

# Public Transport Committee

## NOTICE IS GIVEN

that the next meeting of the **Public Transport Committee** will be held in the **Mauao Rooms, Bay of Plenty Regional Council Building, 87 First Avenue, Tauranga** on:

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**Friday, 23 June 2017 commencing at 9.30 am.**

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Mary-Anne Macleod  
Chief Executive  
16 June 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

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

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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

### 4 Declarations of Conflicts of Interests

### 5 Previous Minutes

#### 5.1 Public Transport Committee Minutes - 05 May 2017 11

### 6 Reports

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<b>6.2 Western Bay of Plenty Public Transport Blueprint Feedback and Contract Extensions</b>	<b>35</b>
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<b>7 Public Excluded Section</b>	<b>113</b>
<b>Resolution to exclude the public</b>	
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:	
<b>7.1 Public Excluded Public Transport Committee Minutes - 05 May 2017</b>	<b>115</b>
<b>Grounds</b>	
Good reason for withholding exists under Section 48(1)(a).	
<b>Reason</b>	
Please refer to the relevant clause in the meeting minutes.	
<b>7.2 School service from Te Puke</b>	<b>117</b>
<b>Grounds</b>	
That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist.	
<b>Reason</b>	
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.	
<b>8 Confidential business to be transferred into the open</b>	
<b>9 Readmit the public</b>	
<b>10 Consideration of General Business</b>	



## 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, 5 May 2017 commencing at 9.30 a.m.**

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## **Present:**

**Chairman:** L Thurston

**Appointees:** S Crosby, J Nees, K Winters, A von Dadelszen, P Thompson, D Thwaites (Western Bay of Plenty District Council), T Molloy (Tauranga City Council)

Attendance via video conference: N Bruning, M Gould (Alternate, Rotorua Lakes Council)

**In Attendance:** Councillor R Curach (Tauranga City Council), D Phizacklea (Acting General Manager Strategy & Science), G Maloney (Transport Policy Manager), J Metcalfe (Senior Transport Policy Planner), M Furniss (Senior Transport Operations Officer), S Kameta (Committee Advisor), C Cassidy (Senior Transport Planner, Tauranga City Council), C O'Keefe (New Zealand Transport Agency); Attendance in part (via video conference): Councillor J Cronin.

**Apologies:** T Tapsell (Rotorua Lakes Council); for lateness: P Thompson.

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## **1 Opening announcement**

The Chairman advised that Tauranga City Councillor Rick Curach was in attendance and sought leave from the Committee to invite Councillor Curach to sit at the table and be given speaking rights.

### **Resolved**

**That the Public Transport Committee:**

- 1 Invites Councillor Rick Curach to sit at the table and be given speaking rights at the meeting.**

**von Dadelszen/Winters  
CARRIED**

## **2 Apologies**

### **Resolved**

**That the Public Transport Committee:**

- 1 Accepts the apology from Councillor Tapsell and the apology for lateness from Councillor Thompson tendered at the meeting.**

**Thurston/Thwaites  
CARRIED**

### **3 General Business and Tabled Items**

Nil.

### **4 Public Forum**

The Chairman advised that Mr Allan Matthews was unable to attend the meeting, but wished to reschedule his Public Forum address to a later time.

### **5 Declaration of conflicts of interest**

Nil declared.

### **6 Previous Minutes**

#### **6.1 Public Transport Committee minutes - 17 February 2017**

##### **Corrections**

Page 12 of the agenda – amend resolution from ‘Receives’ to ‘Confirms the Public Transport Subcommittee minutes – 24 August 2016’.

Page 13 of the agenda, Minute Item 7, third paragraph – amend ‘o-time’ to ‘on-time’.

##### **Matters arising**

Minute item 11 (page 15 of the agenda) – Information was requested on the overall context and uptake rate of bike racks in other regions, which was noted by staff.

##### **Resolved**

**That the Public Transport Committee under its delegated authority:**

- 1 Confirms the minutes of the Public Transport Committee Meeting held on 17 February 2017, with the foregoing corrections.**

**von Dadelszen/Winters  
CARRIED**

##### **Attendance**

Councillor Thompson entered the meeting at 9:45 am.

### **7 Reports**

#### **7.1 Performance of Public Transport Services for July 2016 to March 2017**

The report provided an update on the performance of Council's contracted bus services from July 2016 to March 2017.

Members expressed a desire for service delays to be reduced and raised questions about driver behaviour and customer service.

Further information was requested by members on Performance Reporting to include:

- data trends from previous months;
- comparison with past complaints; and
- service delays under 20 minutes

Real-time electronic information was identified as a key aspect that was needed for Tauranga, which would be investigated and addressed in the coming years.

## **Resolved**

**That the Public Transport Committee under its delegated authority:**

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

**Crosby/Thompson  
CARRIED**

## **Change to order of business**

With the leave of the Committee, the Chairman advised that agenda item 6.2, 'Western Bay of Plenty Public Transport Blueprint - Proposed Network for Public Engagement' would be deferred until later in the meeting.

### **7.2 Variation to Regional Public Transport Plan**

The report sought approval from the Committee to a variation to the Regional Public Transport Plan, following consultation with affected parties.

## **Resolved**

**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.**
- 3 Approves the responses to submitters on the proposed variation to the Regional Public Transport Plan as described in Appendix One of the report.**

**Thompson/von Dadelszen  
CARRIED**

### **7.3 Options to improve the reliability of Tauranga urban bus services**

The report updated the Committee on reliability issues on some Tauranga urban bus services and provided options for improvement. Staff did not expect significant change

in distances from bus stops with straightening or truncating routes. It was noted that Tauranga City Council had identified some issues with buses manoeuvring around roundabouts, which were being investigated. Information from the New Zealand Transport Agency (NZTA) was still to be advised regarding bus delay impacts from the forthcoming Baypark to Bayfair interchange project.

Members supported an investigation into the potential of Park 'n Ride options for Tauranga City and the Western Bay to reduce congestion and considered that discussions needed to be fronted at the political level.

NZTA staff representative Cole O'Keefe advised that NZTA did not consider a Park 'n Ride at the proposed Baypark to Bayfair interchange was feasible however, he and Transport Policy Manager Garry Maloney undertook to raise the matter further with NZTA.

In terms of congestion issues, the importance of bus driver behaviour and being able to respond to complaints in an appropriate manner was raised.

## **Resolved**

**That the Public Transport Committee under its delegated authority:**

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

**Thurston/Thompson  
CARRIED**

- 2 Requests urgent discussions at a political and staff level with New Zealand Transport Agency, Tauranga City Council and Western Bay of Plenty District Council regarding the development of a Park 'n Ride associated with the Bay Park to Bayfair Project.**

- 3 Requests a report on the philosophy and the potential Park 'n Ride options for Tauranga City and the Western Bay.**

**Nees/Bruning  
CARRIED**

## **7.4 Other Matters of Interest**

The report provided information on other matters of interest not reported elsewhere. Transport Policy Manager Garry Maloney informed that an update on the Regional Integrated Ticketing System (RITS) project would be reported to the Committee at its meeting in August.

Discussions were proceeding with Rotorua Lakes Council staff around bus promotion for the Lions-All Blacks rugby game, where it was likely the Regional Council would provide free travel to ticket-holders on the day of the Lions game.

Advice was received that student concession fares for Toi Ohomai Tertiary Institute in Rotorua were \$1.20 per ride compared to the standard student rate of approximately \$1.80. Regarding the bus satisfaction survey, questions would be standard and consistent with past surveys set by the New Zealand Transport Agency.

It was requested that the Tauranga School transport survey be used as an input for further member consideration of the Western Bay of Plenty Public Transport Blueprint and the Regional Fare Review.

It was noted that the Tauranga fare-free student bus transport would be addressed through the next review of the Regional Public Transport Plan in July 2018. Comment was raised on the need for decisions on the fare review to be evidence-based.

## Resolved

**That the Public Transport Committee under its delegated authority:**

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

**Thurston/Thompson  
CARRIED**

- 2 Request that the transport survey be completed to inform decisions required on the Regional Fare Review.**

**Thompson/Molloy  
CARRIED**

## 8 Public Excluded Section

### 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:

General Subject of Matter to be Considered	Reason for passing this resolution in relation to this matter	Grounds under Section 48(1) LGOIMA 1987 for passing this resolution
7.1 Public Excluded Public Transport Committee Minutes - 17 February 2017	To enable the local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations).	Good reason for withholding exists under section 48(1)(a).

**Thurston/Winters  
CARRIED**

## Adjournment

The meeting adjourned at 10:44 am and reconvened at 1:15 pm.

## Attendance

Councillor von Dadelszen left the meeting during the adjournment.

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

The report sought approval on the preferred Western Bay of Plenty Public Transport Blueprint BayHopper and SchoolHopper bus networks for public engagement. Consultation would be undertaken in May prior to seeking approval of a final network design.

In considering the options, the Committee agreed to seek public engagement on the preferred options, with specific feedback sought on key differences and issues.

### **Resolved**

**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, as the basis for public engagement, specifically seeking feedback on:**
  - a. An extension of the City loop service to Greerton;**
  - b. Service operating hours extending to 9:00 pm;**
  - c. Weekday frequency; and**
  - d. Frequency on the City loop service.**
- 3 Approves the SchoolHopper network as outlined in the report, 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 an extraordinary meeting in June 2017 to consider public feedback on and finalise the proposed networks to enable development of the procurement documents.**

**Crosby/Winters  
CARRIED**

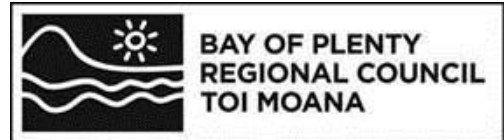
**The meeting closed at 1:21 pm.**



# Reports



**Receives Only – No Decisions**



**Report To:** Public Transport Committee

**Meeting Date:** 23 June 2017

**Report From:** Garry Maloney, Transport Policy Manager

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## **NZTA Investment Audit Report**

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### **Executive Summary**

The New Zealand Transport Agency has conducted an audit of Council's land transport programme activity. The audit found that the Agency's investment in the Council's land transport programme is being well managed and delivering value for money. The Council is also appropriately managing risk associated with the Agency's investment.

### **Recommendations**

**That the Public Transport Committee under its delegated authority:**

- 1 Receives the report, NZTA Investment Audit Report.**

### **1 Introduction**

About every three years the New Zealand Transport Agency (NZTA) conducts an audit of Council's land transport programme activity (the last audit was in April 2013). The objective of the audit is to provide assurance that the NZTA's investment in the Council's land transport programme is being well managed and delivering value for money.

In March 2017, NZTA staff conducted the latest audit. For member's information and consideration, I have appended the final audit report.

### **2 Findings**

Since the last audit in April 2013 Bay of Plenty Regional Council has obtained far better access to electronic information to be able to monitor its public transport contracts and validate patronage and revenue collection. The recent drop in patronage (16.8% in 2015/16) and revenue on the Rotorua services, following the restructuring of bus routes, is a concern. Council staff are actively addressing this. The Public Transport Operating Model has been implemented for Rotorua services and will be rolled out in Tauranga for a July 2018 commencement.

Claims for financial assistance for the four financial years to 30 June 2016 were reconciled against Council's general ledger records. Procurement processes also comply with the Transport Agency's requirements. Council has good systems in place to effectively manage the SuperGold and Total Mobility schemes (given the limitations of a paper based system).

## AUDIT RATING ASSESSMENT

		Audit rating
Q.1	Previous audit issues	Effective
Q.2	Financial management	Effective
Q.3	Procurement	Effective
Q.4	Contract management	Effective
Q.5	Total mobility and SuperGold schemes	Effective
Q.6	Road safety promotion	Effective
Q.7	Public transport facilities management	Effective

## 3 Council's Accountability Framework

### 3.1 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.

### 3.2 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**

**15 June 2017**



## **APPENDIX 1**

**2017-05-23 Bay of Plenty RC Final Audit Report 2017**







May 2017

## NZ TRANSPORT AGENCY INVESTMENT AUDIT REPORT

### Monitoring Investment Performance

This is the report of an investment audit we carried out under section 95(1)(e)(ii) of the Land Transport Management Act 2003.

<b>Approved Organisation (AO):</b>	Bay of Plenty Regional Council
<b>Date of investment audit:</b>	20–23 March 2017
<b>Programme Value (2015–18 NLTP) – NZTA Investment</b>	\$20,859,539
<b>Investment Auditors:</b>	Glenn McGregor
<b>Report No:</b>	IAGMI-1604

### OBJECTIVE

The objective of this audit is to provide assurance that the NZ Transport Agency's (the Transport Agency) investment in Bay of Plenty Regional Council's (BoP RC) land transport programme is being well managed and delivering value for money. We also sought assurance that the Council is appropriately managing risk associated with the Transport Agency's investment. We recommend improvements where appropriate.

### EXECUTIVE SUMMARY

Since the last audit in April 2013 Bay of Plenty Regional Council has obtained far better access to electronic information to be able to monitor its public transport contracts and validate patronage and revenue collection. The recent drop in patronage (16.8% in 2015/16) and revenue on the Rotorua services, following the restructuring of bus routes, is a concern. Council staff are actively addressing this. The Public Transport Operating Model has been implemented for Rotorua services and will be rolled out in Tauranga for a July 2018 commencement.

Claims for financial assistance for the four financial years to 30 June 2016 were reconciled against Council's general ledger records. Procurement processes also comply with the Transport Agency's requirements. Council has good systems in place to effectively manage the SuperGold and Total Mobility schemes (given the limitations of a paper based system).

## FINDINGS

### AUDIT RATING ASSESSMENT

		Audit rating
Q.1	Previous audit issues	Effective
Q.2	Financial management	Effective
Q.3	Procurement	Effective
Q.4	Contract management	Effective
Q.5	Total mobility and SuperGold schemes	Effective
Q.6	Road safety promotion	Effective
Q.7	Public transport facilities management	Effective

\* Key to risk assessment - refer appendix B

Before being finalised this report was referred to Bay of Plenty Regional Council for comment. Please refer to Appendix D for Council's response.

#### DISCLAIMER

While every effort has been made to ensure the accuracy of this report, the findings, opinions, and recommendations are based on an examination of a sample only and may not address all issues existing at the time of the audit. The report is made available strictly on the basis that anyone relying on it does so at their own risk, therefore readers are advised to seek advice on specific content.

**Question 1:** What issues if any are outstanding from the previous procedural audit (April 2013)?

Findings	All four recommendations from the previous audit April 2013 have been addressed. They concerned the need for a contract monitoring programme and a patronage validation process for its Rotorua public transport contract, Council's Contracts Manual not reflecting the Transport Agency's procurement procedures and the need to better deliver its infrastructure programme.
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**Question 2:** Has the Council good financial systems in place to effectively manage the Transport Agency's investment in the delivery of its land transport programme?

Findings	Claims for financial assistance for the four financial years to 30 June 2016 were reconciled against Council's general ledger records. Good financial procedures are in place with a concise reporting structure and format. A sample of expenditure transactions for the 2015/16 financial year was reviewed. All transactions were correctly coded to the land transport disbursement account and eligible for funding assistance.
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**Question 3:** Has Council acted in accordance with its endorsed Procurement Strategy and NZTA's procurement procedures requirements?

Findings	Four public transport contracts and one professional services contract were reviewed for compliance with the Transport Agency's procurement procedures and Council's endorsed procurement strategy (refer appendix C). There was good documentation showing tender evaluations and approvals. All contracts examined complied with the Agency's requirements and were consistent with Council's procurement strategy.
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**Question 4:** Are Council's public transport contracts managed effectively and are good patronage and revenue collection validation processes in place?

**Findings**

Since the last audit in April 2013 Council has obtained far better access to electronic information to be able to monitor its public transport contracts and validate patronage and revenue collection. With the move to gross contracts this is important to protect revenue and monitor performance. With the exception of three small services (rural bus and ferry) Council now has independent, timely access to patronage and revenue information which it uses to reconcile and validate transport operator's monthly claims. Paper based systems are still used for the smaller services. Council has also continued with its independent mystery shopper programme to monitor the delivery of its public transport services.

Better information gives Council the ability to better manage its public transport contracts. This is particularly valuable when patronage levels and revenue are particularly high or low. The recent drop in patronage (16.8% in 2015/16) and revenue on the Rotorua services following the restructuring of bus routes is a concern. Council staff are actively addressing this.

The Public Transport Operating Model has been implemented for Rotorua services and will be rolled out in Tauranga for a July 2018 commencement. The procurement strategy is to be amended accordingly.

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**Question 5:** Does Council have appropriate systems in place for the effective delivery of the Total Mobility and SuperGold Schemes?

**Findings**

Council has good systems in place to effectively manage the Total Mobility and SuperGold schemes. Better access to information has improved Council's ability to monitor and validate patronage and usage of Bay of Plenty's public transport services by SuperGold card holders. It was also confirmed that SuperGold revenue is deducted from claims for gross public transport services contracts.

While the Bay of Plenty region's Total Mobility scheme is still paper based, with the inherent limitations that this presents, Council can now validate trip costs against taxi providers GPS data and the operator's dispatch logs in the main centres of Tauranga and Rotorua. The scheme is actively managed with ongoing client assessor and driver training. The increase in voucher costs in a market of decreasing patronage is put down to longer trips and road congestion in Tauranga. Council intends to implement an electronic scheme when the technology is available. It is working with the Transport Agency to

	achieve this.
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**Question 6:** Does Council have appropriate systems in place for the effective delivery of its road safety promotion programme?

Findings	The Council's road safety promotion programme continues to be well managed with good processes for establishing and prioritising opportunities in the region. Council's collaborative approach with its territorial authorities in the Bay of Plenty region appears to be working well.
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\* \* \*

**Question 7:** Does Council have appropriate systems in place for the effective delivery its public transport facilities programme?

Findings	The public transport facilities, operations and maintenance programme continues to be below the allocated budget. Expenditure on public transport facilities is carried out by territorial authorities who invoice the regional council for this activity. Council puts the under expenditure down to its limited ability to influence territorial authority priorities for this activity. This was also an issue identified during the April 2013 audit.
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## APPENDIX A

### AUDIT PROGRAMME

1. Previous audit April 2013
2. Final claims for 2012/13, 2013/14, 2014/15 and 2015/16
3. Reconciliation between ledgers supporting final claim and the audited financial statements
4. Transactions (accounts payable) 2015/16
5. Procurement Procedures
6. Contract Management and Administration
7. Patronage validation
8. Total Mobility Scheme
9. SuperGold Scheme
10. Passenger transport infrastructure – bus centres and shelters
11. Road safety promotion
12. Multi-Party Agreements (if applicable)
13. Transport Investment On-line (TIO) Reporting
14. Other issues that may be raised during the audit
15. Close out meeting

## AUDIT RATING TABLE

Rating	Definition
<b>Effective</b>	<p><b>Investment management</b> – effective systems, processes and management practices used.</p> <p><b>Compliance</b> – Transport Agency and legislative requirements met.</p> <p><b>Findings/deficiencies</b> – opportunities for improvement may be identified for consideration.</p>
<b>Some improvement needed</b>	<p><b>Investment management</b> – acceptable systems, processes and management practices but opportunities for improvement.</p> <p><b>Compliance</b> – some omissions with Transport Agency requirements. No known breaches of legislative requirements.</p> <p><b>Findings/deficiencies</b> – error and omission issues identified which need to be addressed</p>
<b>Significant improvement needed</b>	<p><b>Investment management</b> – systems, processes and management practices require improvement.</p> <p><b>Compliance</b> – significant breaches of Transport Agency and/or legislative requirements.</p> <p><b>Findings/deficiencies</b> – issues and/or breaches must be addressed or on-going Transport Agency funding may be at risk.</p>
<b>Unsatisfactory</b>	<p><b>Investment management</b> – inadequate systems, processes and management practices.</p> <p><b>Compliance</b> – multiple and/or serious breaches of Transport Agency or legislative requirements.</p> <p><b>Findings/deficiencies</b> – systemic and/or serious issues must be urgently addressed or on-going Transport Agency funding will be at risk.</p>

## APPENDIX C

## PUBLIC TRANSPORT CONTRACTS AUDITED

Contract Number	Tenders Received	Date Let	Description	Contractor		
			<b>Professional Services</b>			
2014/007	7	Jul 2014	Bay of Plenty Public Transport Call Centre Service	Corporate Connect	Estimate Let price	\$75,000 p.a. \$66,000 p.a.
			<b>Public Transport</b>			
2014/136	1	Feb 2014	Tauranga School Bus Services	GoBus	Estimate Let price	Negotiated \$1,252,533 p.a.
2015/129	5	Mar 2015	Rotorua Urban Bus Services	Reesby Rotorua Ltd	Estimate Let price	\$3,773,500 p.a. \$2,476,484 p.a.
2016/138	1	Sep 2015	Rotorua to Ruatahuna Trial Public Bus Service	Reesby Rotorua Ltd	Estimate Let price	Negotiated \$16,096 p.a.
2016/215	2	Apr 2016	Eastern BoP Bus service	Madge Coachlines trading as Uzabus	Estimate Let price	\$451,000 p.a. \$342,092 p.a.



8.00092



Your Ref: Our Ref:

**BAY OF PLENTY REGIONAL COUNCIL TOI MOANA**

Glenn McGregor  
Senior Investment Auditor  
New Zealand Transport Agency  
(E-mail: [glenn.mcgregor@nzta.govt.nz](mailto:glenn.mcgregor@nzta.govt.nz))

Dear Glenn

**2017 Investment Audit of Bay of Plenty Regional Council**

Thank you for sending me your draft report of the investment audit of Council that you undertook on 20 to 23 March 2017. I have read the draft report and confirm that:

- the facts disclosed have been stated correctly;
- no facts material to an issue have been omitted; and
- no unfair inference has been conveyed, either generally or in particular.

I have no further feedback on the report other than to say I appreciate the professional manner in which you conducted the audit.

Yours sincerely




Garry Maloney  
**Transport Policy Manager**


**for General Manager Strategy & Science**

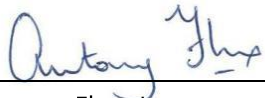
## Investment Audit of Bay of Plenty Regional Council

Report Number: IAGMI-1604

May 2017

Prepared by:   
Glenn McGregor, Senior Investment Auditor

Reviewed by:   
Tony Pinn, Senior Investment Auditor

Approved by:   
Antony Flux, Investment Assurance Manager (Acting)

**Report To:** Public Transport Committee

**Meeting Date:** 23 June 2017

**Report From:** Garry Maloney, Transport Policy Manager

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## **Western Bay of Plenty Public Transport Blueprint Feedback and Contract Extensions**

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### **Executive Summary**

Following the Committee's 5 May 2017 decision to proceed with public engagement of the Western Bay Public Transport Blueprint BayHopper and SchoolHopper networks, staff have collated over 1,470 pieces of feedback for consideration by the Committee.

The feedback has been mixed. The BayHopper proposals have been largely supportive as have some aspects of the SchoolHopper service proposal. There has been a large amount of feedback related to student safety concerns raised by eight schools.

The feedback on both networks has enabled staff to identify areas for improvement and begin the process of developing solutions.

Additional time to work through solutions and undertake further engagement with schools is required and consequently staff are seeking a six month extension to western Bay sub-region bus contracts to ensure this work provides the best outcomes for the Region.

There may be additional funding required to extend those contracts and staff will report back to Council on that matter.

Following the 23 June Committee meeting, it is envisaged that staff will work with the New Zealand Transport Agency, Ministry of Education, Tauranga City Council and schools to look for solutions to address concerns raised about the Bay Hopper and SchoolHopper Blueprint proposals.

There may be additional funding required to implement those solutions and staff will report back to Council in September on funding options.

Once this work is completed it is intended that staff will seek Council approval of the revised Blueprint proposal at Council's meeting on 26 September 2017 following the August 2017 Public Transport Committee meeting.

### **Recommendations**

**That the Public Transport Committee under its delegated authority:**

- 1 Receives the report, Western Bay of Plenty Public Transport Blueprint Feedback and Contract Extensions.**

**Public Feedback**

- 2 Notes that Council agreed to engage and seek feedback on the Blueprint proposal to inform its decision-making processes.**
- 3 Acknowledges the significant public feedback that it has received on the Blueprint.**
- 4 Notes that feedback to date has been largely supportive of the Bay Hopper and some aspects of the School Hopper proposals.**
- 5 Notes concerns have been raised about the BayHopper proposal including:**
  - a. loss of service to Mount Hot Pools;**
  - b. buses accessing Ballintoy Park;**
  - c. loss of service to sections of Mount Maunganui and Pāpāmoa;**
  - d. loss of service to sections of Welcome Bay and Ohauti;**
  - e. lack of timetable information; and**
  - f. loss of some direct services.**
- 6 Notes concerns have been raised about the SchoolHopper proposal including:**
  - a. Aquinas College – students transferring services, travel time including walk distance to stops, safety at Bayfair, CBD, and on public buses;**
  - b. Bethlehem College - students transferring services, safety and appropriateness for primary age children on public services, travel times, safety at interchanges for all students and ability for international fee paying students to interpret a more complex system;**
  - c. Tauranga Intermediate – walk distances to bus stops, appropriateness of intermediate students on public buses, and crossing points over major roads;**
  - d. Mount Manganui College / Intermediate – safety of students when transferring at Bayfair, and safe crossing points on Maunganui Road or Links Ave;**
  - e. Thomas Moore School – appropriateness of public service for primary students and walkability in vicinity of the school; and**
  - f. Otumoetai College and Intermediate – suitable transfer locations at Brookfield.**

**Proposed Revisions to Address Concerns**

- 7 Notes staff will work with the New Zealand Transport Agency, Ministry of Education, Tauranga City Council and schools to look for solutions to address concerns raised about the BayHopper and SchoolHopper proposals and report back to Council in September with options for addressing those.**

- 8 Notes additional funding may be required to implement those solutions and staff will report back to Council in September on funding options.**

#### **Partnering Discussions**

- 9 Notes the New Zealand Transport Agency has approved funding for the transition phase of school bus integration to provide value for money by optimising the Tauranga urban public transport network.**
- 10 Notes the report's recommendations were drafted in consultation and agreed with New Zealand Transport Agency staff.**
- 11 Notes staff are working with the New Zealand Transport Agency to agree options to achieve an optimised public transport network by 26 September 2017.**
- 12 Directs staff to work with New Zealand Transport Agency to complete value for money assessments for piloting the introduction of electric buses as part of the Western Bay of Plenty Public Transport Blueprint procurement.**
- 13 Directs staff to work with New Zealand Transport Agency to complete value for money assessments for introducing a living wage for bus drivers as part of the Western Bay of Plenty Public Transport Blueprint procurement.**
- 14 Notes staff are working with Ministry of Education to clarify and confirm the support that could be made available for children travelling beyond their closest mainstream school to special character schools.**
- 15 Notes staff will meet and work with the most impacted schools to find solutions to address their concerns including:**
  - a. improved infrastructure;**
  - b. provision of commercial bus services;**
  - c. increasing the number of dedicated school bus services;**
  - d. opportunities for schools to join the Tauranga Transport Network Group; and/or**
  - e. other school led initiatives.**

- 16 Notes staff are working with Tauranga City Council to agree by 26 September 2017, the Tauranga City Council-funded infrastructure it is required to provide to, in particular, address SchoolHopper concerns to assist in achieving an optimised public transport network.**

#### **Financial Implications**

- 17 Notes that preliminary negotiations to extend the existing bus contracts are underway but contractors have yet to confirm their agreement to extending contracts through to the end of December 2018.**
- 18 Recommends to Council that in principle, it extend the existing Tauranga BayHopper, Tauranga SchoolHopper, Katikati and Ōmokoroa and Te Puke contracts through to the end of December 2018 to provide more time to find solutions for the concerns raised in the public feedback on the Blueprint.**

- 19 Notes there may be additional costs to Council to extend these contracts and Council approval for this extension will be sought once negotiations with existing contractors are completed.
- 20 Recommends to Council that as part of a 2018-2028 Long Term Plan workshop prior to its September 2017 meeting, it determine the funding parameters for Public Transport.

#### **Next Steps**

- 21 Notes Council approval of the revised Blueprint proposal will be sought at its meeting on 26 September 2017 following the August 2017 Public Transport Committee meeting.
- 22 Confirms that the decision has a medium level of significance as determined by the Council's Significance and Engagement Policy. Council has identified and assessed different options and considered community views as part of making the decision, in proportion to the level of significance.

**That the Public Transport Committee recommend that the Regional Council:**

- 1 Agrees in principle to extend the existing Tauranga BayHopper, Tauranga SchoolHopper, Katikati and Ōmokoroa and Te Puke contracts through to the end of December 2018 to provide more time to find solutions for the concerns raised in the public feedback on the Blueprint.
- 2 Agrees as part of a 2018-2028 Long Term Plan workshop prior to its September 2017 meeting, to determine the funding parameters for Public Transport.
- 3 Notes that there may need to be additional funding required to implement further solutions to address public feedback concerns which will be the focus for the Long Term Plan workshop.
- 4 Confirms that the decision has a medium level of significance as determined by the Council's Significance and Engagement Policy. Council has identified and assessed different options and considered community views as part of making the decision, in proportion to the level of significance.

## **1 Purpose**

The purpose of this paper is to:

- inform the Committee of public feedback on the Western Bay of Plenty Transport Blueprint proposal; and
- seek an extension to the existing contract to provide more time to find solutions for the concerns raised in the public feedback on this proposal.

This paper is comprehensive. For reader ease, it includes sections on:

- context;
- engagement and partner feedback;

- options to address issues raised for BayHopper services;
- options to address issues raised for SchoolHopper services; and
- procurement and next steps.

## 2 Part One: Context

At the 5 May 2017 Public Transport Committee meeting the Committee approved SchoolHopper and BayHopper networks for public consultation. This was the last in a series of decisions to this point as shown in the table below.

<b>24 February 2016</b>	Endorses the Draft Western Bay Public Transport Blueprint Strategic Case. Consequently, Tauranga City Council (TCC) and Western Bay District Council adopt the Strategic Case and NZTA approves funding for Programme Business Case.
<b>30 March 2016</b>	Agrees in Principle the SchoolHopper design principles
<b>17 June 2016</b>	Adopts three short listed programme options for further investigation: High Performance Plus, Balanced Plus, and Growth Enabler.
<b>17 February 2017</b>	Adopts the Programme Business case including the High Performance Plus Network. TCC and Western Bay District Council consequently adopt the Programme Business Case.
<b>5 May 2017</b>	<p>Approves Option 3 as the preferred option for the future Urban network as outlined in the report, as the basis for public engagement, specifically seeking feedback on:</p> <ul style="list-style-type: none"> <li>a. An extension of the City loop service to Greerton;</li> <li>b. Service operating hours extending to 9:00 pm;</li> <li>c. Weekday frequency; and</li> <li>d. Frequency on the City loop service</li> </ul> <p>Approves the SchoolHopper network as outlined in the report, as the basis for public engagement.</p>

As outlined above, in order to continue to access investment in the western Bay sub-region's public transport network from the New Zealand Transport Agency (NZTA), Council was required to develop a business case with partners.

The strategic case was the first step in the business case development. It identified the following key problems:

- Problem one: The current urban land form and topography makes it difficult to support a more effective and efficient PT system across the whole network.
- Problem two: The focus on access to PT services across the sub-region may mean that PT is not being best utilised as a competitive alternative mode to private cars.
- Problem three: The traditional way the benefits of PT are demonstrated has led to policies, plans, and decisions amongst stakeholders that do not fully support the role of PT in the integrated transport network.

The benefits of investing to address the problems above were identified as:

- Benefit one: Improved optimisation of the transport network.

- Benefit two: Improved travel choice.
- Benefit three: Greater alignment of planning and investment.

As noted above, the strategic case was endorsed by the partners.

### **3 Part Two: Engagement and Partner feedback**

On 5 May 2017 the Public Transport Committee approved the BayHopper and SchoolHopper network proposal as the basis for public engagement.

The process undertaken was not a consultation process as described in the Local Government Act. This meant Council officers:

- could collect feedback more easily through online platforms;
- are not required to reply to each individual in relation to their concerns;
- did not record addresses which would deter participation;
- did not organise hearings; and
- allowed timeframes that fitted within process for procurement of new services.

The engagement and feedback period initially ran from 14 May to 6 June with late feedback being accepted until 13 June 2017. The remainder of this section contains brief summary information from this engagement process.

#### **3.1 Engagement Activities**

Through the engagement period officers attended the following events:

- stakeholder meeting with Tauranga Connect, 6 April, 12:00 – 5:00 pm;
- Tauriko for Tomorrow open days over three days, 25 - 27 May;
- community sessions at:
  - Willow Street bus interchange, 22 May 7:30 am – 12:00 pm;
  - Bayfair bus stop, 23 May, 3:00 pm – 6:00 pm;
  - Te Puke, 30 May, 7:30 am – 12:00 pm;
  - Katikati; 30 May, 3:00 – 6:00 pm;
- Disability and Mature persons workshop, 23 May 9:00 am – 12:00 pm;
- stakeholder meeting organised through Sustainability Business Network, 30 May, 5:00 – 7:00 pm, and
- Driver workshop at Go Bus tea room, 31 May, 1:30 - 3:00pm.

Additionally, officers meet with Principals from Mount Intermediate and Bethlehem College to discuss the changes and hear concerns raised by the schools.



Much of the feedback was received through the DriveChange.co.nz website which was activated through an intensive multi-media campaign attracting over 6,000 unique visitors over the feedback period. It accounts for over 90% of all feedback.

### 3.2 Feedback Received

The level of feedback received through the engagement process was significant and whilst much attention from the media related to SchoolHopper changes the level of response on BayHopper services was equally significant. The tables below indicate the feedback received through DriveChange.co.nz and through other methods.

Feedback through drive change		
	Unique Visitors	Survey Responses
School Hopper	1,800	536
Bus operating hours	1,083	265
New bus features	1,066	244
Katikati/Ōmokoroa	168	22
Te Puke	133	21
Pāpāmoa and Munt Maunganui	1009	159
Tauranga Southern Suburbs	662	75
Tauranga Western Suburbs	435	48
<b>Total</b>	<b>6,356</b>	<b>1,370</b>

Feedback through other methods	
Method	Count
Phone	15
Email	59
Hand written feedback forms	21
Community Sessions	6
Letters	3
Organisational responses	7
<b>Total</b>	<b>104</b>

In addition to this a petition containing 1,700 signatures was also presented to the council on 6 June. It must be noted that a number of the responses in this petition were received from outside the region, and a number of the responses believed that this affected all school buses, including Ministry of Education (MoE) school buses. Whilst a good indication of the level of public protest for the proposed changes to SchoolHopper, many of the respondents may not be well informed about the proposal.

Organisation responses are included in Appendix One and further information and analysis of the feedback is included in Appendix Two.

### 3.3 Feedback from Project Partners

Members will recall that the partners in the Blueprint with Council are the NZTA, TCC and the Western Bay District Council. Feedback from the partners to date on the proposal is outlined below.

#### 3.3.1 New Zealand Transport Agency

The Agency has acknowledged the significant amount of work that has been involved to develop the Public Transport Blueprint to this point and the commitment that has been made to engaging with the public and the feedback received.

It is supportive of the direction proposed to develop the Business Case further, particularly working with investment partners and the Ministry of Education.

To this end it recognises that this additional work will mean that an extension to the existing bus contracts is required. While acknowledging that the current contract extension led to additional costs, once any further contract extension cost is known, it has indicated it will work with the Council to confirm the way forward should any additional funding be required.

Should the Council wish to implement some of the easier urban network improvements ahead of the full final Blueprint adoption, Council could trial services by applying under the Agency's 'Minor Improvements' work category (under \$300k in the National Land Transport Programme 2015-18 period). Again, the Agency will work with the Council on this opportunity should it wish to pursue it.

Council staff will continue to work with the Agency to:

- agree an extension to the current Tauranga BayHopper, Tauranga SchoolHopper and Te Puke contracts and the process to be followed should any additional funding be required; and
- to complete value for money assessments for piloting the introduction of electric buses and introducing a living wage for bus drivers as part of the Blueprint procurement.

Staff hope to have resolved the matters above by Council's September meeting.

### **3.3.2 Tauranga City Council**

Tauranga City Council supports improvements to the bus network that will make public transport a more attractive option to people. The City Council suggests that Council use the feedback from the engagement process to gauge what is most important to the community and affordable.

It supports:

- higher frequency services on key routes;
- increased operating hours; and
- more direct and legible routes.

In regard to SchoolHopper it suggests Council continue to provide SchoolHopper services for both primary and intermediate pupils within zone and retain sensible limits for schools of special character.

Given the safety concerns that have been expressed in the engagement process in regard to road crossings, stops and shelters, staff will work with TCC with the intent that the partners will have agreed by Council's September meeting, the TCC-funded infrastructure required to be provided to address those concerns.

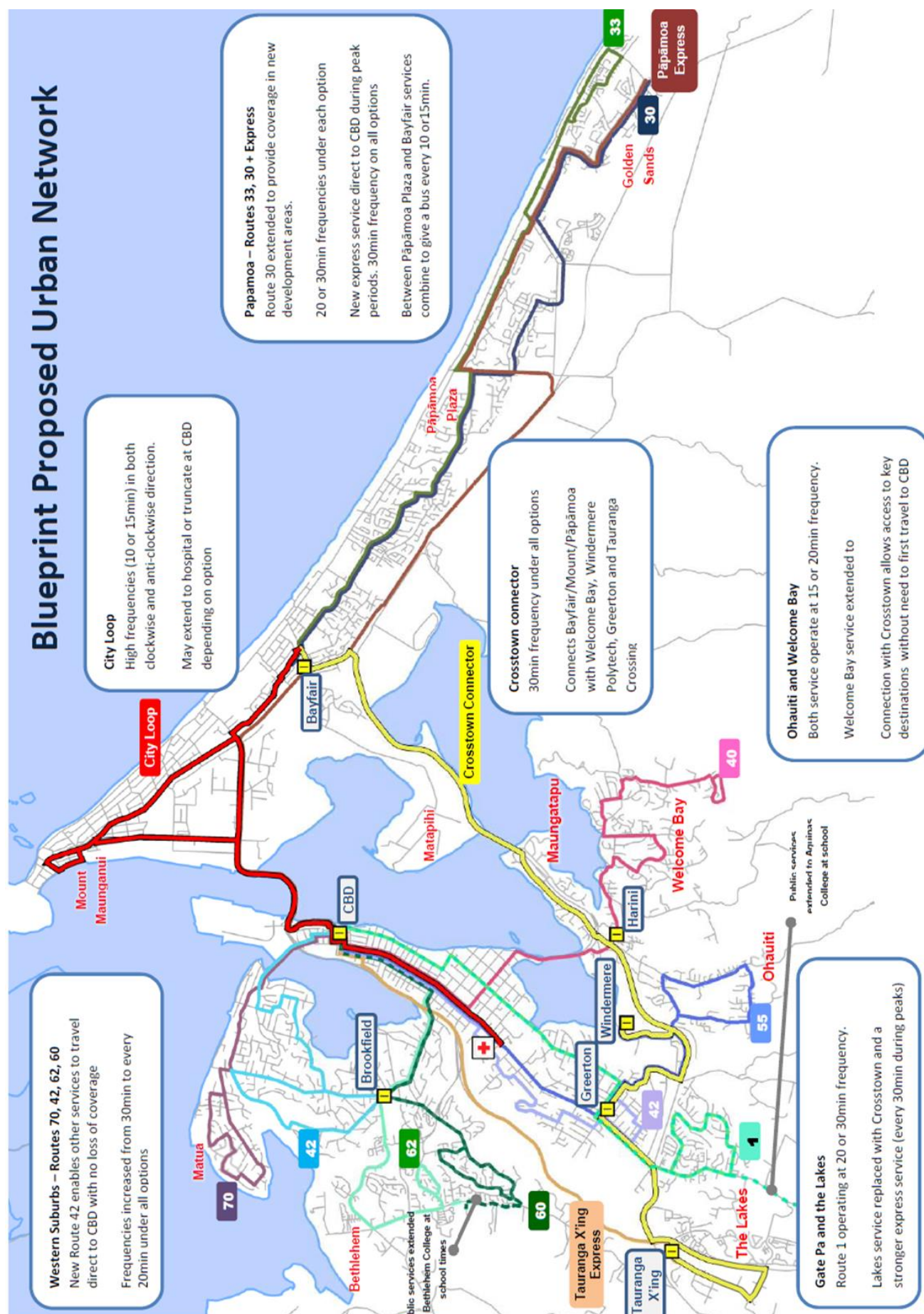
## **4 Part Three: Options to address issues raised for BayHopper services**

The proposed bus network that formed the basis of the engagement for the western Bay of Plenty is shown on the following page. The network consists of the following changes to the existing network:

- addition of the Cross Town Connector and City Loop services;
- removal of Route 2 and Route 36, replaced largely by the Crosstown Connector and City Loop service;
- no direct connections between CBD and Pāpāmoa (except peak time express service);
- removal of service in Pāpāmoa from Evans Road, Gloucester Street, Range Road, Sunrise Ave, Pāpāmoa Beach Road, Ocean Beach Road, Karewa Parade, to straighten routes, improve journey times and reduce operating costs;
- removal of service in Mount Maunganui from Valley Road, Ocean Beach Road, Tweed Street, and Golf Road, to straighten routes, improve journey times and reduce operating costs;
- truncating Mount Maunganui service at Mount Drury rather than Mount Hot pools as existing, to reduce operating costs, avoid delays from congestion;
- reconfiguring Western Bay services Routes 70,60, 62 to travel directly to CBD and adding an additional service to ensure coverage in this area;
- removal of services from Corinna Street and Ranginui Road in Welcome Bay to improve journey times and reduce operating costs;
- extending Welcome Bay service to new sub-division at Ballintoy Park Drive;
- removal of services from Harrisfield Drive and part of Ohauti Road for Route 55; and
- increasing frequencies on most suburban services from 30 minutes to 20 minutes.

Other options presented to the Committee at the 5 May meeting included variations to:

- the frequency of services;
- removal of the need to transfer at Bayfair for Routes 30, 33; and
- operating the City Loop service to the CBD, or Hospital.



## 4.1 Urban Network feedback

Feedback on the urban services was largely positive although many respondents, unhappy with the SchoolHopper proposal, also responded negatively to the urban changes. This was due to a perception that urban network improvements were dependant on reduced service levels on SchoolHopper.

### 4.1.1 Key findings urban network

Key issues identified through consultation are included below:

- interchanges required at Bayfair (22 respondents);
- lack of information about bus arrival/departure times or other aspects of the proposal (22 respondents);
- removal of stops from the Pāpāmoa Beach Road area (20 respondents);
- removal of stops without an indication of where this was an issue (15 respondents); and
- lack of service to Mount Hot Pools (11 respondents).

Six survey responses were also received opposed to the operation of buses on Ballintoy Park Drive with four responses received in favour. E-mails were also received, however respondents had already provided feedback through the survey.

Aspects of the proposal that were most supported included;

- higher Frequencies;
- crosstown connector;
- provision of more direct services that don't "meander" and faster journeys;
- less focus on the CBD as a destination; and
- operating services the length of Grenada Street.

Issue Raised	Solutions being investigated
Interchanges at Bayfair	Respondents concerned with transfers at Bayfair will likely be more receptive with the changes once timetables are provided and the new interchange at Bayfair is completed. This will provide more certainty that they won't be required to wait for long and that waiting facilities will be comfortable and safe.
Lack of information about bus arrival/departure times or other aspects of the proposal	This information will be provided once networks are finalised.

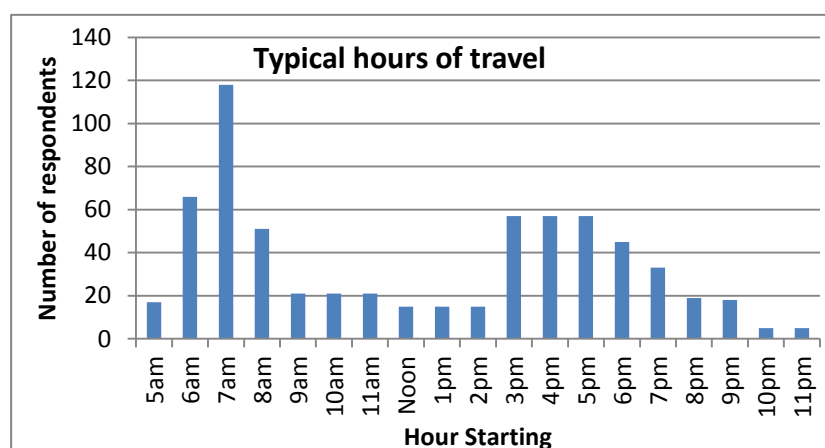
Issue Raised	Solutions being investigated
<p>Removal of stops in Pāpāmoa and the Mount</p> <p>Lack of access to Mount Hot Pools</p>	<p>Provision of an off-peak, low frequency service operating between the Mount and Pāpāmoa Plaza. This would cover most Pāpāmoa areas that are losing a service whilst also providing a scenic service for cruise ship customers and extend past the Mount Hot pools.</p> <p>This should suit the needs of most customers in this area with many stating that a low frequency service would be sufficient.</p>
Removal of other stops	<p>For stops being removed from Ohauiti Road area we will explore sending the Crosstown connector along this section of Ohauiti Rd from Welcome Bay Road to provide a 30min service for residents. This can be done with little additional cost but potential delays to the service will need to be assessed.</p> <p>For Corinna Street and Ranginui Road we are likely to retain the proposed route as all residents will still remain within 400m of a bus stop.</p>
Ballintoy Park Drive	<p>Ballintoy Park Drive was identified as the most suitable turning location for buses at the end of Waikite Road. Staff will explore alternative options however if no suitable options are found removing the service from Ballintoy Park Drive may not be advisable as it will also prevent services being able to operate on Waikite Road.</p> <p>If the service is removed some residents will need to walk 650m to access the service as opposed to 50m under the current proposal. Ballintoy Park Drive is a very, steep street so this may not be possible for elderly or disabled members of the community.</p>

The figure below indicates a possible off-peak, low frequency route that would alleviate many of the concerns raised about the new network in Mount/Pāpāmoa area and could be attractive to tourists. This service was originally recommended by the Tauranga Connect team.



### 4.1.2 Key findings operating hours

Participants were asked to indicate their typical hours of travel by any mode of transport. The results of this question are shown below and indicate that demand for transport is strong between 6:00 am and 8:00 pm, diminishing either side of these times.



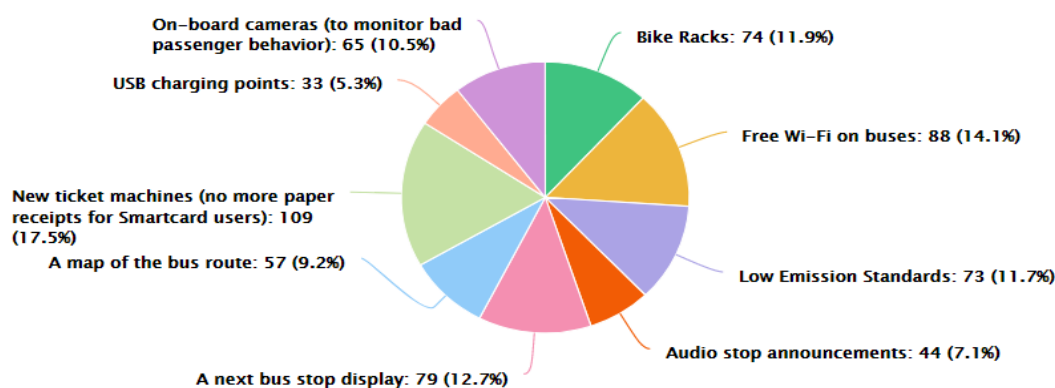
Participants were asked if the current services operated early enough in the morning and late enough in the evenings. 66.2% of respondents would prefer services to run later in the evenings and 31.5% wanting services to commence earlier.

In the general comments, 33 participants indicated that longer operating hours would be useful on Friday and Saturday evenings.

Given the strong level of support for extending hours on both weekdays and weekends we will include this as an option for councillors within the final network proposal.

### 4.1.3 Key findings bus features

Participants were asked to identify up to three features that would encourage them to use the bus more often. New ticket machines was the most popular choice (14%), followed by Wi-Fi on buses (14%) and “next bus stop displays” (13%). USB charging points only attracted 5% of responses.



In line with this feedback we will recommend that the majority of these features are included in the contracts for new bus services. We will exclude USB charging points as this was not seen as an important feature by respondents.

Respondents also identified Real Time information at stops as being an important feature of a modern bus network and staff will develop a plan for implementing a Real Time system for Tauranga.

## 4.2 Te Puke and Katikati/Ōmokoroa Original Proposal

The proposed changes for Ōmokoroa, Katikati, and Te Puke services were largely supported. Some key themes emerged from the feedback:

- timing of services to and from Katikati are critical;
- transfer at Bayfair is preferred by some people but some would prefer a direct service to the CBD in peak periods;
- Ōmokoroa and Te Puna students are attending and providing a service for them is desirable; and
- Te Puke and Katikati respondents would like to retain weekend services even if with limited frequencies.

Issue Raised	Staff Response
Timing of services	Staff will use data received from participants to fine tune arrival and departure times and once available test these with existing users
Transfers at Bayfair	Running services to Tauranga CBD from Te Puke would be more convenient but would almost double the cost of operating the service whilst only improving it for a portion of customers.  Once timetables are provided and the new interchange at Bayfair is completed. This will provide more certainty that they won't be required to wait for long and that waiting facilities will be comfortable and safe.
Ōmokoroa and Te Puna students	Staff will explore the option of having the Ōmokoroa services timed to meet school hours and also running these services via Brookfield so that a transfer allows them to access schools on the West of Takitimu Drive. Journey time for other users is a key consideration.
Weekend Services	Staff will provide weekend services to these towns as an option for the Committee to consider



## **5 Part Four: Options to address issues raised for SchoolHopper services**

### **5.1 SchoolHopper Network**

Currently Tauranga students using public transport travel on either the BayHopper or SchoolHopper service. The SchoolHopper service is a dedicated school bus service.

Based on the current aged ticketing technology, about:

- 310,000 students use the BayHopper annually (about 630 students travel each day); and
- 544,000 students use the SchoolHopper annually (about 1,380 students travel each day).

#### **5.1.1 Current Network**

At the time the Regional Council introduced the new Tauranga BayHopper service in April 2001, the Ministry of Education (MoE) was providing a comprehensive urban school bus service in Tauranga primarily because there was no suitable public transport.

In the 2008/09 financial year the MoE signalled to the Council that it believed there was suitable public transport in Tauranga and if so, this would mean a large number of school students using its services would no longer meet its eligibility criteria. As such it indicated it wished to withdraw its out of policy bus services.

#### **5.1.2 Ministry of Education funding Criteria**

In order to be eligible for MoE school transport assistance students must meet three eligibility criteria.

The first criteria is that the school must be the closest that the student can enrol at and is either a mainstream or designated character school.

A designated character school is a State school designated by the Minister as a school that will have a character that is in some specific way or ways different from the character of ordinary State schools (for example, schools based on religion and Kura Kaupapa Māori schools).

Closest school in regard to the above means the closest mainstream school that a student's parents want them to attend, or if they want them to attend a designated character school instead, the closest one of those.

The second criteria is based on distance between the roadside gate of the student's home and the school's front gate.

The third criteria is that there must be no suitable public transport options for the student.

Public transport is suitable if it travels within 2.4 kilometre of the roadside gate of the student's home and the closest appropriate school and the student:

- won't have to be picked up before 7:00 am;

- can get to school before it starts;
- can be picked up no later than one hour after school finishes; and
- won't have to change buses more than once on a journey.

The Ministry's website indicates that its practice if a suitable public transport option becomes available is to give affected schools at least one full term's notice of the change. In this regard, Tauranga was fortunate in that in March 2010 the Ministry and Regional Council signed a Memorandum of Understanding to align school transport provision by 2015 (in effect Tauranga got an extra five years of MoE service).

Prior to that transition date, the Council submitted a business case to the NZTA seeking central government co-investment in the replacement services that the Council was proposing to provide. In May 2013, the NZTA approved funding for the transition phase of school bus integration to provide value for money by optimising the Tauranga urban public transport network.

In February 2015, a "seamless" SchoolHopper service began. It is currently based on 45 routes with an estimated 2016/17 contract cost of about \$2.7 million. The annual cost is funded by about \$700,000 in fares and \$1 million each from the NZTA and Regional Council (giving a fare recovery of about 27%).

### 5.1.3 Current Network operations by school

The table below shows the key operational statistics from May 2016 to April 2017. It should be noted that the figures in the table are estimates and should be treated as such. This reflects the age and limitations of our ticketing system. Groups of schools have been used in the table as opposed to individual schools as services drop students at multiple schools and it is not possible to segregate this data accurately.

	Roll						
	-2016	# of services	Est. Daily students on SchoolHopper	Est. Annual total financial assistance per daily student	Est. Smallest average daily load	Est. Average load	Est. Total financial assistance
Aquinas College	785	9	211	\$1,885	16	28	\$397,000
Bethlehem College	1601	8	228	\$1,517	19	31	\$346,000
Mount College/ Intermediate	1423 / 626	12	267	\$1,361	21	47	\$363,000
Pāpāmoa College/ Primary	1,027 / 530	1	32	\$190	36	37	\$6,000
Otumoetai College/ Intermediate	1,939 / 831	4	122	\$1,200	30	35	\$146,000
Peninsula Schools	6,623 (combined)	17	549	\$1,217	12	33	\$668,000
St Thomas Moore	223	1	18	\$2,519	17	17	\$45,000

The table indicates that there is a wide spread in the amount of subsidy paid on a per student basis, and loadings per vehicle.

Vehicle loadings can be 60+ students per vehicle however average loadings should not be kept above 50 per vehicle to allow for variations day to day. There are also smaller vehicles operating on the network that would not be able to carry these loadings.

Pāpāmoa College and Primary have the lowest subsidy as the distance travelled by these students is relatively short compared to other schools and the service has relatively high loadings.

Saint Thomas Moore has the highest student subsidy due to the low patronage on the service which is about half that of other schools.

Aquinas and Bethlehem Colleges students are the most heavily subsidised due to the long travel distances (and therefore cost of services) and because of the relatively low loadings compared with other schools. Smallest average daily loads also indicate that some services are running with very few students.

Schools in the Mount and on the Tauranga Peninsula also attract a relatively high subsidy which would appear to be due to the number of services and some of these running with low loadings.

#### 5.1.4 List of Tauranga schools with no SchoolHopper services

Whilst some schools have SchoolHopper services for historical reasons, there are many schools in Tauranga that have no SchoolHopper services although some may be receiving funding from MOE to operate their own services. Most of these schools would no doubt benefit from an improved public transport network

Golden Sands School	Pillans Point School	Te Akau ki Pāpāmoa Primary School
Matua School	Selwyn Ridge School	Te Kura o Matapihi
	Tahatai Coast School	Te Whakatipuranga (Otumoetai TPU)
Merivale School	Tauranga Adventist School	Te Wharekura o Mauao
Mt Maunganui School	Tauranga Special School	TKKM o Otepou
Omanu School	Tauranga Waldorf School	TKKM o Te Kura Kokiri
Otumoetai School	Tauriko School	Welcome Bay School

#### 5.1.5 Proposed SchoolHopper network

In total, 534 items of feedback have been collected. Those collected through the online platform are representative of the total sample. In addition to this, a petition with 1,700 signatures opposing the changes to SchoolHopper was also received by council on 6 June.

There has been significant opposition to proposed changes to SchoolHopper services with 90% of participants opposing the changes, 5% were neutral, 3% support the change.

The majority of respondents are from participants not stating their school (29%), Aquinas College (21%), Tauranga Intermediate (11%), Bethlehem College (10%), and Mount Maunganui College (7%). The remainder of the schools made up 22% of responses

Main concerns raised by survey respondents include:

- students being required to change buses;
- danger crossing roads;
- cost of the service being too expensive;
- lack of shelter;
- potential length of time students will be required to travel on public transport;
- discomfort with students travelling with members of the public, often referenced as “stranger danger”; and
- students being required to walk up to 1km to catch the bus, particularly in bad weather.

Concern was also raised about needing to pay two fares if students transferred between buses although this would not be the case.

*“No way am I putting my 10 / 11 year old on a bus with the public. I will not have him walk the streets, or cross any roads...”*

*“Keep the same system. Kids get on their bus from their school or a stop close to their home and get off it. There is no changes and they travel with school age children. The new system is putting children in dangerous and uncomfortable situations...”*

At least two responses were received from students who use the BayHopper service and were supportive of the proposal.

*“I go to OTI (Otumoetai Intermediate) by bayhopper and I want to keep going on a bus with adults as they look after us. I don't think there should be separate buses for kids.”*

School	Concerns and staff response
Aquinas College	<p>Main concerns were the need to transfer (maximum once), travel time including walk distance to stops, safety at Bayfair, CBD, and on public buses.</p> <p>Staff will meet with the school to identify potential alternatives including commercial services and alternative arrangements.</p>
Bethlehem College	<p>Main concerns were the need to transfer, safety and appropriateness for primary age children on public services, travel times, safety at interchanges for all students. The school also raised concerns for their international fee paying students who may not have good English and would find navigating transfers difficult.</p> <p>Staff are engaging with MoE to identify where students may be eligible for funding as a result of proposed changes. See following section.</p> <p>Staff will meet with the school to identify potential alternatives including commercial services and other arrangements.</p>
Tauranga Intermediate	<p>Main concerns were around safety crossing main roads, distance to school from bus stops (up to 1km), and transfers.</p> <p>Work is currently being progressed by TCC that will see a significant improvement in pedestrian access across Fifteenth Avenue. Fraser Street currently has a signalised crossing however it is some distance from the school.</p> <p>Options to reduce walk distances are being examined by re-routing some public services closer to Tauranga Intermediate. Shadow school bus services from Welcome Bay will be needed to meet demand and these may be able to divert via Tauranga Intermediate.</p> <p>Offices will continue to work with TCC to improve connections across Cameron Road and Fraser Street.</p>
Mount Maunganui College	<p>Main concern was with pedestrian connections across</p>

School	Concerns and staff response
	<p>Maunganui Road and transfers being required at Bayfair.</p> <p>TCC is currently planning a redevelopment of Maunganui Road adjacent to the College with the aim of improving pedestrian and cyclist safety whilst also slowing traffic to appropriate speeds. A final solution incorporating bus stops and pedestrian facilities is yet to be finalised.</p> <p>Some Bayfair transfers may not be required as it is likely that shadow school services will be required to meet capacity. These can continue direct to Mount College if required.</p> <p>Staff continue to work with TCC and will engage the school to find appropriate solution.</p>
Tauranga Girls College	<p>Concern raised about crossing points on Fifteenth Avenue and Cameron Road at Pak 'N Save and Hospital.</p> <p>Welcome Bay service will stop on Fifteenth Avenue close to Cameron Road and is likely to have pedestrian facilities available across Fifteenth Avenue.</p> <p>Cameron Road adjacent to Girls High School will not need to be crossed if students are using the City Loop service as they can catch this service on the near side before it turns around back to CBD.</p>
Otumoetai Intermediate/College	<p>Some concern around provision for buses at Brookfield, pedestrian connections and stop locations.</p> <p>Staff will be working with TCC to identify an appropriate interchange solution in this area recognising that it is already heavily trafficked by students and other pedestrians.</p>

Concern	Staff Response
Shelter at stops	<p>Raised by parents of all schools. TCC officers will work with staff to identify and install shelters once requirements are known following network finalisation.</p>
Journey times	<p>Raised by parents at all schools. Likely to be more comfort with these once timetables are available.</p>
Stranger Danger	<p>On board cameras will provide some level of deterrence on buses and similarly with CCTV coverage and panic buttons at key interchange locations.</p> <p>Staff have engaged with management staff at Bayfair to identify process and measures for ensuring passenger security.</p> <p>Staff will engage with schools to identify mechanisms to reduce risk to students and address parent concerns.</p>

The level of feedback from parents, students and the public on the SchoolHopper network has been incredible. And staff would like to acknowledge the time and effort

they have put into organising and responding to the proposed changes. Staff will continue to work with schools most heavily impacted by the changes to find favourable solutions.

## **5.2 Bethlehem College Ministry of Education eligibility for funding**

Bethlehem College is currently serviced by eight SchoolHopper bus services. The May 2017 Blueprint proposal tested with the public proposed removing five SchoolHopper services. For those services removed this would mean in order to get to/from school by bus students would need to use the public service.

Apart from one service (SchoolHopper route 306), this would mean one transfer between buses to accomplish the trip.

However, for route 306 (which serves Pāpāmoa/Bayfair) this would require two bus transfers.

Assuming the first and second of the Ministry's eligibility criteria are met, the fact that students in this area would need to make more than one bus transfer to get to school suggests that there will no longer be suitable public transport available. This may mean that students formerly serviced by route 306 are eligible for MoE school transport assistance. Assistance could be a bus, or conveyance allowance.

## **6 Part Five: Procurement and next steps**

### **6.1 Procurement**

As noted previously in the report, staff are recommending to Council that it take some further time to investigate solutions to the issues that have been raised as part of the Blueprint engagement.

To enable this to happen, Council will need to extend the existing Tauranga BayHopper, Tauranga SchoolHopper, Katikati and Ōmokoroa and Te Puke contracts and it is recommended that it do so through until the end of 2018 (a further six month extension).

The NZTA has previously agreed to extend these contracts by six months through until July 2018 and at the time, indicated that it was comfortable to extend them by 12 months. A further formal request will need to be made to the Agency for a further six month extension, but every indication is that it will be approved.

Contract extensions of course, may come at an additional cost. To understand if that is the case, Council staff have had preliminary negotiations with its contractors to ascertain their willingness to extend and under what conditions.

To date all have indicated they are willing, but at the time of writing this report more detailed negotiations have yet to take place to establish the cost of any extension. It is hoped that staff may have that information by the time of the meeting. If not, staff recommend that the Council make a decision in principle to extend the contracts, subject to understanding the financial implications of doing so.

The additional time that the contract extension enables will also mean that Council can better understand the financial requirements of the Blueprint (including proposed solutions to issues raised through the engagement) within the full context of its planning for the 2018 – 2028 Long Term Plan.

To this end, staffs recommend that before the September Council meeting, Council workshop as part of the Long Term Plan process, the financial parameters around its public transport activity.

## **7 Next Steps**

Following the 23 June Committee meeting, it is envisaged that staff will work with the NZTA, MoE, TCC and schools to look for solutions to address concerns raised about the Bay Hopper and SchoolHopper Blueprint proposals.

Staff will also work with the Transport Agency to complete value for money assessments for:

- piloting the introduction of electric buses; and
- introducing a living wage for bus drivers as part of the Blueprint procurement.

Once this work is completed it is intended that staff will seek Council approval of the revised Blueprint proposal at Council's meeting on 26 September 2017 following the August Public Transport Committee meeting.

## **8 Community Views**

The views from the community are expressed previously in this report and a summary of feedback received is included as Appendix Two to this report.

## **9 Implications for Māori**

The Blueprint 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.

## **10 Council's Accountability Framework**

### **10.1 Community Outcomes**

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

### **Future Budget Implications**

There may be additional funding required to extend contracts and implement solutions to the issues that have been raised through the engagement. Staff will report back to Council in September on potential costs and funding options.

Joe Metcalfe

**Senior Transport Planner**

**for Transport Policy Manager**

**16 June 2017**



# **APPENDIX 1**

## **Stakeholder Organisations Feedback**



# Appendix One – Stakeholder Organisations’ Feedback

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## 1. Tauranga Connect

Tauranga connect provided feedback through a stakeholder workshop with six of their members in April. A list of comments was mapped and discussed through the workshop .

- Maintaining access to Marine Parade is critical
- Rainy weather may be a problem for people walking to Mount Maunganui from Mount Drury
- Create a service for cruise ship passengers making it easy to get to the Mount. Needs quality information and signage.
- Supports improving walkability at Mount Maunganui;
- Would like space for surf boards on buses
- City Loop to align with port work shifts.
- Supports bikes on busses.
- Beachfront line for surfers, better coverage, encourage tourists to use public transport, provide extra space for surf boards.
- Wider better quality bike paths that support mobility scooter use.
- Advertise age friendly buses.
- Land use needs to support active modes and bus use, urban villages within 10-20min walks of each other.
- Back of the bus competition for schools (artwork drawn by kids).
- Buses that look like trams or more futuristic.
- Colour coded buses for main routes.
- Cherrywood could become a transport hub/urban village.
- Use Carmichael paper road as a bus lane.
- Supports City Loop service operating past the Historic Village.
- Supports City Loop extending to Greerton.
- Need good bike security at interchange locations.
- Potential transport hub at Windermere Campus.
- Use smaller loops to connect to frequent services at Brookfield.
- CBD needs a green corridor between Cameron Road and waterfront.
- Parking is an issue at times in the CBD.
- There is too much easy, cheap, parking in the CBD.
- Can buses be moved from Dive Crescent to improve amenity.
- Less car traffic on Dive Crescent.
- Workers should be discouraged from parking in the CBD. Workplaces should be more responsible in encouraging this behaviour.

## 2. Sustainable Business Network

**From:** Glen Crowther [mailto:glen@sustainable.org.nz]

**Sent:** Tuesday, 6 June 2017 9:41 p.m.

**To:** Transport Admin; Joe Metcalfe; Garry Maloney

**Cc:** Fiona McTavish; Michelle Adams

**Subject:** Feedback from SBN on PT Blueprint

Hi Joe and Garry,

Please accept this feedback about the proposed Bayhopper and Schoolhopper services on behalf of the Sustainable Business Network.

### Top-Level Strategy

- We understand from questioning your council that the goal is an overall increase in bus patronage over the next 9 or 10 years of around 20 to 25%. **That is a flawed plan.** If we are to reduce emissions, manage congestion, and offer good safe transport choices to our communities, we need a much higher increase in bus patronage – along the lines of the six-fold increase from 2003-2012. **Projected population growth alone will easily outstrip the increase in bus usage**, so presumably we are **condemning the sub-region to much worse congestion or an expensive road-building programme** with all the downsides that would bring.
- We understand there was no fiscal cap imposed by elected members. Yet the implication is that we can only afford to invest a few \$million more than at present. **The plan needs to be much bolder and requires additional investment to double or triple patronage or more.** Other regions, such as Auckland and Wellington, invest more per capita in public transport than the Western BOP. The results are obvious. Wellington invests much more (about 4 times according to our official sources) and some people say the public transport service there is probably 4 times better. SBN is not saying we need to immediately hit that level of per capita funding, but we should vastly increase our investment and make sure we do it smartly, in a way that is well integrated with wider transport planning.
- **We think the Schoolhopper proposals should have been kept separate to the Bayhopper engagement. The biggest flaw in the overall proposed Blueprint is the faulty argument that school services need to be reduced to help fund a better public bus service.** This is flawed because:
  - a) There is no cap on funding, so we should be striving to get the best outcomes to leverage NZTA funding. We are not dependent on scrapping school bus services to get NZTA funding of our Baybus network, so there is no need to cut those services so deeply.
  - b) We understand that the much-talked-about \$1.5 million in potential savings from scrapping most of the school services will only save ratepayers about \$500,000-\$700,000 or thereabouts, as user charges cover some of the school service costs and NZTA puts in significant funding. From a BOP ratepayer point of view, that is the amount in question. And if we agree as a community to scrap maybe a quarter of the school services (some of those to secondary schools), we are probably only talking about \$300,000-\$400,000 to retain the remainder of the Schoolhopper services – a far cry from the much-quoted \$1.5 million.

- c) The other argument used is that we need to have schoolchildren using Bayhopper buses to make those services a success. Why? It may make a few buses appear better utilized (to elected members driving to town?), but the bottom line is this: in most cases, school children will only be impacting on two or three buses per day on each route that runs near a school. e.g. The Welcome Bay service will become 20-minute frequency, so the buses that schoolchildren from Tauranga Intermediate, Tauranga Boys' College and Tauranga and St Mary's primaries would use will likely be two buses between 8am and 9am from Welcome Bay to town, and then a bus back to Welcome Bay between 3.00-3.30pm to get them home again. The same thing would apply to other schools and suburbs.

Presumably, the morning peak services will be the most likely buses to be full of adults who work in town or elsewhere. So if the success of a bus route depends upon whether 2 peak-hour buses a day are full of children, then we need to do much more to get adults using those buses.

The view of some SBN members is that a bigger problem for Baybus will be having schoolchildren using Bayhopper services. They believe:

- i. Some adults won't use the bus because of "all the noisy kids".
- ii. Many parents won't send primary and intermediate students (in particular) by bus due to perceived safety issues – leading to worse congestion.
- iii. Some buses will be so full of children heading to school that workers won't be able to get to work on time – if not now, then in the near future.
- iv. If more buses need to be added to peak-hour schedules because of iii) above, then isn't it better just to keep the school bus service...?

#### **Positive Initiatives We Support:**

- More reliable bus schedules – this is most critical in our view, as a bad experience of running late puts people off using the bus again
- Low emission vehicles – also very important
- More frequent buses on key routes
- Improved frequency of Te Puke-Bayfair service
- 20-minute service to all Tauranga suburbs
- 15 minute City loop service from Greerton-Tauranga Hospital-CBD-Mount-Bayfair and back
- New Crosstown Connector bus service
- Proposed Western Connector if community supports this option
- Bike racks on buses
- Paperless ticketing that can be topped up online or by mobile – preferably with no/minimal cash held by drivers (for security purposes)
- Wifi on buses and other proposed features

#### **Initiatives We Believe Need Changing:**

- Evening buses, at least to 9pm
- Offer a 20-minute service throughout Tauranga, including Papamoa and ideally to Pyes Pa, The Lakes, and Tauriko
- Electric vehicles should be included for the City loop service
- More frequent services for Katikati and Omokoroa. Something needs to shift to help reduce congestion on that route, so SBN believes we ideally need an hourly service with more buses at peak times, a bus lane along a couple of critical stretches, and good park-and-ride options.
- We support a better service for Te Puke and an increased frequency for Te Puke-Bayfair bus as demand warrants.

- We suggest an optional route for 60 or 62 buses heading to CBD, as they are both planned to travel down Waihi Rd three times an hour, while the previous route along Sutherland-Judea Roads via the marae is no longer served.
- We suggest a simple, logical numbering system for buses, making it easy for locals and visitors e.g.
  - 2x to Te Puke
  - 3x to Mount, Papamoa
  - 4x to Welcome Bay, Ohauiti, etc
  - 5x to Greerton, Lakes etc.
  - 6x to Otumoetai, Brookfield, Bethlehem
  - 8x to Katikati, Omokoroa
- I like the yellow buses, but maybe use Mark Wassung's idea to have different coloured buses (he'd suggested red) for the City Loop. Ideally bright orange e-buses!

### **School Services**

We believe the council should back off some of the proposed changes to Schoolhopper services. This is a fraught issue and we believe the public dissatisfaction from some of these proposed changes outweighs any benefits.

We do see merit in reducing buses to secondary schools where there are nearby public bus routes. We also support investigating a rationalization of school bus routes.

In particular, we support the call for many services to intermediate schools to be retained, along with most of those to primary schools. The community's view seems to be that, at the very least, a wider discussion needs to take place before implementing the cuts. Many people are obviously adamantly opposed to the proposed changes.

SBN believes that many of the Schoolhopper services should be retained as an interim measure (at least), until the walking routes between schools and public bus stops are made safer, and until safe cycleways are installed to the schools. e.g. a safe cycleway between Tauranga Boys' College via Tga Intermediate, Gate Pa School and Tga Girls' College to Greerton, with connecting cycleways to Maungatapu, Welcome Bay, Poike, Merivale, etc.

### **Conclusion**

Overall, SBN supports the much-needed revamp of bus services in the sub-region and increased funding for public transport. We are keen to support the regional council in your ongoing efforts to get better transport outcomes for the wider community.

All the very best.

Thanks,  
Glen

**Glen Crowther** | Bay of Plenty Regional Coordinator  
Phone 027 576-8000

**Sustainable Business Network**  
Phone +64 9 826-0394 | [office@sustainable.org.nz](mailto:office@sustainable.org.nz) | [www.sustainable.org.nz](http://www.sustainable.org.nz) | [Twitter](#) | [Facebook](#)

### 3. Saint Thomas more Catholic School



Submission from St.Thomas More Catholic School Community

19 Gloucester Road

Bayfair

Mt.Maunganui

Contact: Kath Joblin

Phone: 07 5746782

Email:principal@stm.school.nz

Our proposal is that the buses return to the way they were- free and school only.  
Why? Because we can prove that our school community is contributing to the traffic congestion which is increasing along the Mount/Papamoa strip ever since 2014.

- The parents start going through our drop and go zone between 7.45 - 9.00 a.m. and pickup and drive through from 2.00-3.00 p.m. each day.
- The change to bus services has had a knock on effect when drivers carry on across to the Pyes Pa side of town to drop off their children at Aquinas College.

When the buses were free (we have had a service from Bethlehem Coachlines since 2001)

- 69 children out of 189 were using the buses every day (to and from) and another 14 were using it at least three times a week (either to or from).
- We trained bus monitors so that behaviour on the bus was usually very good.
- In emergency situations (the bus breaking down, an uncontrolled asthma attack, collision with vehicles) the bus driver had our contacts, parents assisted, texts were sent out to the parents to let them know what was happening.
- Children as young as five were able to travel with their brothers and sisters or cousins and parents were confident that they were supervised and safe.
- As the cost of the buses climbed families stopped using the bus and began using cars.
- Now only 12 children use the bus and only four use it regularly.

We have established a drop and go zone in front of the school (parents drive through a one way system in front of the school) and there are between 42 and 53 cars driving through before school. After school there are fewer because children have sport practices, go to after school care and attend science club here at school.

Between 7.45 and 9.00 a.m. cars are turning in and leaving from the Gloucester Road entrance which causes traffic concerns for our neighbours i.e. Somervale Retirement Village, Baywave Aquatic centre, Olive Tree Early Childhood Centre and the Montessorri ECE.





Pedestrians trying to get across the driveway have difficulty, especially the Arataki children walking and scootering to and from school, and caregivers pushing wheelchairs, using walkers and mobility scooters on their way to Bayfair or back to Somervale and the aged pensioners units.

The school driveway is shared with the church so parishioners are also accessing the carparks before 9.00 each day for Mass. There are two or three funerals a week at the start of spring and autumn meaning that the carparks are overflowing onto Gloucester Road. Any major sporting event hosted at Baywave also impacts on where our parents park or drive at peak times, adding to the congestion around this small piece of land between two major roads. Wet days are diabolical- parents are focussed just on their child- too bad about anybody else. It's not easy being the carpark monitor on those days!

Parents also park in our carpark which fills up before school ( 60 carparks) and in the Baywave carpark along the boundary fence with the school (another 8-10 cars each day). Recently parents have been parking in the Arataki Community Centre carpark to drop off children and to pick up.

Our parents travel a very thin strip of land....served by three to four main roads, including the expressway. The journey from Golden Sands/Papamoa East can be 25-35 minutes one way depending on the time of day, the volume of traffic and the times when there are hold ups because of minor crashes. Our school doesn't have an enrolment scheme so we draw enrolments from Ohauiti, Te Puke, Welcome Bay, Papamoa East, and surrounding areas.

Our school hours are 8.30 to 2.30. Up to seven cars are late each morning due to traffic congestion. The bus arrives at 8.40 a.m. so the children travelling are late every time. Feedback from parents on the sports sideline, in the carpark and around the picnic tables after school is that no one will use the public bus service because of the following reasons:

- Five-seven year olds won't be able to get themselves to school if this includes crossing the main roads, local park, using pedestrian crossings and navigating the Baywave driveways.
- Children will be late for school.
- If something goes wrong then there is no way of finding out where the child is- no parent network, or familiar driver, or bus monitor system.
- If a child doesn't have their bus card ( if they drop it or misplace it) they won't be able to access the bus. Our driver knows the kids and does an IOU system or the kids borrow off their friends and payback the next day.
- Public buses mean that children will be travelling with the public- and 5-10 year olds are particularly vulnerable.
- If you have two or three children travelling by bus to/from school you might as well take them to school because the cost of petrol is something that parents can budget for.
- Only the people who can afford it will send their children to Catholic schools because they will be committing to primary and secondary travel costs. This is not equitable. We have a right to send our children to our special character schools, they aren't private, they are recognised as special character and integrated by the Ministry.
- We can't understand why our school bus has been lost because St.Thomas More Catholic School is our nearest Catholic school. Why has that changed?
- Matapihi School was granted special character status two years ago and it was given two free school buses. St.Thomas More is a special character school- what's changed?

In summary:

Our school roll is 207 today. We have 149 families enrolled at our school.

How did children get to school last week?		
Walking	8	
Schools out vans	6	
MOE disability van	1	
Bus each day	2	
Bus occasionally	4	
Car/vehicles	122	4 families are carpooling.
Bike or scooter to school	6	
	149 families.	

The only way we can reduce the number of vehicles on the road at peak times is to reinstate free school bus services.

If the plan goes ahead as stated in the consultation documents then it is very unlikely that any of the St.Thomas More Catholic School parents will use the bus to convey their children to/from school.

And St.Thomas More Catholic School parents are Aquinas College parents of the future- so the move to drive children to school will still be there.

In order to reduce traffic congestion now and into the future the reinstatement of the free school bus service is a very positive way to address this issue.

## 4. Toi Te Ora

Toi Te Ora – Public Health Service  
PO Box 2120  
TAURANGA 3140  
Ph: 0800 221 555  
Website: [www.ttophs.govt.nz](http://www.ttophs.govt.nz)



6 June 2017

Joe Metcalfe  
Bay of Plenty Regional Council  
PO Box 364  
WHAKATANE 3158

Dear Joe

### **Feedback on the Western Bay Public Transport Blueprint**

Thank you for this opportunity to feedback on the Western Bay Public Transport Blueprint.

Our comment is formatted in response to the questions you have asked on the [www.drivechange.co.nz](http://www.drivechange.co.nz) website. It takes into account healthy transport principles from the World Health Organisation (see appendix) as well as research and findings from the Western Bay Public Transport Blueprint Health Impact Assessment.

We note and commend that you have summarised some of the health impacts of public transport in your 'Benefits of Public Transport' report which is part of the accompanying proposal documentation.

Overall we are supportive of the proposed changes to the network and welcome the improved level of public transport service in 2018 which will have many positive effects on the health and wellbeing of the Western Bay sub-region.

**Dr Phil Shoemack**  
Medical Officer of Health

Contact Details:  
Toi Te Ora – Public Health Service  
PO Box 2120  
TAURANGA  
Ph: 07 577 3770  
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## Theme 1: General feedback

Question	Response
What is our impression of the existing bus network?	The existing bus network fulfils the transport needs of a sub-set of residents who are not overly time-pressured, and these people appear to be happy enough with the service (according to your recent bus-user survey). However, overall it lacks convenience and reliability and therefore doesn't meet the needs of many who might be interested in using it (up to 7 in 10 people according to your 2014 non user bus survey). This indicates there is unmet demand which, given your reported benefits of public transport, provides a strong case for greater investment in a better public transport (PT) service. In saying that, we'd like to acknowledge the challenge posed by local geography combined with the low density, single land use, low neighbourhood permeability and car centric development in most parts of the Western Bay. We note that this makes it harder to provide an efficient PT service. Supportive land use and parking policies are therefore also required alongside increased PT investment.
What do we think about the proposed changes?	The first major change is the switch from a radial (CBD focused) PT service to a multi-destination service which relies on interchanges to work effectively. Clearly there is benefit for the PT service in a region that is becoming decentralised (due to the live, learn, work, play policy) to take this step and provide greater opportunities to access more destinations. The key will be to have the interchanges working seamlessly given the challenges they will provide for a number of groups in the community. The second major change is the merging of school services with the PT system. Overall, we are not opposed to this change if it improves the efficiency of the PT service, as it will also provide the added benefits of giving school kids greater flexibility to attend extra curricular activities and allow them to become competent with using the PT service for non-school related travel. There is a large body of evidence supporting the benefits of age appropriate 'child independent mobility' for healthy child development. However, this is provided that adequate safety measures are taken. These include ensuring road crossings between the PT stops and schools are safe, that provisions are in place to ensure no child is left stranded at a bus interchange, safety camera's are on board as a deterrent to bad behaviour on the bus, and bus drivers that are trained and responsible for looking out for the safety of children on the bus. It would also be important to work with schools and police to teach school children about navigating public buses safely and what to do if they feel unsafe.
What do we think are the negative aspects of the proposed changes to our bus networks?	Our key concern is the impact interchanges will have on people with disabilities, the elderly and school children because they are potentially confusing and add another physical demand to the journey. It will be imperative that interchanges are as hassle free and reliable as possible. We note you will have a timed connection to avoid people getting stranded in the event of a delay which is positive and all buses are able to kneel.
Are there any other improvements that could be made to the proposed network to encourage more use and convenience?	As stated above, the solution to increasing PT patronage can't rest only with improving the PT service. A number of other complimentary land use and parking policies must be enacted to reduce car dependency in the Western Bay, including the parking policy changes proposed. At a community meeting we were told that project staff have been directed by elected members to propose the best service for the city rather than work to a fiscal target. With that in mind, all Tauranga buses should be coming frequently enough that people can stop referring to timetables (ie 15 mins), and services in Te Puke, Omokoroa and Katikati should be sufficient to meet people's demand for transport. We question if the proposed service improvements will achieve this?

## Theme 2: Should we make PT a priority?

Question	Answer	Rationale
Should we make PT a priority?	Yes	We agree with your report on the benefits of PT and would also add that the projected future cost of healthcare is unsustainable. The strategy of reducing demand for healthcare by preventing ill-health is therefore both important and urgent. Given that transport is a major determinant of health, and that PT is a key ingredient for a healthy transport system, we see a very strong case for prioritising PT.
Should Tauranga have more bus lanes or high occupancy vehicle lanes?	Yes	These features will increase the speed and reliability of buses and therefore attractiveness. Reliability is key to ensuring interchanges are timely and hassle free.
Should bus services be much better during commuter periods than the rest of the day?	Yes, as long as there remains a reasonable level of service with good coverage throughout the rest of the day for non-commuters.	Getting commuters out of their cars and onto PT as a means of congestion relief is a key benefit of investing in PT. However, to be equitable, PT also needs to meet the needs of transport disadvantaged people who travel at non-peak times so they don't miss opportunities for health and wellbeing.
PT should be cheaper for users	Yes	PT should use a low cost-high volume pricing strategy to attract the highest level of patronage possible, as opposed to focusing on farebox recovery so that passengers are privately paying more for the service. Getting the most number of people out of their cars and onto PT transfers many benefits to broader society such that this approach is well justified. In addition, cheaper PT fares improves the accessibility of people with low incomes increasing the equity of the transport system. Cheaper fares will also make PT more attractive for shorter trips than at present.
A commuter car park should be installed at Sulphur Point with a free shuttle to Tauranga CBD	No	This continues to support car dependency and reduces the efficiency of the PT service. A better approach would be to encourage commuters to take the bus from the outset by effectively pricing inner city car-parking. This recommendation is based on the assumption that there is sufficient high quality PT servicing the CBD.
Should people pay a higher fare to pay for a service that is direct to the CBD?	No comment	
We should invest in PT instead of more car parking in the CBD	Yes	This supports a multi-modal network and reduces car dependency by increasing the relative attractiveness of PT to driving a single occupancy vehicle.
At traffic signals, buses should be given a headstart over cars	Yes	Improves PT speed and reliability and therefore attractiveness. Reliability is key to ensuring interchanges work effectively.
We should install bus lanes instead of roadside parking	Yes	Improves PT speed and reliability and therefore attractiveness. Reliability is key to ensuring

on bus routes during peak periods (7-9am and 4-6pm)		interchanges work effectively. Supports a multi-modal network and reduces car dependency by increasing the relative attractiveness of PT to driving a single occupancy vehicle.
In new residential/commercial/ industrial developments we should let the developers decide how many car parks need to be provided.	Yes	Currently there is too much space allocated to storing cars which has led to Tauranga becoming one of New Zealand's most car dependant cities, an effect that has negative impacts on health and health equity. This is an effective strategy to reduce the oversupply of parking.
There should be a moratorium on new car parks in Tauranga CBD, let parking prices control the demand.	Yes	People should not be incentivised to continue driving cars into the CBD through subsidised parking. Parking should be user pays, and in this way increase the relative attractiveness of non-car modes to create genuine transport mode choice.
More car parking in the CBD is needed but let's discourage people with slightly higher prices.	Mixed	The CBD is evolving into a civic and entertainment district. To support this transition, it needs more pedestrian and 'bumping' space and less cars not more car parks. Car parking prices should be increased to encourage 85% occupancy thereby encouraging people to access the CBD using the bus, cycling, walking or car-pooling. If they do use a car, they should be paying the full cost, not being subsidised by ratepayers.
Parking in the CBD should be managed to encourage shoppers and business users and discourage commuters driving	Yes – for now	At present, Tauranga is a highly car dependant city and therefore most people are habitual car users. As we transition to a more multi-modal transport network, we need to manage any differential impacts resulting from the change process. Focusing first on commuters is a way reduce impacts on businesses and shop owners until people are more used to using other modes of transport.



### Theme 3: New Bus Features

Feature	Support	Rationale
Bikes on buses	Strongly support	Bikes on buses will increase bus stop catchment for certain users. It also provides an option for some commuters to bike one way and bus the other, or catch a bus if weather conditions become unfavourable for biking longer distances. The use of bikes as a means of accessing PT will be improved by high-quality city-wide cycling infrastructure, facilities at stops and as the cycle culture of the Western Bay improves. It is therefore important to work with Tauranga City Council on their proposed Tauranga Cycle Action Plan to identify opportunities to integrate PT with cycling.
Free Wi-Fi on buses	Strongly support	Increases personal productivity, enjoyment and therefore attractiveness of PT. Particularly beneficial for low income groups who may have more limited access to the internet.
Low emission standards	Strongly support	This should be an essential feature of a modern bus service. Reduces air pollution and is a climate change mitigation strategy.
Audio stop announcements	Strongly support	This is a positive universal design feature.
A next bus stop display	Strongly support	This makes PT more user-friendly particularly for new and infrequent users, certain groups of people with disabilities, or when travelling unfamiliar routes.
New ticket machines (no more paper receipts for Smartcard users)	Strongly support	This improves the convenience and efficiency and therefore attractiveness of PT for all users.
USB charging points	Support	This is a convenience features which is 'nice to have' rather than absolutely necessary. It will no doubt be a valuable feature for some.
On-board camera's	Strongly support	Perceived safety is as important as actual safety when choosing transport mode. On-board cameras provide valuable safety benefits to more vulnerable groups like school children (and reassure their parents), the elderly, people with disabilities and women in particular.
To add: Real time information	Strongly recommend	We note that real time information was initially considered as a new bus feature when we conducted the HIA and that this is no longer included. Unless you can ensure a highly reliable network, this feature should be retained and consulted on.

*General comment about all proposed new bus features:* The above features confer different benefits and will therefore appeal to different people. We recommend that given the societal benefits provided by PT, investment is made in all of the above features rather than focusing on just a few of the most popular features, assuming there is reasonable market demand for each feature.

### Theme 4: Bus Operating Hours

We note that the proposed operating hours assessed by the Blueprint HIA were 6am-10pm weekdays and 6am-8pm on weekends and that this has now been reduced to 6am-7pm. We continue to support the 6am start time and continue to recommend a later service on the grounds that this increases access to after hours health care services, access to employment for shift, part-time and weekend workers and increases social connection opportunities. We acknowledge these benefits may not apply to all routes and days however, so encourage you to design a more tailored



night-time service, even if this does increase the complexity of timetabling for users. This can be mitigated with good communications.

### Theme 5: BayHopper

Service	Comment
Te Puke Service	<ul style="list-style-type: none"> <li>- We support the increased service frequency and integration with the bayfair interchange which increases the number of accessible destinations in Tauranga including the hospital and windermere campus. It is also positive to note increased access locally in Te Puke as a result of the hourly frequency and the alternate clockwise/anticlockwise circuit.</li> <li>- We note that this has come at the expense of a direct connection to Papamoa which will impact some users in both Te Puke and Papamoa who may have travelled this route for employment in particular. The extent of this impact should be understood to see if this issue is significant.</li> </ul>
Mount Maunganui and Papamoa Service	<p>Papamoa</p> <ul style="list-style-type: none"> <li>- We note the overall good coverage, higher frequency and increase in the number of destinations that can be accessed due the new Bayfair interchange. The proposed more direct routes do not have unreasonable impact on high deprivation communities.</li> <li>- We support the greater access to/from Greerton and windermere which will have benefits in terms of access to employment and tertiary education. However no longer having direct access to the hospital will impact certain user groups such as the elderly and people with disabilities. Interchanges will need to be as hassle-free and reliable as possible.</li> <li>- The Matapihi and Mangatawa service to Tauranga could be replaced with a shuttle connecting the bayfair interchange and additionally promoted as a link to Tauranga CBD via a scenic walk/bike ride over matapihi railway bridge.</li> </ul> <p>Mount Maunganui</p> <ul style="list-style-type: none"> <li>- We note the overall good coverage and that frequency of service is increased. Routes are more direct without unreasonable impact on the community. The overall number of destinations that can be accessed has increased via the crosstown connector.</li> <li>- We strongly support the city loop including the hospital.</li> </ul>
Western Suburbs Service	<ul style="list-style-type: none"> <li>- Overall, coverage is reasonable given the nature of the roading layout in this area (high proportion of cul-de-sac's). The 'bikes on buses' feature will increase access for some people living in neighbourhoods which are not within a walkable catchment of PT services (eg Bethlehem Shores).</li> <li>- Overall frequency is increased and proposed routes are a lot more direct without impacting unfairly on higher deprivation communities.</li> <li>- The interchanges allow for greater variety of destinations, However no longer having direct access to the hospital will impact certain user groups such as the elderly and people with disabilities. Interchanges will need to be as hassle-free and reliable as possible.</li> <li>- We support an earlier provision of the Western Connector which will provide valuable access to employment at the Tauranga Crossing and Tauriko Business Estate for higher deprivation communities in Brookfield, Judea (NZDep 8), Bellevue and Te Reiti (NZDep 7).</li> </ul>
Southern Suburbs	<p>The maps provided illustrating the changes to this service are cluttered and difficult to interpret. However from what we can tell using this information, we:</p> <ul style="list-style-type: none"> <li>- support the increased coverage and frequency in Welcome Bay.</li> <li>- support the cross town connector which increases the number of accessible destinations when linked with interchanges</li> <li>- note that removing buses from Harrisfield drive and part of Ohauiti road will impact a low deprivation area, but that the increased distances are not unreasonable.</li> <li>- support the 52x weekday peak time express from between Lakes and CBD as an opportunity to provide a fast and competitive transport service targeted</li> </ul>

	<p>to a specific commuter market . We are interested to find out its popularity.</p> <ul style="list-style-type: none"> <li>- note that overall there is good coverage, frequency and variety of accessible destinations. There is no apparent lack of service for high deprivation communities.</li> <li>- are however concerned there will no longer be public transport access to Grace Hospital and strongly recommend that route 1 be altered to access this popular location.</li> </ul>
Katikati and Omokoroa	<ul style="list-style-type: none"> <li>- We support the increased number of services to these communities which will increase overall accessibility. In particular it is good to see the circuit in Katikati prior to leaving.</li> <li>- However, considering the congestion on SH2 and growth in Omokoroa in particular, we wonder if this level of service is sufficient to meet demand, especially if you were to reconsider shoulder running bus lanes on SH2 (which is strongly recommended). This would have the added benefit of also encouraging use of the Omokoroa park n ride.</li> <li>- We consider it important for these two reasonably sized communities in the Western Bay to have at least a limited weekend public transport service to cater for the needs of the transport disadvantaged and strongly recommend you consider this in consultation with the community.</li> </ul>

#### **Final note: Consider cyclists when designing bus routes and infrastructure**

We support the development of a multi-modal network in Tauranga to reduce car dependency and therefore promote health and health equity. Ensuring convenient, safe, attractive cycling options is an essential component of this network and hence it is important that consideration is given to cyclists by those designing the public transport service.

It is noted that a number of public transport routes share roads with the developing Tauranga City Cycle Network (for example the new route down Grenada Street which is popular for Mount College school students and cyclists accessing the Matapihi cycleway). This existence of buses on cyclist routes can reduce real or perceived safety and therefore mitigation measures should be undertaken to reduce potential conflict.

["Active and Public Transport Infrastructure: A Public Health Perspective"](#) (p66-77) is a 2016 literature review from Canterbury District Health Board and offers useful information and guidance on this topic. An example is this following cycle audit checklist:

- If a bus lane is proposed, will cyclists be allowed to use it, and if they will, will the bus lane be of sufficient width to accommodate buses and cyclists. If they will not, is there an alternative route that is suitable for cyclists?
- If other forms of bus priority are proposed, what are the impacts on cyclists? Does the bus priority restrict access for cyclists or put cyclists in more vulnerable positions in the roadway?
- Have bus stops and bus shelter locations been designed to allow the safe passage of bicycles past them?
- Where buses are required to turn next to cyclists, does swept path of the buses encroach upon the cyclist's road space?
- If 'B' bus priority lights are proposed, has consideration been given to the needs of cyclists?

We strongly recommend that blueprint project staff work with the Tauranga City Council staff preparing the Tauranga Cycle Action Plan to integrate bus and cycle routes and infrastructure.



## Appendix: Healthy Transport Principles

Excerpt from "Healthy Transport in Developing Cities. Health and Environment Linkages Initiative (HELI), United Nations Environment Programme, World Health Organization, 2009".

The goal of healthy and sustainable transport is to maximize access, personal mobility and healthy physical activity. Technical components of a healthy and sustainable transport network vary by locale, local needs and travel patterns. However, the following policy components are considered to be some of the most important.

- **Vision of social equity.** Urban transport systems should provide high quality mobility to all urban residents who need access to jobs, schools and commercial districts, regardless of whether they own a private vehicle. Such mobility should minimize health risks from pollution and injuries, and enhance opportunities for healthy physical activity and communal interactions across all sectors.
- **Transport demand management.** Rather than "predicting and providing" more road capacity for economic development, demand management asks: "what are the mobility needs of people and goods, and how might those be answered in the most healthy, efficient, equitable and environmentally sustainable manner?"
- **Integrated transport.** Integrated systems optimise connectivity between, and comparative advantages of, different modes e.g. NMT (non-motorised transport) for dense urban areas; public transport for high-volume travel to high-demand destinations; and private transport for very low volume, point-to-point trips served inefficiently by other modes.
- **Prioritizing non-polluting modes.** Public transport and NMT generate fewer health and environmental impacts per unit of travel. These can be prioritized in a demand management policy using both physical design and economic measures.
- **Separated NMT networks.** High quality pedestrian and cycling networks, separated from vehicular traffic, can help reduce injury risk and enhance the mobility of poor and vulnerable populations, such as children. Good NMT networks also provide additional incentives to use public transport since usually this is accessed by those modes.
- **Dedicated public transport corridors.** This is a key spatial design feature that can improve public transport service and efficiency in crowded urban areas. Dedicated public transport can include light rail or rapid bus transit (the latter may be less expensive and faster to implement); or a mix of rapid bus transit, light rail and metro services – as appropriate to local travel needs and volumes, needs for connectivity and mobility, and urban land-use patterns. When separation is impossible, traffic-calming measures should be used to slow motorized vehicle speeds so that the lives of pedestrians and cyclists are not endangered.
- **Active community environments.** Urban space should be allocated to community social and activity space (e.g. parks, squares and playgrounds, pocket gardens, pedestrian alleys and rights of way). These support mobility, physical activity and social interactions in a safe and non-polluted environment.
- **Managed, integrated land use.** Land-use policies that cluster and integrate new housing, services and activity centres around public transport/NMT networks can help to reduce the excessive "trip generation" that often accompanies urban development, thereby enhancing sustainability and health.
- **Improved vehicle standards and technology.** Policies that support unleaded fuels, lower-sulphur fuel; alternatives to diesel, such as CNG; improved standards or retrofitting of older vehicle engines; and better vehicle maintenance and monitoring, can help to lower 25 pollution emissions, particularly from the most polluting vehicles. Improved safety design of vehicle fronts, especially for cars and buses, can reduce pedestrian and cyclists' injuries significantly. Policies that encourage the phasing out of older vehicles can help to remove vehicles that are among the most polluting and at greater risk of break-downs which can, in turn, be a factor in traffic accidents and injuries.
- **Economic tools.** Economic tools such as fuel taxes, congestion charging or parking pricing may be used to generate revenues for less polluting modes and to raise the price of polluting modes to reflect health and environment "externalities" that the market typically does not capture. Also these tools may be used as incentives to phase out older vehicles.

## 5. Aquinas College

**From:** Kurt Kennedy [<mailto:kkennedy@aquinas.school.nz>]

**Sent:** Wednesday, 7 June 2017 9:39 AM

**To:** [lyall.thurston@boprc.govt.nz](mailto:lyall.thurston@boprc.govt.nz)

**Subject:** Aquinas Information Proposed Bus Changes

Good Morning Lyall

I understand that you spoke with Ray Scott this morning and he indicated that we would be adding a submission from Aquinas College to the process. We have had a very strong response from our community who are very concerned about the proposed changes. Without exception, the feedback has been negative and often highly emotional as well. The majority have indicated that if the changes went ahead, they would not use buses but would drive student to school or, in some cases, change to a local school. The major concerns are summarised below:

The extra expense of catching multiple buses for many families, several who have more than one child at Aquinas.

The extra travel time for students

A number of parent submissions have indicated that they will not use buses but will add to already congested roads by transporting by car

Health and Safety concerns:

- Travelling with members of the public and students from other schools
- Having to change buses at bus hubs at Bayfair/ Cameron Road
- Student may have to cross busy roads at peak traffic times to make these connections or catch buses.
- Increased distance to walk to and from bus stops
- Increased time for buses to be entering and leaving the Aquinas College Site
- Increased congestion on Pyes Pa Rd as more parents chose to transport students by car
- Currently a number of buses to Aquinas are full. If add members of public and from other schools, students may be left at stops to wait for next bus if full. This raises issues around safety and students arriving at school on time.
- Currently School Hopper drivers get to know students and look out for them, this is reassuring to parents.

Regards

Kurt



**Kurt Kennedy**

**Deputy Principal**

**Aquinas College**

Telephone: +64 7 5439044

Email: [kkennedy@aquinas.school.nz](mailto:kkennedy@aquinas.school.nz)

## 6. Tauranga City Council

Bay of Plenty Regional Council  
PO Box 364  
Whakatāne 3158



7<sup>th</sup> June 2017

Dear Sir

### **Tauranga City Council response to proposed public transport network**

Tauranga City Council appreciates the opportunity to have been involved in the development of the Public Transport Blueprint and the proposed bus network. The Tauranga Transport Strategy identifies that effective public transport is a vital component of our transport network, particularly as our city continues to grow. We support improvements to the bus network that will make public transport a more attractive option to our people.

We understand that funding availability influences what improvements the Regional Council can deliver. Bearing this in mind, Tauranga City Council encourages the Regional Council to provide the highest quality bus service that is affordable using the public engagement process to gauge which improvements are most important to the community.

Tauranga City Council's immediate focus is in accommodating more peak hour commuters and schoolchildren to non- car modes. Therefore, we support higher frequency services on key routes and increased operating hours as well as the more direct and legible services. Additionally we believe that improved bus features such as bike racks and smart ticketing will make the service more appealing to potential users.

We note that our elected members have received feedback from their communities particularly around the school hopper changes. Whilst they generally have comfort that college pupils transfer to the public network, there is concern around transferring intermediate students to the public bus service. The preference is for providing specific school hopper services for both primary and intermediate pupils within zone, retaining sensible limits for "schools of special character". Tauranga City Council requests that public feedback be carefully considered, particularly with regard to distances students need to travel from the public bus service to school and between transfer points.

We look forward to continued collaboration with the Bay of Plenty Regional Council on our transport future.

Yours sincerely

Christine Jones  
**General Manager – Growth and Infrastructure**

**Tauranga City Council**

91 Willow Street, Private Bag 12022, Tauranga 3143, New Zealand

Phone 07 577 7000 Fax 07 577 7193 Email [info@tauranga.govt.nz](mailto:info@tauranga.govt.nz) [www.tauranga.govt.nz](http://www.tauranga.govt.nz)

## 7. Tauranga Boys College

**From:** Principal Tauranga Boys College [mailto:principal@tbc.school.nz]

**Sent:** Friday, 9 June 2017 3:39 p.m.

**To:** Joe Metcalfe

**Subject:** SCHOOLHOPPER PROPOSED CHANGES

Afternoon Joe

Thank you for speaking with me earlier in the week with regard to the proposed bus changes in 2018.

As a school we have some real concerns around how the Regional Council is going to manage the large groups of students wanting to get on the same bus straight after school. Currently with the School Hopper Service, we have two staff on duty ensuring our students get on buses in an orderly manner. I am not sure if the Council has any strategies in place to manage this large group of students boarding buses in a short period of time.

Another big concern we have is the bus stop on Cameron Road across the road from our school. The new proposed changes would see even more boys running across the road to catch the first bus, making it hazardous for cars and endangering boys' own well-being.

Has the Council, in its planning, considered using the current 13<sup>th</sup> Avenue Bus Stops to keep Cameron Road free from large groups of student pedestrians.

Thank you for considering our thoughts. If you would like to discuss any of these issues further, please don't hesitate to contact me.

Kind regards

**Ian Stuart**

**Acting Principal**

P: +64 7 578 4029 | F: +64 7 578 4853

664 Cameron Road | Tauranga 3112 | New Zealand

[www.tbc.school.nz](http://www.tbc.school.nz) | [@TGABoysCollege](https://www.instagram.com/TGABoysCollege) | [facebook.com/taurangaboyscollege](https://www.facebook.com/taurangaboyscollege)



DISCLAIMER: All emails sent from Tauranga Boys' College may be confidential and subject to legal privilege. If you are not an intended recipient, you may not use, disseminate, distribute or reproduce such email, any attachments, or any part thereof. If you have received a message in error, please notify the sender immediately and erase all copies of the message and any attachments. Any views expressed in any message are those of the individual sender and may not necessarily reflect the views of Tauranga Boys' College.



## 8. Tauranga Carbon Reduction Group

### Feedback on the Western Bay Public Transport Blueprint

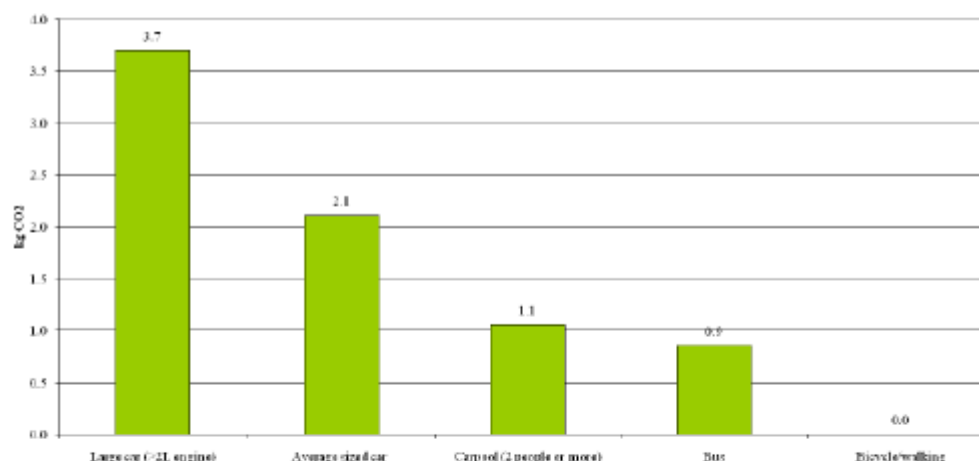
The Carbon Reduction Group consists of concerned members of the local community who are actively engaged in attempts to raise awareness about climate change, and who aim to initiate and support an active planning response by local government to the coming effects of climate change on the communities of Tauranga, Western Bay and Bay of Plenty.



We support initiatives that decrease private motor vehicle use and increase the use of public transport, walking and cycling. Buses move high numbers of people in a more efficient way with less stress placed on the environment in relation to noise, air pollution and greenhouse gases.

We support the SmartGrowth Environment & Sustainability Forum position on transport which states the need for a *high quality transport planning including destination planning, with well-connected, accessible and safe cycleways and walkways, together with public transport, enabling a shift away from car dependency.*

Variation in CO<sub>2</sub> Emissions for a 10km trip



Premature mortality from vehicle exhaust fumes has been called the 'hidden road toll'. Conservative estimates indicate that about 400 New Zealanders die every year, and thousands more have compromised quality of life due to the health effects of vehicle emissions<sup>i</sup>. Although vehicles are becoming 'cleaner,' this gain is offset by population growth and more vehicle-kilometres travelled.

The transport sector in New Zealand accounts for 17% of gross emissions. Since 1990, New Zealand's gross emissions have increased by 23 per cent, with road transport being one of the emission sources with the highest increase<sup>ii</sup>.

Public transport is vital because it provides an alternative to private car use, and ensures that those who are unable to drive, young people, the elderly, those who cannot afford a car etc, are able to get around and have access to essential services such as education centres, work, health care and basic shopping.

Through our engagement with Council staff during the consultation period we understand the goal for public transport delivery is an overall increase in bus patronage over the next 9 or 10 years of around 20 to 25%. We believe this is an unsound plan. If we are to reduce emissions, manage congestion, and offer good safe transport choices to our communities, we need a much higher increase in bus patronage – along the lines of the six-fold increase from 2003-2012. The regions projected population growth alone will easily outstrip the increase in bus usage, so presumably we are condemning the sub-region to much worse congestion or an expensive road-building programme with all the downsides that would bring.

We see merit in reducing buses to secondary schools where there are nearby public bus routes. However following the very vocal feedback from the community we urge Council to take further investigation in to the rationalization of school bus routes, including more in depth public engagement on the issue. We believe the solution to this issue must be socially equitable. It is important how this is perceived with community.

In principal we support the proposed approach to deliver a flexible public transport network that provides more travel choice. Of the proposed options we favour:

- More reliable bus schedule – this is very critical as a bad experience of running late put people off using the bus again.
- Increased operating hours. Extended to as late as possible.
- High frequency (15min) city loop.
- 20min Tauranga Suburban route, including Papamoa.
- Increased frequency to Te Puke, 1hr frequency.
- Increased frequency to Katikati, Omokoroa, twice daily. We would like to see the needs of these communities matched with the Te Puke community to have 1hour frequencies.
- Better accessibility for users.
- A simple, logical bus numbering system.
- Bike accessibility on buses.
- Free wi-fi.
- Audio stop announcements.
- New ticket machines.
- New emission standards.

Thank you for considering our feedback.

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<sup>i</sup> Kuschel G, Metcalfe J, Wilton E, Guria J, Hales S, Rolfe K, Woodward A (2012) Updated health and air pollution in New Zealand Study: Summary Report. Prepared for: Health Research Council, Ministry of Transport, Ministry for the Environment, New Zealand Transport Agency.

<sup>ii</sup> <http://www.mfe.govt.nz/sites/default/files/media/Climate%20Change/national-inventory-report-2016.pdf>



## **APPENDIX 2**

### **Summary of Feedback**



# Appendix Two – Summary of Feedback on Public Transport Blueprint Networks

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## Note to Reader

Due to the volume of feedback received not all text based answers are yet to be coded.

This is a draft summary only, a full summary will be produced for distribution to participants pending collation of all feedback.

Survey results for Bayhopper networks may require further interpretation and analysis as a significant portion of the feedback included in this survey would be more appropriate in the Schoolhopper survey results. This has had the effect of skewing Bayhopper survey results negatively due to the largely negative reaction to Schoolhopper changes.

## 1. Summary of Feedback

Responses from the following organisations were received and are included in Appendix One.

- Tauranga City Council
- Toi Te Ora
- Tauranga Boys College
- Aquinas College
- St Thomas More School
- Carbon Reduction Group
- Sustainable Business Network
- Tauranga Connect

From the Drive Change website 1,400 responses were received prior to the closing date 6 June, 2017. Late feedback is also being collected with a further 60-80 responses to be added at the time of writing.

	Unique Visitors	Survey Responses
School Hopper	1,800	536
Bus operating hours	1,083	265
New bus features	1,066	244
Katikati/Ōmokoroa	168	22

Te Puke	133	21
Pāpāmoa and Munt Maunganui	1009	159
Tauranga Southern Suburbs	662	75
Tauranga Western Suburbs	435	48
<b>Total</b>	<b>6,356</b>	<b>1,370</b>

In addition to this responses were received through other means as per the Table below. The relatively low numbers show a clear preference for users to provide feedback online. The items of feedback provided through the community sessions however these were valuable in providing opportunities for people to ask questions and in raising awareness. Most people in attendance at these session provided feedback online.

<b>Method</b>	<b>Count</b>
Phone	15
Email	59
Hand written feedback forms	21
Community Sessions	6
Letters	3
<b>Total</b>	<b>104</b>

In addition to this a petition containing 1,700 signatures was also presented to the council on 6 June. It must be noted that a number of those signing the petition believed that this affected all school buses, including Ministry of Education school buses. Whilst a good indication of the level of public protest for the proposed changes to SchoolHopper, many of the respondents may not be well informed about the proposal.

## 2. Engagement Activities

Through the engagement period officers attended the following events:

- Stakeholder meeting with Tauranga Connect, 6 April noon - 5pm
- Tauriko for Tomorrow open days over 3 days 25-27 May;
- Community sessions at:
  - At Willow Street bus interchange, 22 May 7:30am-noon;
  - At Bayfair bus stop, 23 May 3pm-6pm;
  - At Te Puke, 30 May 7:30am-noon; and
  - At Katikati. 30 May 3-6pm.
- Disability and Mature persons workshop, 23 May 9am-noon;
- Stakeholder meeting organised through Sustainability Business Network, 30 May, 5pm-7pm, and
- Driver workshop at Go Bus tea room, 31 May, 1:30-3:00pm.

Additionally, officers meet with Principals from Mount Intermediate and Bethlehem College to discuss the changes and hear concerns raised by the schools.

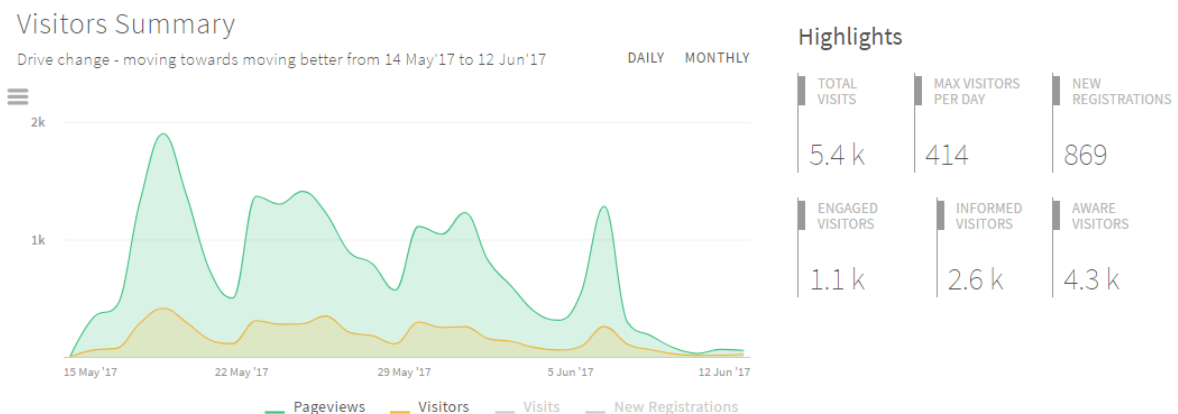
Much of the feedback was received through the DriveChange.co.nz website which was activated through an intensive, multi-media campaign attracting over 6,000 unique visitors over the feedback

period. Below is a summary of activities used to ensure the community was aware of the feedback process:

- 33 Newspaper advertisements across 7 Western Bay of Plenty newspapers;
- 1,200 radio advertisements across 8 Western Bay of Plenty radio stations;
- 2.5 weeks of digital advertising across NZ Herald, BOP Times and Sunlive (web and mobile);
- 3 week Facebook paid advertisement campaign with 43,362 people reached, 177 comments 66 shares and 664 clicks to Drive Change;
- 31,113 Suburb specific flyers delivered to letterboxes;
- 65,000 Generic flyers delivered to letterboxes;
- 8 Community meetings/open days
- 38 Posters in buses
- 17 schools had school specific flyers delivered
- Over 6,000 unique visitors to Drivechange.co.nz; and
- 1,000 registered user on DriveChange.co.nz registered users to assist.

### 3. Drive Change Usage

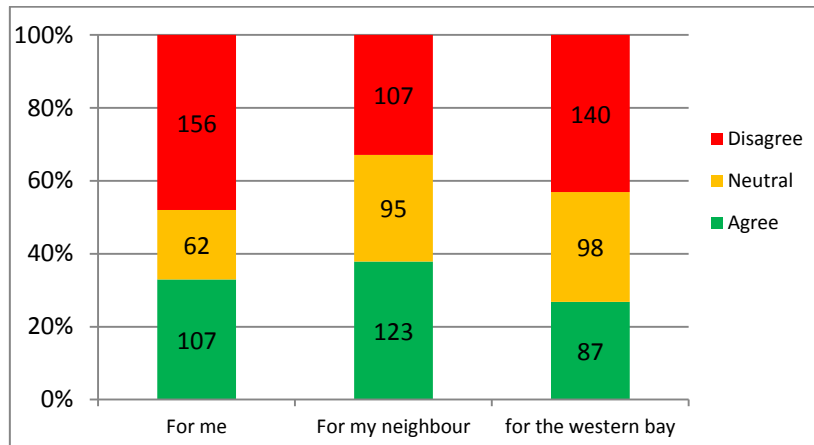
The figure below shows the volume of traffic arriving at drive change through the campaign period and beyond. The final spike in visitors occurred on the closing date of 6 June with a short tail of visitors arriving following this period. Weekends were noticeably much quieter than weekdays.



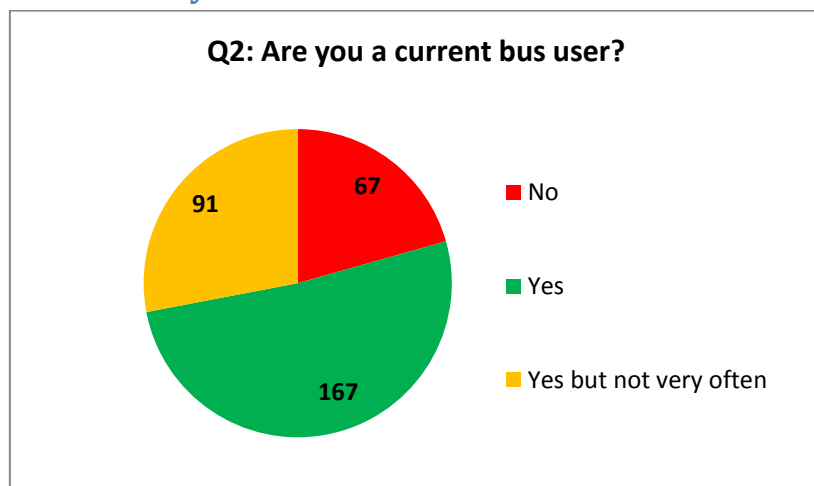
## 4. Bayhopper Network Design

325 responses were to the Bayhopper network design surveys. An additional 83 responses (phone, email, etc) from other sources were also included where relevant.

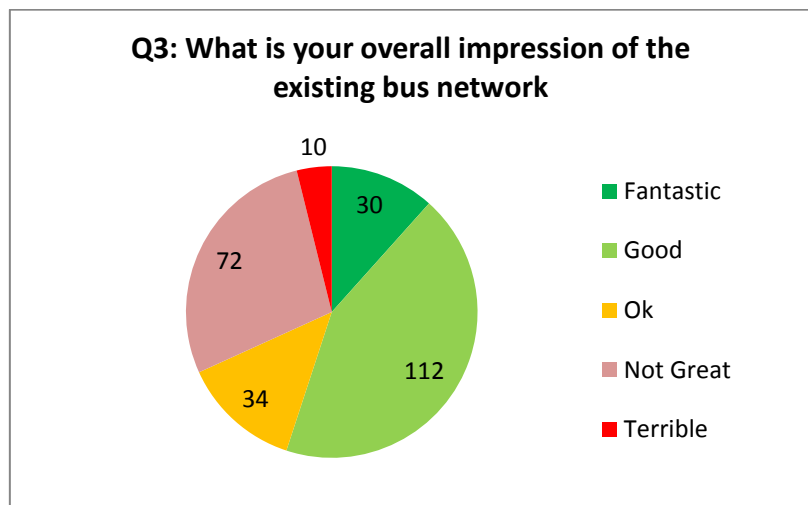
### 4.1.Question 1- Will the proposed changes improve public transport for you, your neighbour, for the Western Bay?



### 4.2.Question 2 – Are you a current bus user



### 4.3.Question 3 – What is your overall impression of the existing network



### 4.4.Question 4 – Positive aspect of the changes

Participants responded well to general improvements around the increase in frequencies and the use of more direct services ultimately resulting in faster journeys for users. The new Crosstown Connector was received well.

Top ten positive aspects	Count
Higher Frequencies	96
Crosstown Connector	21
More direct services	15
Grenada Street services	13
Faster journeys	10
Better connections	9
City Loop	8
Better coverage	7
Pāpāmoa Express	6
Direct Matua service	6
<b>Total</b>	<b>257</b>

#### 4.5.Question 5 – Negative Aspects

Information about negative aspects of the proposal largely related to the removal of services and stops from some parts of the network.

Much of the feedback related to changes to schoolhopper

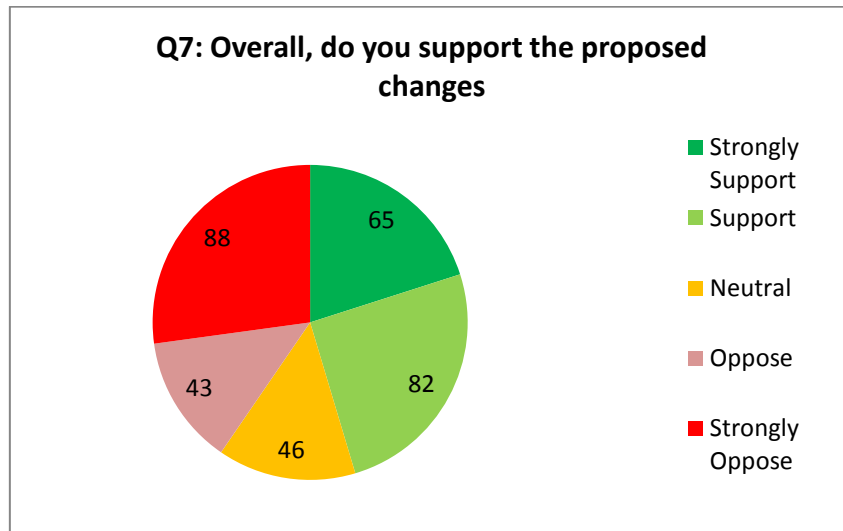
Against	Count
Interchanges at Bayfair	22
More info required	22
Stops removed Pāpāmoa Beach Road	20
SchoolHopper - Interchange	16
Stops removed	15
Lack of service to Mount Hot Pools	11
SchoolHopper - Road Crossing	11
Buses on Windsor Road	10
Too Expensive	8
Schoolhopper - General	7
<b>Total</b>	<b>284</b>

#### 4.6.Question 6 – Suggested additions

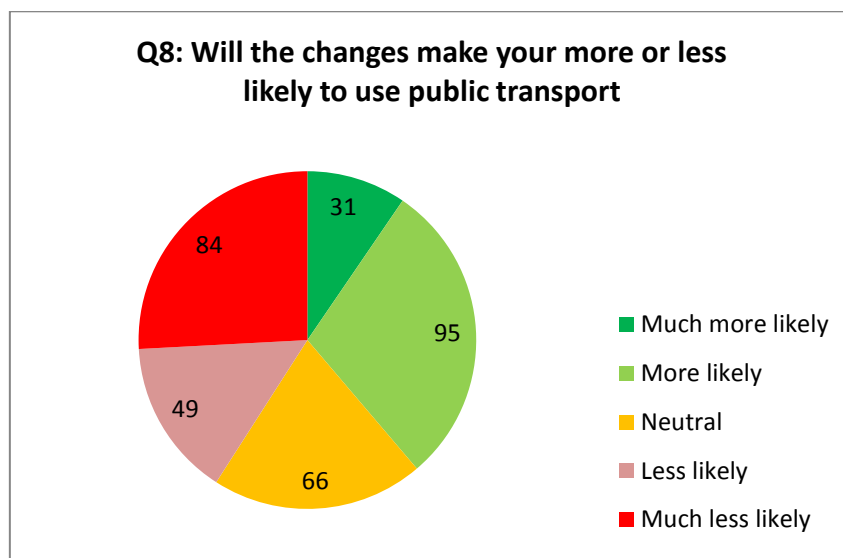
Improvements	Count
New/altered services	64
Higher Frequencies	24
Park and Ride	13
Reliability	13
Bus lanes	12
more bus stops	12
Later Services	11
Cheaper services	10
Bus shelters	7
Real time screens	7
<b>Total</b>	<b>254</b>



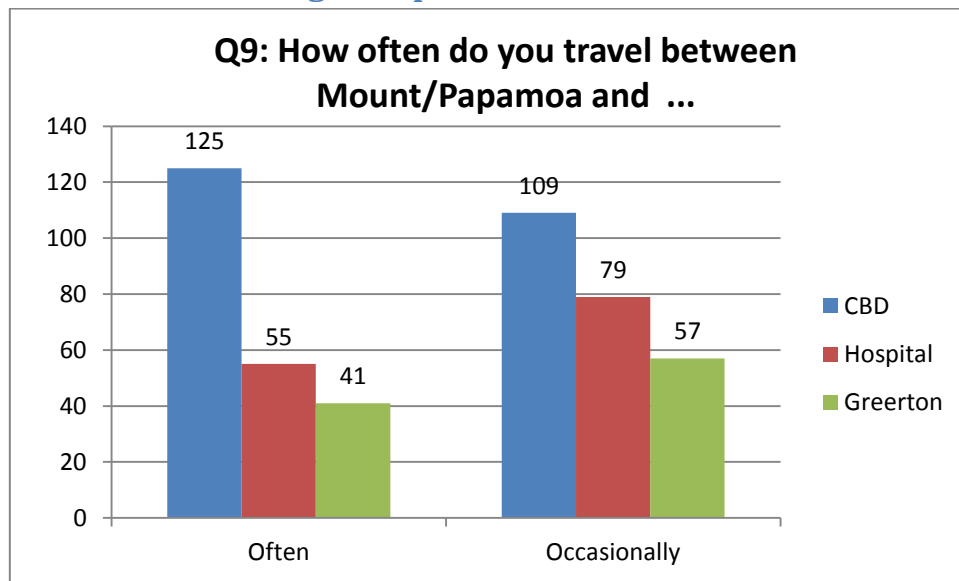
#### 4.7.Question 7 - Overall do you support the proposed changes



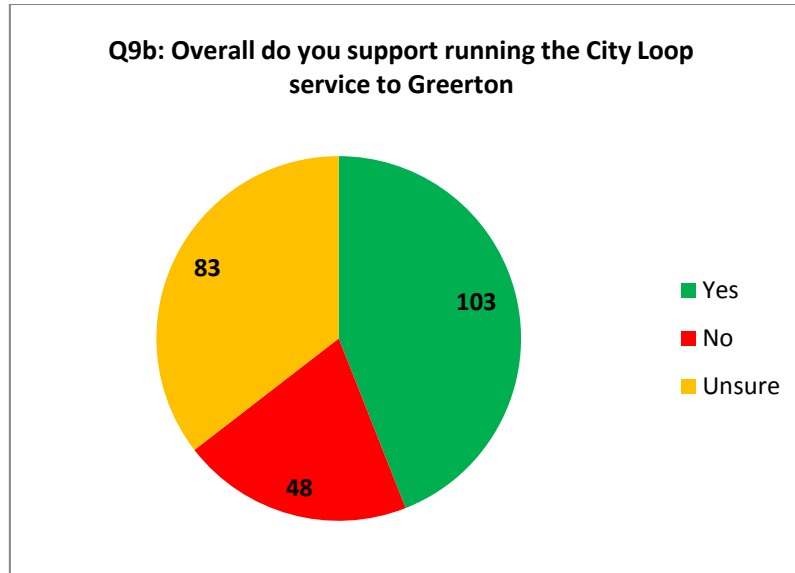
#### 4.8.Question 8 – Will the changes make you more or less likely to use public transport



#### 4.9.Question 9a – How often do you travel between Mount/Pāpāmoa and Greerton or Tauranga Hospital

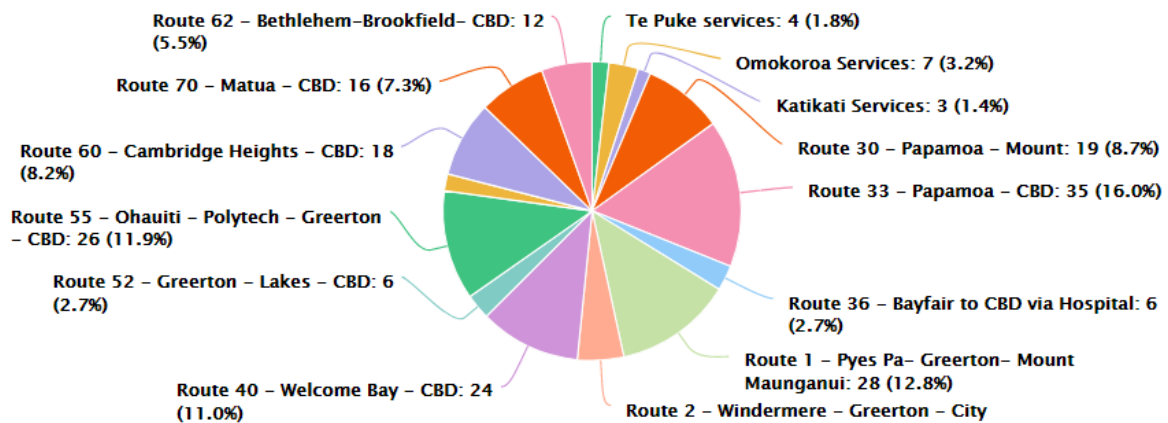


#### 4.10. Question 9b –Do you support running the City Loop service to Greerton

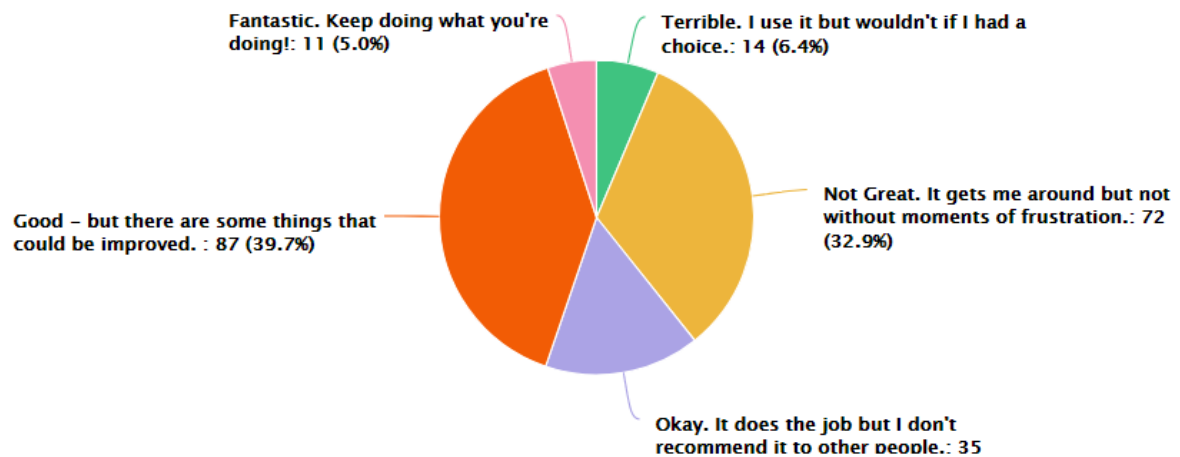


## 5. Bus operating Hours Survey

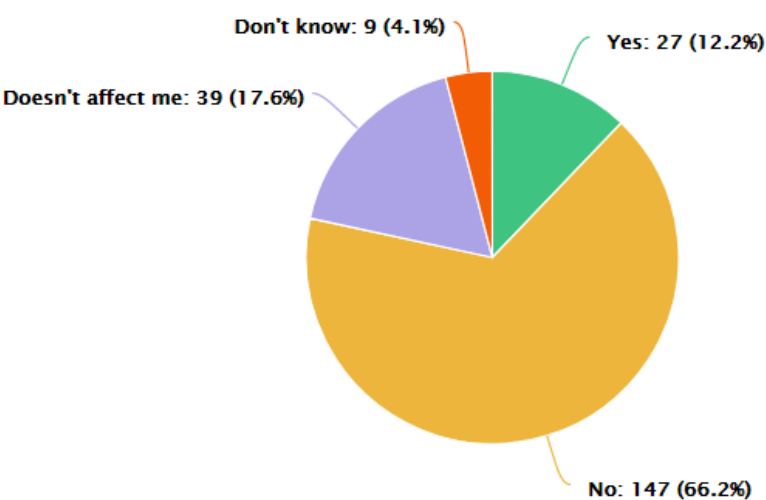
### 5.1. Question 2 – Which bus do you most regularly use?



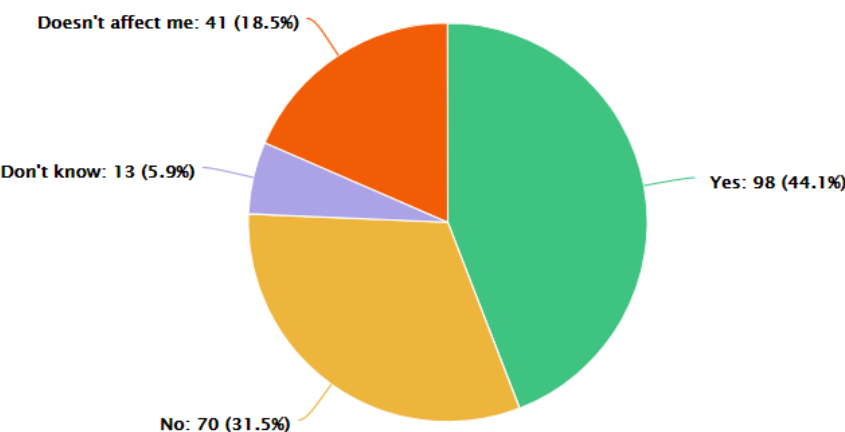
### 5.2. Question 3 – What is your overall impression of the existing network?



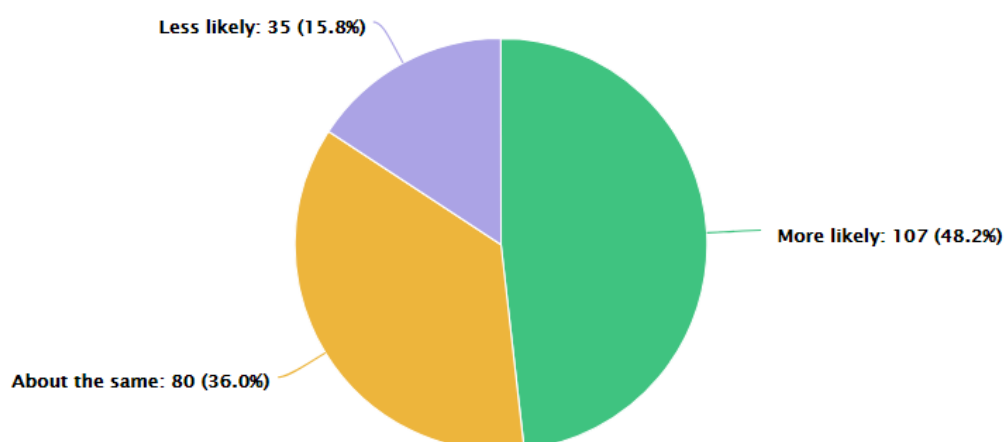
5.3.Question 3 – Do the current buses run late enough in the evening



5.4.Question 4 – Do the current buses start early enough in the morning



### 5.5.Question 4a – Do you think the proposed changes would make you more or less likely to use the bus?

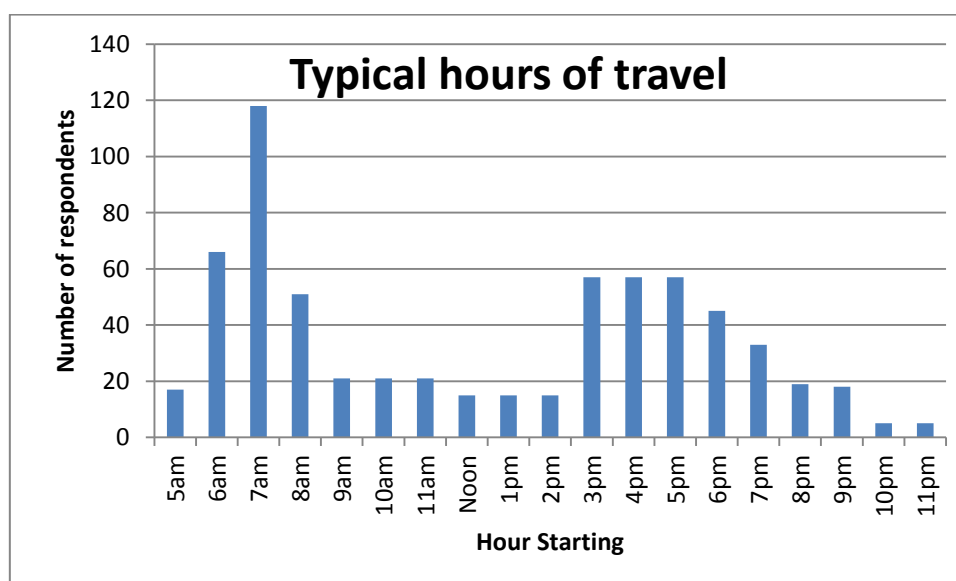


### 5.6. Question 9 - On weekdays which times during the day do you travel the most?

270 respondents indicated which hours of the day they travelled the most by any means of transport.

The graph below shows these responses including a noticeable drop off in travel after 10pm. Travel demand between 7pm and 10pm is at similar levels as the mid-day periods.

Travel demand between 5am and 6am is at similar levels to the mid-day periods.



### 5.7.Question 10 – Do you have any other comments about the proposed bus operating hours?

270 respondents provided 229 comments on aspects of the proposed operating hours and on other matters relating to the proposal. The table below shows a summary of the comments made.

Comments	Count
Extend Weekday Hours	48
Extend Weekend Hours	33
Supports aspects of proposal	20
Higher Weekday Frequencies	15
Improve Reliability	13
Earlier starts	12
Higher Weekend Frequencies	12
Schedule change	5
Real time info at stops	5
Additional early services	2

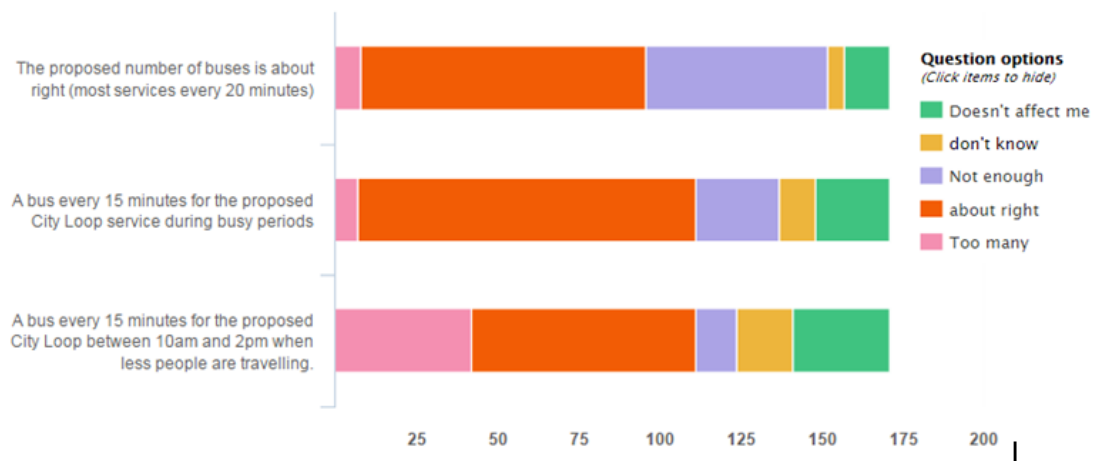
Those commenting on extending weekday bus operating hours specified an extension ranging from 8pm through to all night services. 93% of these requests were for extensions between 8pm and 10pm with 40% requesting extensions only as far as 8pm.

### 5.8. Question 11 - What do you think about the frequency of services?

This question asked 171 respondents to indicate if they thought the number of buses on services was about right.

The vast majority of users indicated that typical frequencies of 20 minutes was either about right or not enough, and similar numbers supported 15 minute frequencies on the City Loop during peak periods.

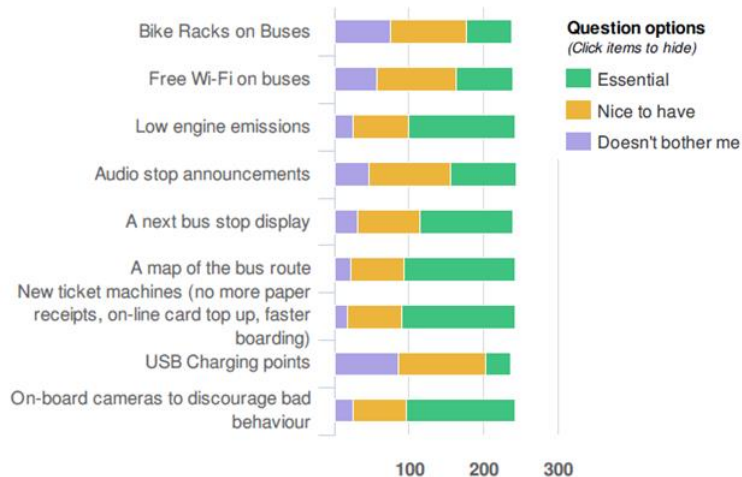
When asked if a bus every 15 minutes was appropriate for the City Loop service outside of peak periods the result is mixed with 25% of respondents indicating that this was too many buses, 40% about right and 8% not enough.



## 6. New Bus features Survey

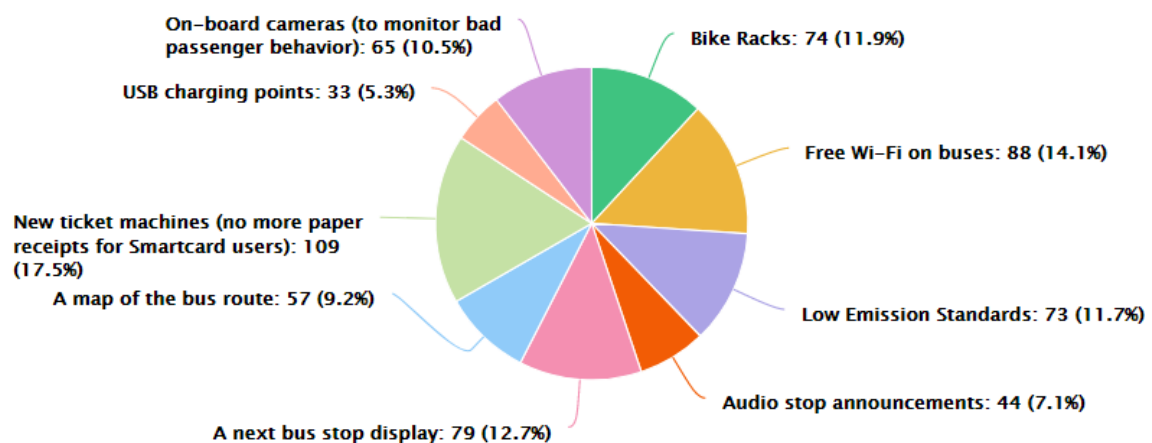
270 people participated in the New Bus Features survey which identifies which features on a bus are most important to people

### 6.1. Question 1 - Tell us how important these features are to you



### 6.2. Question 2 - Which of these features is likely to encourage you to use the bus more often?

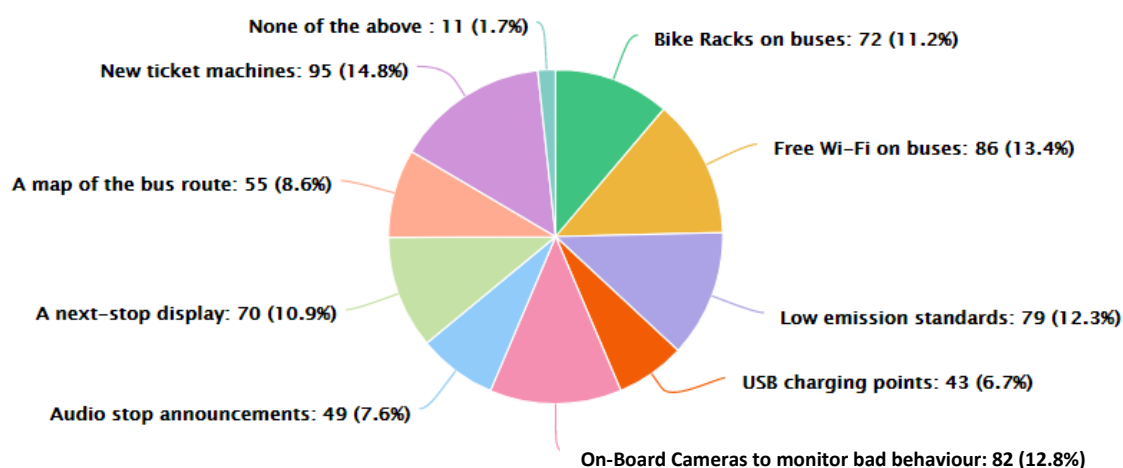
Participants were asked to identify up to three features that would encourage them to use the bus more often. New ticket machines was the most popular choice (14%), followed by Wi-Fi on buses (14%) and “next bus stop displays” (13%). USB charging points only attracted 5% of the choices.





### 6.3. Question 3 - Would you be willing to pay an extra 20cents on your normal fare to see any of the features below added to the bus?

Participants were asked which of these features they would be willing to pay an extra 20cents to have on their trip. Results were similar to question 2 with the noticeable difference that respondents were more willing to pay for lower emission vehicles, but much less willing to pay for new ticket machines.



### 6.4. Question 4- Tell us a little bit more about how you might use these features and how this might encourage you to use the bus more often.

This question was used to determine what features on the bus might be used for and what benefits they would provide for users. Many participants used the opportunity to discuss additional features and the design of the network.

In total 225 points were made from 253 participants.

Bike Racks featured heavily with many wanting to use these for one way journeys in case of rain or to avoid riding up the steep hills of Tauranga. Commuters from Welcome Bay for instance could ride downhill to Cameron Road and then take the bus on the way back to avoid the steep climbs. Recreational use and accessing stops that are too far to walk to were also common.

Wi-Fi featured for entertainment, productivity, and homework purposes. Some indicated it would make long journey's seem short with the distraction of using their phones, but also noted that audio announcements might be needed to avoid missing stops

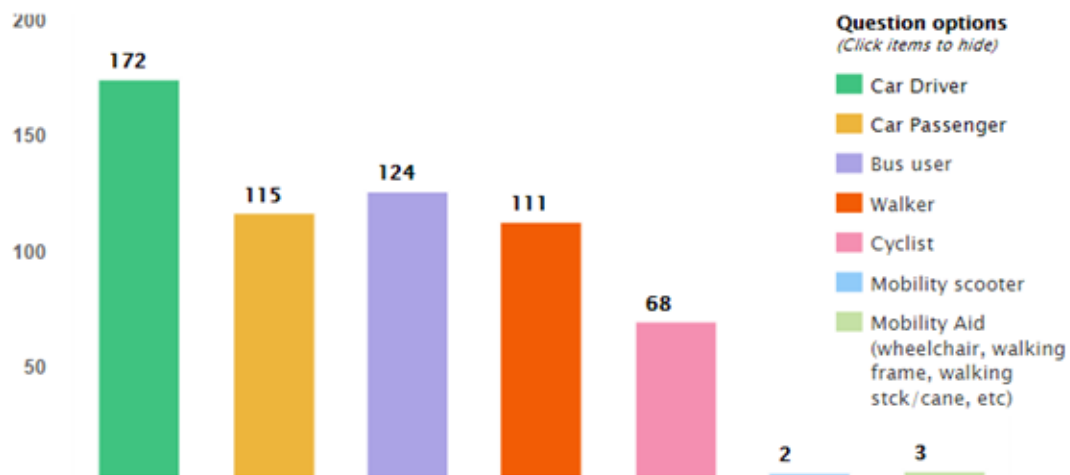
Ticketing machines were mentioned frequently with many participants recognising that this would speed up journeys and also allow online top-ups. Real time information was a very common feature requested

Many participants said they would trade all the features for more reliable journeys.

How would you use features	Count
Bike - One way	14
Real time info	9
online top-ups	11
ticketing - faster boarding	8
Wi-fi - Productivity	8
Bike - Rainy days	7
Wi-fi - Entertainment	7
Bike - Access stops	6
Bike - recreational	4
Improve Reliability	4

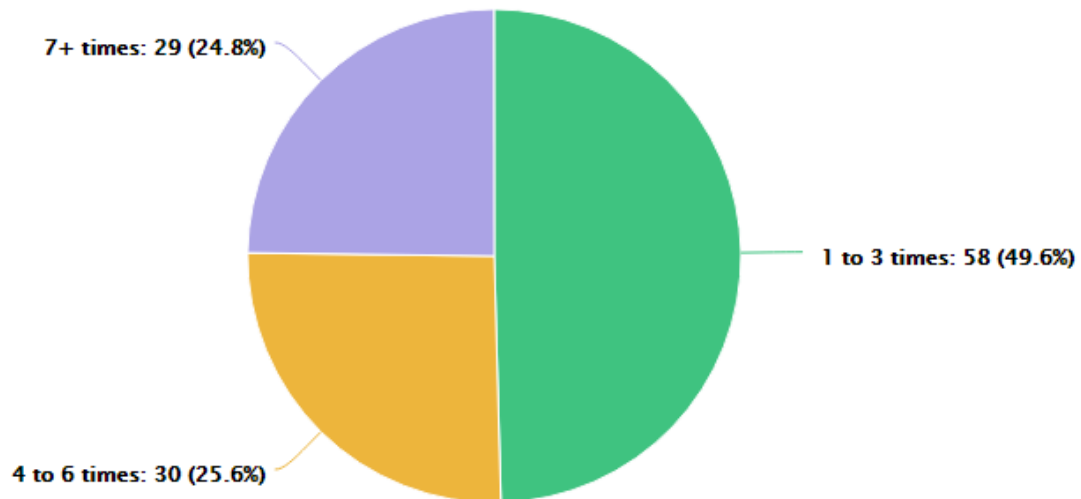
### 6.5.Question 5 - Tell us a little about your travel behaviour. In the last week which of these modes of travel have you used?

This question was asked to allow additional analysis into user behaviour at a later date.



### 6.6. Question 6 - How often in the last week did you use the bus?

This question was asked to allow additional analysis into user behaviour at a later date. Only those who responded to Question 5 as having been a bus user in the last week were asked to answer this question.

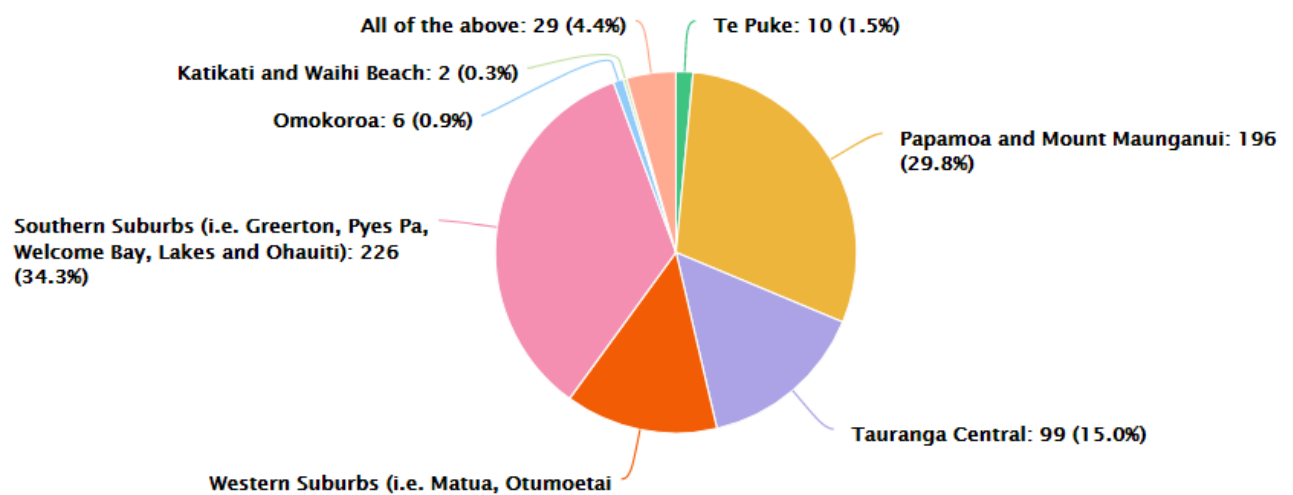


## 7. Schoolhopper Survey

A total of 534 responses were received to the SchoolHopper survey on Drive Change.

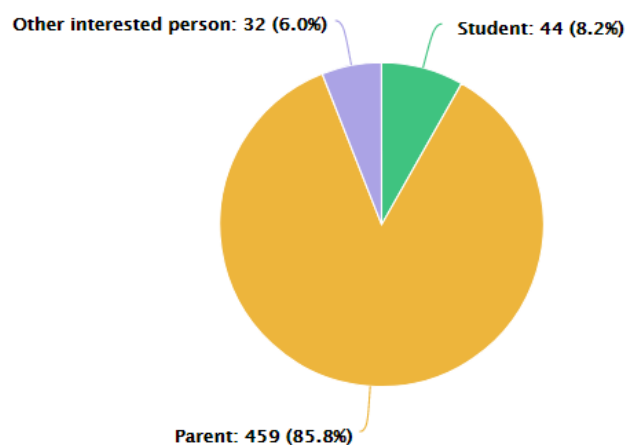
### 7.1. Signup Question – What areas are you interested in?

The majority of respondents to the SchoolHopper surveys indicated that they were most interested in Pāpāmoa/Mount Maunganui area (30%) and the Southern Suburbs (34%).



### 7.2. Question 1 - Are you a student, parent or other interested person?

Are you a student, parent or other interested person?



### 7.3. Question 2 - What would make you more comfortable with sending children on the bus?

This was an essay question with 468 responses.

This section is yet to be completed. To date 177 surveys have been coded 212 suggestions that would make parents and students more comfortable with the proposed changes

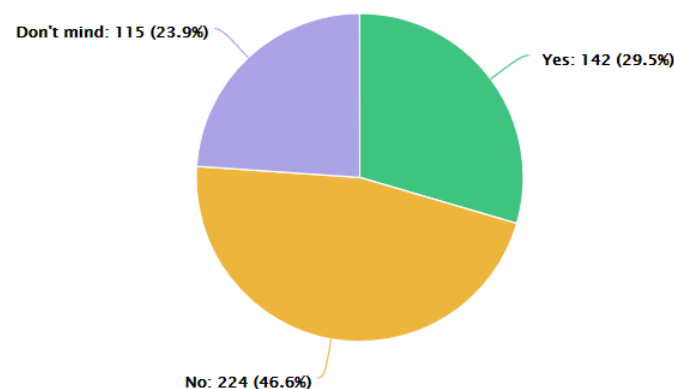
From these responses there is a clear concern with students sharing buses with the general public. This was a concern raised by parents with children of all age's not just intermediate and primary students.

	Count
Student only bus	46
Door-to-door services	28
No transfers	23
Retain existing services	18
Buses run on time	8
Reduce walk distances	8
Trusted Driver	8
all children have seats	7
Safety at CBD	5
Safety - General	4
<b>Total</b>	<b>212</b>

### 7.4. Question 3 - If you could track the buses using your phone or computer would this make you more comfortable sending children on the bus (so you can see that they arrive at school on-time)?

This response was open only to parents participating in the survey.

Responses were mixed to this question although almost half of parents indicated that tracking buses would not make them more comfortable



### 7.5.Question 5 – Which school are you interested in commenting on?

Of the 534 , 153 did not state which school they were interested in commenting on. Following this the largest number of responses came from Aquinas College (115, 28%), Tauranga Intermediate (57, 11%), Bethlehem College (10%), and Mount College (7%). Whilst there were variations in approval levels across the schools none were on balance supportive of the proposal.

	<b>Responses</b>	<b>Support</b>	<b>Neutral</b>	<b>Oppose</b>
Not Stated	153	3%	5%	87%
Aquinas College	115	1%	0%	99%
Tauranga Intermediate	57	2%	4%	93%
Bethlehem College	51	0%	0%	100%
Mount Maunganui College	39	10%	15%	74%
Tauranga Girls' College	23	4%	4%	91%
Saint Mary's Catholic School	20	0%	0%	95%
Tauranga Boys' College	17	12%	6%	76%
Otumoetai College	16	0%	25%	69%
Mount Maunganui Intermediate	14	0%	0%	100%
Pāpāmoa College	8	13%	25%	63%
Otumoetai Intermediate	7	0%	14%	86%
Greenpark School	4	0%	25%	75%
Saint Thomas More Catholic School	4	0%	0%	100%
Tauranga Primary	2	0%	0%	100%
Maungatapu Primary	1	0%	0%	100%
Pāpāmoa Primary School	1	0%	0%	100%
<b>Total</b>	<b>534</b>	<b>3%</b>	<b>5%</b>	<b>90%</b>

### 7.1.Question 6 – What aspects of the proposed changes could be improved?

This was an essay question with 515 responses.

This section is yet to be completed. To date 177 surveys have been coded 212 suggestions that would make parents and students more comfortable with the proposed changes. Aside from those who would prefer to retain the existing service the use of transfers and lack of student only buses appeared most frequently. Direct service (door-to-door) services and ensuring no degradation in existing travel times was also important to respondents.

Improvements	Count
Retain existing	45
No transfers	36
Student only bus	27
Direct services	20
No increase in travel time	12
More buses/Capacity	12
On time buses	7
Safety - General	7
Cheaper fares	5
Reduce walk distance	4
Safety crossing roads	4

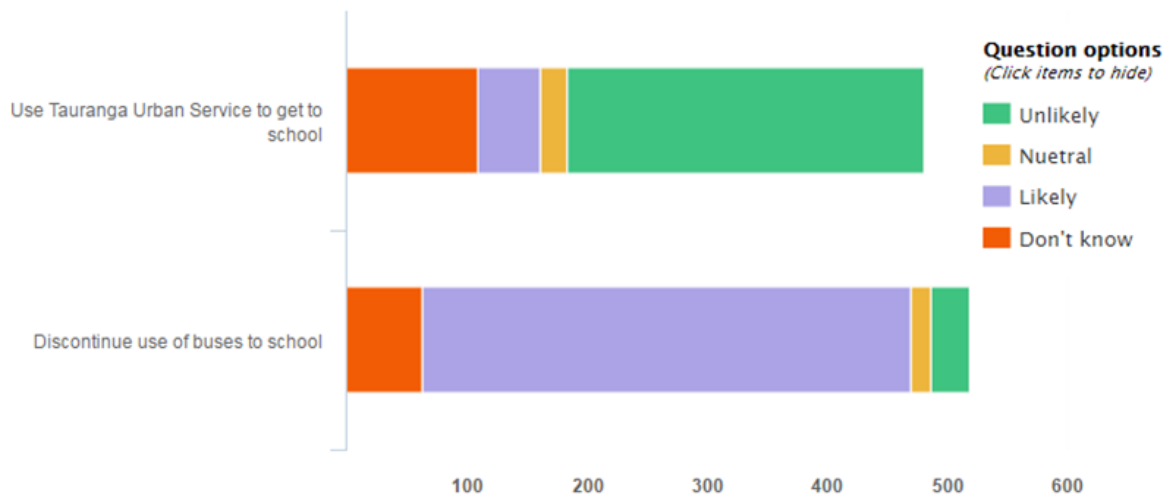
### 7.2.Question 7 – What do you like about the proposed changes?

This was an essay question with 477 responses.

This section is yet to be completed. To date 177 surveys have been coded with 16 aspects of the proposal being identified as positive by respondents. Most respondents indicated that nothing was positive about the changes.

Positive Aspects
Proposed Route 310
Better after school transport options
Better for after school activities
Better travel choice
Extension of public bus to Golden Sands
Feedback process
Improved public bus service
Less traffic
Less traffic
Less traffic
Public bus improvements
Route 1 to Tauranga Intermediate
Route 301
Route 301
free wi-fi
free wi-fi

### 7.3.Question 8 –How will the proposed changes affect you or your child’s travel?



	No longer use school services	Use Urban service
Don't know	12%	23%
Likely	78%	11%
Neutral	3%	5%
Unlikely	6%	62%

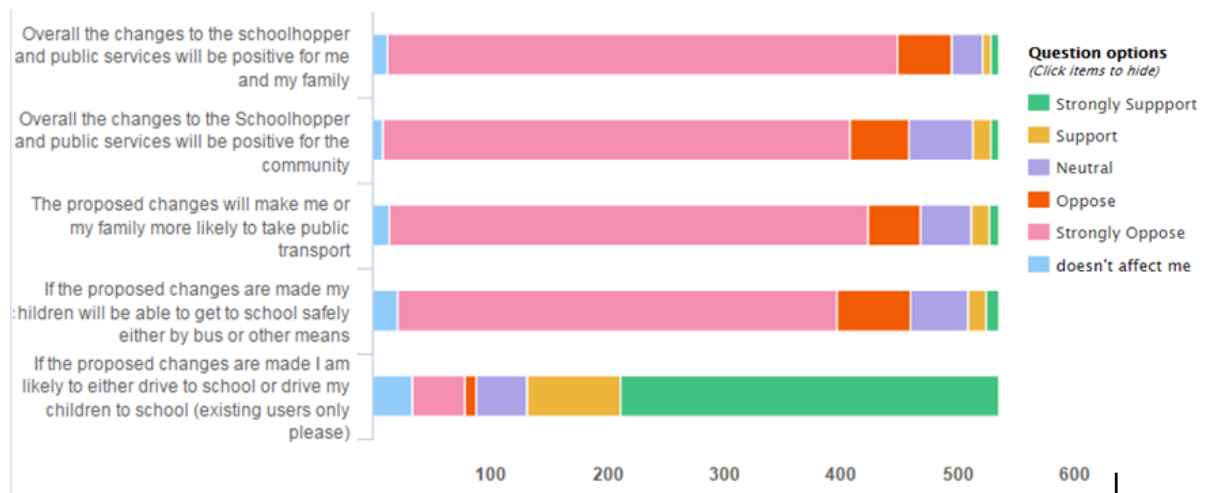


## 7.1.Question 7 – Tell us if you agree or disagree with the following statements...

534 respondents answered a series of questions asking them to either agree or disagree with statements about the proposed changes and how it will impact their children's travel to and from school.

Feedback was overwhelmingly against the proposed changes.

The statement about children being able to get to and from school safely indicated that many children would not be able to do so under the proposal. The following question indicated that most parents would be likely to drive their children to school. This would indicate that a large portion of respondents believe driving their children to school would be unsafe. The validity around responses from parents about their children's safety appears dubious and the results of this particular question should be ignored. Likely this is a result of parents wishing to answer in a way that is most likely to prevent the proposal proceeding rather than honestly reflecting their safety concerns.



## 8. Organisational Responses

Responses from organisations and schools are included as Appendix One to this report. Largely these are supportive of the urban network changes with responding schools being opposed to the proposed changes to SchoolHopper.

## 9. Disability and mature persons workshop

A disability sector meeting was held on 23 May with 20 participants from stakeholder groups and people with disabilities. This meeting was organised with the assistance of the Disability Action Group and their support for this work is greatly appreciated

Suggestions raised at the meeting relating to the proposed Bayhopper network are noted below:

- Retain the Mount Hot Pools stop, even if it means a reduced service this is better than none at all, it's an important place to go socially and for therapy;
- Carer discount would be a great incentive to get more disabled people using buses;
- 'Stop' buttons on buses need to work;
- Longer transfer time needed for people with mobility problems who take more time to mobilise;
- Once the new bus/new cards/new routes are organised a 'Have A Go Day' would be great, offer made by DAG to help organise and promote;
- Retain services to Evans Road, Pāpāmoa Beach Road;
- More bus shelters needed at The Lakes, Tauranga Crossing;
- Ramp required at Tauranga Crossing stop, steps are too steep;
- Access for mobility scooters on buses;
- Support City Loop service to the Hospital;
- Audio and visual announcements required;
- "Speaking" timetables at bus stops;
- Timetables at all stops; and
- Embrace use of technology to provide information for users with disabilities

## 10. Driver Workshop

Drivers were largely supportive of the proposed changes but also expressed concerns about:

- The use of Queen Street for buses due to heavy congestion at school start and end times;
- Loss of service in areas of Pāpāmoa and Mount Maunganui;
- Loss of service in Corinna Street;
- driver safety; and
- driver conditions and pay.

They expressed ideas around the potential layout of the Brookfield Interchange and were very supportive of new ticket machines due to the travel time savings and the reduced risk of robbery (due to carrying less cash on board).

**Report To:** Public Transport Committee

**Meeting Date:** 23 June 2017

**Report From:** Garry Maloney, Transport Policy Manager

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## **Regional Fare Review - Patronage Services**

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### **Executive Summary**

At the 11 May 2016 Public Transport Sub-committee meeting, the Council made a start on reviewing how fares are set on Council's contracted bus services. That meeting focussed on fares for coverage (rural) services. Further direction is required on patronage (urban) services.

The purpose of this paper is to continue the Regional Fare Review by seeking direction from the Council on the process that it would like to follow to set bus fares for patronage (urban) services. Specifically, staff are seeking Council direction on the level and type of public engagement and the timing for the Fare Review.

While there has been some public feedback provided in the recent Western Bay of Plenty Public Transport Blueprint feedback on the Council's fare setting approach, there would be value in undertaking a separate engagement or formal consultation exercise and using the outputs from that exercise as an input to the Regional Public Transport Plan review.

As the outcome from the Fare Review will have a bearing on the financial aspects of future Blueprint network conversations, it is the intention of staff that at the same time as Council is considering Blueprint matters in August and September it also considers the Fare Review.

### **Recommendations**

**That the Public Transport Committee under its delegated authority:**

- 1 Receives the report, Regional Fare Review - Patronage Services.**
- 2 Provides direction on the level and type of public engagement and the timing for the Fare Review.**
- 3 Notes that if the Fare Review is completed after September 2017, Council will incur additional costs to change that part of the new electronic ticketing system.**

### **1 Purpose**

The purpose of this paper is to continue the Regional Fare Review by seeking direction from the Council on the process that it would like to follow to set bus fares for patronage services.

## **2 Context**

The Regional Public Transport Plan sets out the outcomes, principles and parameters for regional fares. This plan is due for review by end of June 2018. Council has provided high level direction as well as direction on coverage (rural) services but is yet to provide direction on patronage (urban) services.

While there has been some public feedback provided in the recent Western Bay of Plenty Public Transport Blueprint feedback on the Council's fare setting approach, there would be value in undertaking a separate engagement or formal consultation exercise and using the outputs from that exercise as an input to the Regional Public Transport Plan review.

As the outcome from the Fare Review will have a bearing on the financial aspects of future Blueprint network conversations, it is the intention of staff that at the same time as Council is considering Blueprint matters in August and September it also considers the Fare Review.

## **3 Regional fares include coverage and patronage services**

The current Plan makes a distinction between patronage and coverage bus services and this network planning approach applies to how fares are set for each type of service.

Patronage-based services generally seek to maximise economic objectives. By doing so, they can potentially attain the level of quality necessary to compete effectively with private motor vehicles in the areas that they are provided.

A patronage-based approach tends to focus resources on the best markets and has a strong relationship with urban form, tending to work better in areas with sufficient population densities. As such, the RPTP identifies the Tauranga and Rotorua urban bus services as patronage services. All other services contracted by the Council are coverage services.

## **4 Regional direction on fare review**

At the 11 May 2016 meeting of the Committee, it made a start on reviewing how fares are set on Council's contracted bus services. The direction members provided was:

- the scope of the Regional Fare Review – review the basis on which the Council sets fares for its contracted bus services, but not:
  - changes to routes or networks;
  - how fare products are ticketed and other technologies;
  - reviewing the current Regional Public Transport Plan (RPTP) network planning principles relating to patronage and coverage goals; and
  - amending the current RPTP.
- The Outcome that the Regional Fare Review will deliver:

- “a fare structure that supports the achievement of the regional fare box recovery target.”
  - The Principles that will apply to the review of fares are fares that:
    - are simple to apply and understand;
    - are equitable across the region;
    - support network system objectives such as covering a reasonable proportion of operating costs;
    - are practical to implement;
    - incentivise frequent travel; and
- are consistent with adopted network planning principles.

## **5 Direction on coverage (rural) services**

The Committee has also provided the following further direction for coverage (rural) services:

- revalidated the existing RPTP definition of “transport disadvantaged”;
- retain fare concessions for transport disadvantaged with fares continuing to be set at 60% of the equivalent adult fare; and
- retain fares based on distance travelled.

## **6 Patronage services fare context**

The current fare policy approach to patronage services is for:

- flat fares;
- single fares; and
- discounts for frequent use rather than concessions.

In practice, our approach is:

- flat fares;
- single fare for the Rotorua but not the Tauranga urban services;
- service discounts for smartcard usage (but not frequent travel); and
- concessions for the Tauranga but not the Rotorua urban service.

There are a number of parts to setting fares for patronage services that the Council will need to consider including, but not limited to:

- fare recovery versus patronage goals;
- flat fare versus fare based on distance travelled;
- flat fare versus fare concessions; and
- fare discounts for frequent use rather than fare concessions.

## **7 Proposed process for progressing the regional fare review**

Members will be aware that there has been some public interest in at least one aspect of Council's fare setting approach (school student fares). Student fares have also been raised in feedback on the Western Bay of Plenty Public Transport Blueprint.

In view of the above, staff are seeking Council direction on the level and type of public engagement that it would like to have on the Fare Review. The options available to Council include:

1. as part of the RPTP review. That review will take place in the 2017/18 financial year;
2. undertake a separate engagement exercise similar to the Blueprint and use the outputs from that exercise as an input to the RPTP review; or
3. undertake a separate formal consultation exercise involving submissions, hearings, decisions, etc and use the outputs from that exercise as an input to the RPTP review.

Option 3 above could take place as part of the consultation on the Draft 2018 – 2028 Long Term Plan.

While Council will be reviewing the RPTP, staff believe that the one aspect of the Plan that will likely be of most interest to the public will be fare policy. For that reason, there would be value in Council also implementing option 2 or 3 above.

In thinking about that, the issue of timing may also have a bearing. Staff are also seeking Council direction on the timing of the Fare Review. The Council has at least two options. It can:

- A. complete the fare review by the end of September; or
- B. complete the fare review later in the 2017/18 financial year.

Staff have suggested the first option because if we change our fare structure after September 2017, we will incur an additional cost to change that part of the new electronic ticketing setup. The indicative cost starts at about \$35,000.

However, should Council favour Option A, in the view of staff there would be insufficient time to undertake some form of public engagement prior to making a decision by October. This would mean that the amended policies would be consulted upon as part of the RPTP review (Option 1). As such, that process may result in fare changes that could subsequently incur the cost indicated above to change the electronic ticketing system.

For this reason staff believe the pragmatic way forward is to time the fare review as outlined in Option B (that is, in 2017/18, but post September 2017).

## **8 Implications for Māori**

The Regional Fare Review does not affect land, water or significant places for Māori or access to those.

Māori are represented in low socio-economic areas across the region and careful consideration will need to be given to that as part of the Fare Review.

Once guidance is provided on how to engage on the Review, subsequent decisions can be made on what that may mean for engagement with Māori.

## **9 Next steps**

The Agenda report on the Blueprint indicates that Council will further consider the financial implications of future bus network decisions in August and September. As the outcome from the Fare Review will have a bearing, it is the intention of staff that at the same time as Council is considering Blueprint matters it also considers the proposed future fare structure.

## **10 Council's Accountability Framework**

### **10.1 Community Outcomes**

This Regional Fare Review 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**

There are no current budget implications arising from the recommended decision.

#### **Future Budget Implications**

Future budget implications arising from changes in fares will be considered by the Council at the time it determines what those fares should be, including how to fund ticketing system structure changes.

Garry Maloney  
**Transport Policy Manager**

**15 June 2017**

