going to school may be denied of the opportunity if their parents do not have the money to top up the cards for a day or two. In a school system that spends resources to reduce truancy, it seems pretty illogical to have introduced a fee for a means of transportation to school.

Please consider these concerns while making any future decisions. Most parents were taken unawares by the introduction of this fee.

Premils D'Mello

Papamoa

From: Dawn Picken

Sent: Tuesday, 4 April 2017 11:45 AM

To: lyall.thurston@boprc.govt.nz

Subject: Region wide School Buses

Hi, Lyall. I wanted to throw my support behind Cr Cronin's proposal to return free school buses to the Bay of Plenty. Especially on a rainy day like today, traffic is insane. Cars were backed up for 1 kilometre on two roads through Mount Maunganui, and Tauranga is no different. We could do a lot to ease congestion if school bus trips were free. I understand the BOPRC transportation committee next meets to discuss the issue on the 31st of May. Is there a chance you could open part of that meeting to public comment? Myself and other parents would welcome the chance to talk to committee members. Thanks.

Regards,

Dawn

From: Katrina O'Leary
Sent: Tuesday, 4 April 2017 10:32 AM
To: Lyall.thurston@boprc.govt.nz
Subject: School bus fares

Hi Lyall

Our family currently pays \$40/week for the privilege of using school buses. My children catch the bus at Oceanbeach road Mt Maunganui and travel to Aquinas College at Pyes Pa.

Last year they consistently arrived late to class and I spent the year canvassing for an earlier pick up time.

I was successful in my campaign and with an earlier pick up time they now arrive at school on time for the first class.

\$40/week however for one year for a substandard service. At least on this bus route they don't have to stand or sit in the stairwell as I have seen frequently on other routes.

I had the rare pleasure of taking the kids to the school bus stop this morning on Oceanbeach rd. I was astounded at the traffic volume that looked to be backed up to Girven rd and all cars were single occupant. This was at 0740am. At 0830am the traffic was stopped outside the house....cars were full of parents and school kids!! Some of those kids I'm guessing would have usually biked, walked or skateboarded to school but sheesh! I'm also guessing some of them would have taken the school bus if it was free and the bus stops had shelters.....

I implore you to reinstate free school bus services yet make them safe at the same time: no overcrowding, regular reviews of bus routes and times.

And for goodness sakes look at the whole picture which would include bus shelters at the bus stops.

Kind regards
Katrina O'Leary