Public Transport Committee

NOTICE IS GIVEN

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

Friday, 29 March 2019 commencing at 9.30 am.

Fiona McTavish
Chief Executive
22 March 2019

BAY OF PLENTY REGIONAL COUNCIL TOI MOANA

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

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

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

Agenda

1 Apologies

2 Public Forum

3 Acceptance of Late Items

4 General Business

5 Confidential Business to be Transferred into the Open

6 Declarations of Conflicts of Interests

7 Reports

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
Tauranga Bus Contracts - Further Response to Feedback for Services to Matua	To carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations).	Good reason for withholding exists under Section 48(1)(a).

8.1 Tauranga Bus Contracts - Further Response to Feedback for Services to Matua (Report to follow under separate cover)

9 Confidential business to be Transferred into the Open

10 Readmit the public

11 Consideration of General Business

Reports

Receives Only – No Decisions

Report To: Public Transport Committee

Meeting Date: 29 March 2019

Report From: Garry Maloney, Transport Policy Manager

Engaging Older People in Transportation Planning

Executive Summary

Carole Gordon will provide the meeting with a verbal update/presentation on the preliminary findings of her research on engaging older people in transportation planning.

Recommendations

That the Public Transport Committee:

1 Receives the report, Engaging Older People in Transportation Planning.

1 Introduction

Councillors may recall that they received a request during the development of its 2018 – 2028 Long Term Plan to fund research in to engaging older people in transportation planning. Council approved the request and Carole Gordon was subsequently engaged to undertake the project.

The research is nearing its end and Ms Gordon will attend the meeting to provide members a verbal update/presentation her on preliminary findings to date. It is intended that the presentation will be followed by the final report being presented to the Committee at its May 2019 meeting.

2 Budget Implications

2.1 Current Year Budget

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

2.2 Future Budget Implications

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

3 Community Outcomes

This project directly contributes to the Vibrant Region Community Outcome in the Council's Long Term Plan 2018-2028.

Garry Maloney
Transport Policy Manager

22 March 2019

Receives Only – No Decisions

Report To: Public Transport Committee

Meeting Date: 29 March 2019

Report From: Garry Maloney, Transport Policy Manager

Public Transport Blueprint - Progress update

Executive Summary

The Western Bay of Plenty Public Transport Blueprint network has been in place in Tauranga since 10 December 2018. The following report outlines Council's responses to implementation issues experienced by Tauranga's school and urban bus services.

Senior management from NZ Bus will attend the meeting to discuss their progress in delivering the new contracts.

Recommendations

That the Public Transport Committee:

1 Receives the report, Public Transport Blueprint - Progress update.

1 Background

The Western Bay of Plenty Public Transport Blueprint network has been in place in Tauranga since 10 December 2018. The Blueprint changes coincided with a tender process that resulted in a new contract and a change of bus contractor (NZ Bus). Senior management from NZ Bus will attend the meeting to discuss their progress in delivering the new contracts.

The Blueprint represented a significant change in the delivery of public transport in the Western Bay of Plenty Sub-region.

The most challenging and pressing aspect of the start of the new contracts was the number of missed trips due to the shortage of bus drivers. During December 2018 and January 2019, missed trips mostly occurred on the weekend. However, the driver shortage reached critical levels at the start of the school year, with several instances of multiple consecutive school time trips missed from the urban network while the contractor diverted resources into covering school bus runs.

The missed trips caused by the driver shortage led to a high number of complaints and customer dissatisfaction.

Error! Not a valid bookmark self-reference. below shows the average number of customer complaints received during December, January and February period in 2016/17, 2017/18 and, in green, 2018/19 during the contract and network changeover

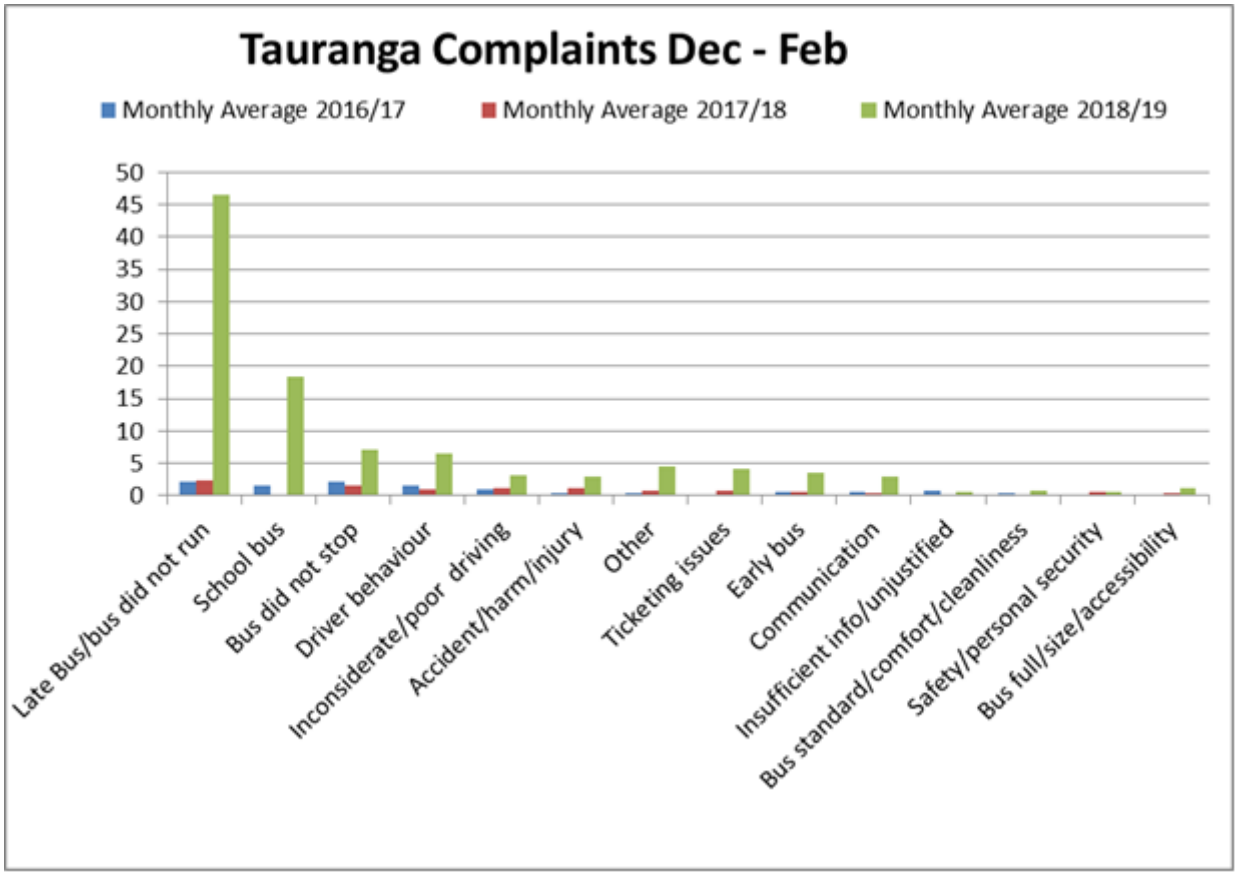


Figure 1: Bus service complaints received

period.

School bus services were also impacted and complaints from across the Blueprint network quickly increased to the point where Council bought on additional resources.

In addition to these performance issues, there was a significant amount of customer feedback about the new services, including complaints about changes to the Maungatapu, Pāpāmoa and Matua services.

This procurement process has been reviewed and the findings reported to the 7 March 2019 meeting of the Audit and Risk Committee. A copy of the report is appended.

2 What We're Doing To Fix It

These factors placed the Council in a position where it has had to take extraordinary action. Council's initial focus has been to make changes to school bus services to enable NZ Bus to focus on urban delivery (Phase 1), followed by responding to feedback from Matua, Maungatapu and Pāpāmoa (Phase 2). Then looking to undertake a wider network review (Phase 3) later this year. These steps have shown a marked improvement in reducing the number of cancelled bus trips to date. Ongoing monitoring will continue to occur.

Council staff discussed with Council and have implemented the following three phased process:

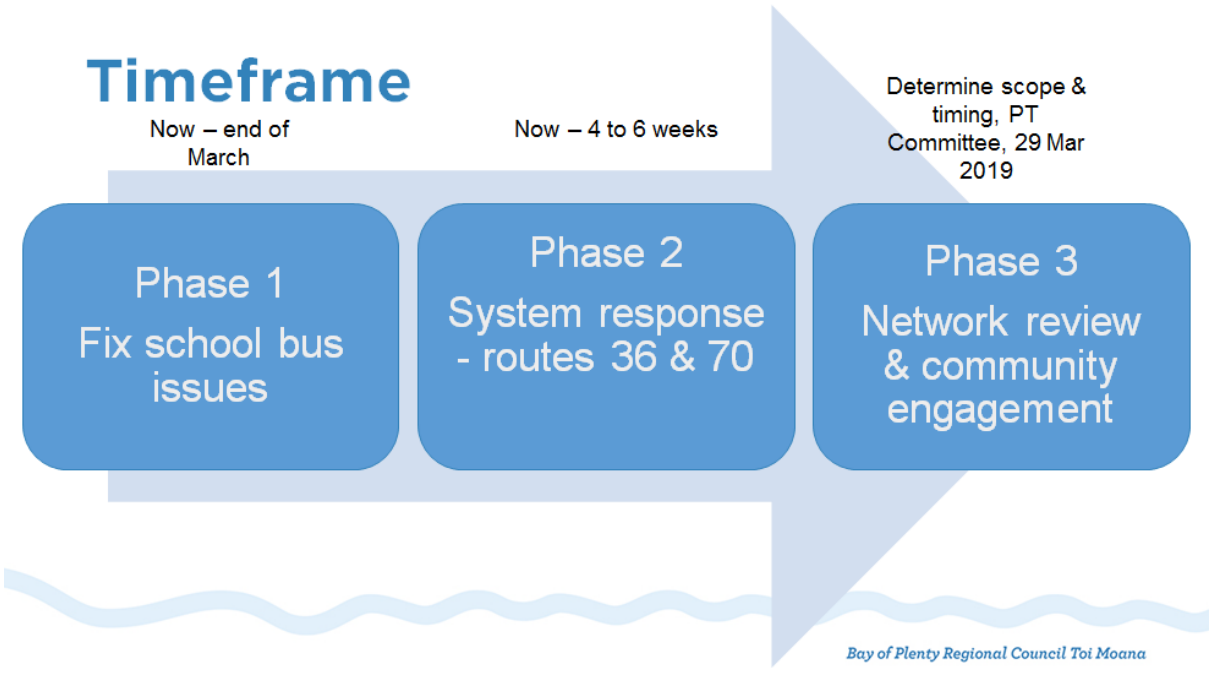


Figure 2: Staged Approach to Respond to New Network Feedback

Greater detail with respect to Phase 1 and 2 actions is contained in Appendix 1, which is a slightly amended Agenda paper and presentation considered by the Regional Council at its meeting on 21 March 2019. At that meeting the Council agreed to release the paper, less any confidential contractual or financial information.

Similarly, on 7 March 2019, the Regional Council's Audit and Risk Committee considered a confidential report on the Blue print procurement process and subsequently resolved to release a redacted copy of the report in to the public domain (Appendix 2).

In terms of Phase 3, greater detail will be provided in a separate Agenda paper.

3 Other matters

3.1 Performance Monitoring

There have been several days where no missed trips were reported. Staff are using a range of tools to verify this and measure on-time performance against the contract key performance indicators. The methods employed include using the Tauranga City Council traffic monitoring cameras to monitor departures from the Willow Street interchange, checking the electronic ticketing data and using the GPS tracking function of the Swiftly real time passenger information system.

3.2 Health and Safety Audit

On 19 March 2019, Regional Council staff met with NZ Bus staff to review the contractor's health and safety management processes. The review took place at the NZ Bus Greerton depot and the final report is being prepared. Once completed the outcome from the review will be reported to a subsequent meeting of the Committee.

4 Budget Implications

4.1 Current Year Budget

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

4.2 Future Budget Implications

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

5 Community Outcomes

This item/project directly contributes to the Vibrant Region Community Outcome in the Council's Long Term Plan 2018-2028.

Mike Furniss
Senior Transport Operations Officer

for Transport Policy Manager

22 March 2019

APPENDIX 1

2019-03-21 Council Agenda Paper - Tauranga Bus Contracts - Response to Feedback for Services to Matua, Maungatapu and Papamoa

Bay of Plenty REGIONAL COUNCIL

Report To: Regional Council

Meeting Date: 21 March 2019

Report From: Namouta Poutasi, General Manager, Strategy & Science

Confidential

Tauranga Bus Contracts - Response to Feedback for Services to Matua, Maungatapu and Papamoa

Executive Summary

The primary purpose of this report is to gain Bay of Plenty Regional Council (Council) approval for the solutions responding to feedback on services relating to Matua, Maungatapu and Pāpāmoa.

On 10 December 2019, the new Western Bay of Plenty Public Transport Blueprint network bus contracts rolled out. The new network is based on the business case high performance programme. The combination of a connected grid of bus routes that run frequently all day, seven days a week, will result in a true transit network useful for all kinds of people, making all kinds of trips between all kinds of places. The change is designed to enable:

- an increase in passengers to 3.1 million passengers versus 2.2 million;
- $16.4 million budgeted contract cost versus $13.0 million;
- 61 peak urban vehicles versus 40;
- shorter, more direct routes;
- increased reliability of services;
- running longer hours; and
- 15 and 20 minute frequencies versus 30 minutes.

In order for many of the changes to operate successfully from the start, the most important requirement was the physical delivery of bus services. Council's contractor NZ Bus has experienced operational issues including a driver shortage which translated in to significant numbers of missed trips. This has resulted in eroding confidence in the network (especially for trips requiring transfers).

Council's initial focus has been to make changes to school bus services to enable NZ Bus to focus on urban delivery (Phase 1), followed by responding to feedback from Matua, Maungatapu and Pāpāmoa regarding route changes (Phase 2). The third phase involves a review of the wider network based on feedback.

As part of Phase 1 the Chief Executive has been exercising her delegation to award emergency replacement school bus service contracts for Tauranga.
depending on additional service demands, there may be a need for Council to further consider its Tauranga passenger transport budgets at the time it deliberates on the Draft 2019 Annual Plan.

Feedback on route changes has been received since October 2018. This feedback helped inform the proposed changes to Matua, Maungatapu and Pāpāmoa presented to Council at its meeting on 25 February 2019 as part of Phase 2.

Following the Council meeting, Council sought on-line feedback on its proposals to change the Matua service and reinstate a more direct service to Pāpāmoa and Maungatapu. As part of that engagement, Council held three public meetings at Maungatapu, Otumoetai and Pāpāmoa with each meeting attended by 40 to 65 people. About fifty people responded in writing in comparison to the 1,000 weekday trips on average previously recorded for these routes.

After considering all feedback received to date, staff are recommending to Council that changes be made to the Matua, Pāpāmoa and Maungatapu routes.

The timeframe for these changes to be implemented is mid-April 2019 or earlier subject to concluding negotiations with NZ Bus.

Longer term broader review changes will be assessed in Phase 3 planned for later this year. Staff have also recommended to Council as part of that phase that it amend and consult on the Regional Public Transport to reflect the changes that have been necessary to the Plan's Unit structure.

Further, it is proposed to develop business cases for the living wage, smaller buses, and students traveling for free and extended hours for gold card with the Zealand Transport Agency.

In addition, staff propose investigating fare free period(s) to build community confidence following implementation issues. This would be considered as part of Annual Plan deliberations along with other potential Tauranga passenger transport service demands.

Recommendations

That the Regional Council:

1. **Receives the report, Tauranga Bus Contracts - Response to Feedback for Services to Matua, Maungatapu and Pāpāmoa.**

Context/Background

2. **Notes that:**

   2.1. The Council and New Zealand Transport Agency have invested in a new "high performance" network designed more for commuters with frequent and reliable services, more direct routes and services running over longer hours.

   2.2. The new network was designed as a universal one that will be useful for all kinds of people (commuters, school students, older people, people with disabilities, cyclists), making all kinds of trips between all kinds of places.

   2.3. With any bus network change, time is required for community acceptance and passenger behavioural change.

   2.4. As a result of the large number of operational issues since the commencement of the NZ Bus contracts, there has been a significant reduction in community confidence in the network.

Response to feedback for Matua, Maungatapu and Pāpāmoa

3. **Notes that:**

   3.1. **Services proposed and consulted on were based on feedback received from passengers and the wider community from October 2018.**

   3.2. **Notes for these services over 1,000 passenger trips were formerly recorded on an average weekday, for which 150 people attended three public meetings and Council received online feedback from about another 50.**

Proposed Changes to Feedback

4. **Notes that the contract allows for flexibility over nine years with adjustments to routes and timetables primarily at the discretion of the Council.**

5. **Approves as an interim solution, the Matua route as described in section 4.2 of this report**

6. **Approves as an interim solution, the Maungatapu and Pāpāmoa route as described in section 4.2 of this report, with the addition of an extension for Pāpāmoa from Tara Road to the corner of Esmeralda Shores/Pāpāmoa Beach Road**

7. **Notes the timeframe for implementing the changes recommended in 5 and 6 above is mid-April 2019, subject to concluding negotiations with NZ Bus and preparing and distributing materials advising the changes.**

Contractual and Financial Implications

8. **Notes that:**

   8.1. **The Chief Executive is exercising their delegation to award emergency replacement school bus service contracts for Tauranga for the 2019 school year.**

   8.3. **Depending on additional service demands, there may be a need for Council to further consider its Tauranga passenger transport budgets at the time it deliberates on the Draft 2019 Annual Plan.**

Next Steps

10. **Approves the change to the Regional Public Transport Plan as recommended in Appendix 5 of this report for consultation. Results will be presented to Council in April 2019 for approval.**

11. **Notes that the scope of the Western Bay of Plenty Public Transport Blueprint third phase review will come to a future Council Committee for approval given financial implications.**

12. **Approves progressing business cases with New Zealand Transport Agency with the priority being the living wage and smaller buses, students traveling free and investigating extended hours for SuperGold Card users.**

13. **Approves investigating fare free period(s) to build community confidence following implementation issues be considered as part of Annual Plan deliberations.**

14. **Agrees to transfer the report/resolutions into the Open section of the meeting less any confidential contractual or financial information it contains, following the meeting.**

1 Purpose

The primary purpose of this report is to gain approval for the solutions to respond to feedback on services relating to Matua, Maungatapu and Pāpāmoa. It also provides an update on contract and financial implications and next steps.

2 Introduction/Context

On 10 December 2019, the new Tauranga bus contracts rolled out.

The design was based on developing a universal public transport network that will be useful for all kinds of people (commuters, school students, older people, people with disabilities, cyclists), making all kinds of trips between all kinds of places.

Implementation of the PT Blueprint was anticipated to:

- an increase in passengers to 3.1 million passengers versus 2.2 million;
- $16.4 million budgeted contract cost versus $13.0 million;
- 61 peak urban vehicles versus 40;
- shorter, more direct routes;
- increased reliability of services;
- running longer hours; and
- 15 and 20 minute frequencies versus 30 minutes.

Greater context about the development of the network is contained in Appendix 1.

A review of the procurement process was reported to Audit and Risk Committee on 7th March 2019.

In order for many of the PT Blueprint changes to operate successfully from the start, the most important requirement was the physical delivery of bus services.

3 What Happened

With any bus network change, time is required for community acceptance and passenger behavioural change. However, Council's contractor NZ Bus experienced severe operational issues including a driver shortage which resulted in non-delivery of contracted services.

This has led to the dropping of a significant number of urban bus trips, mostly on Sundays during the 2018/19 summer school holiday period and then a significant increase in weekday missed trips once schools started back in 2019 (Figure 1).

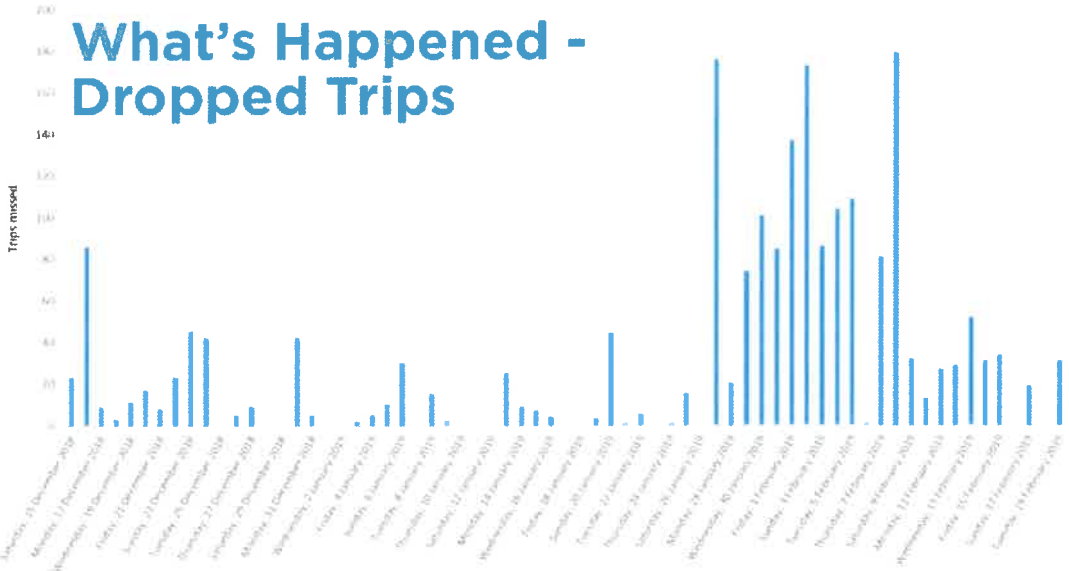


Figure 1: Dropped Trips

There have also been a number of additional operational issues (such as late and early running of bus services) with the delivery of school bus services by NZ Bus.

These operational issues have reduced community confidence in this new network (especially for trips requiring transfers).

4 What We're Doing To Fix It

These factors placed the Council in a position where it has had to take extraordinary action. Council's initial focus has been to make changes to school bus services to enable NZ Bus to focus on urban delivery (Phase 1), followed by responding to feedback from Matua, Maungatapu and Pāpāmoa (Phase 2). Then looking to undertake a wider network review (Phase 3) later this year. These steps have shown a marked improvement in reducing the number of cancelled bus trips to date. Ongoing monitoring will continue to occur.

Council staff discussed with Council and have implemented the following three phased process:

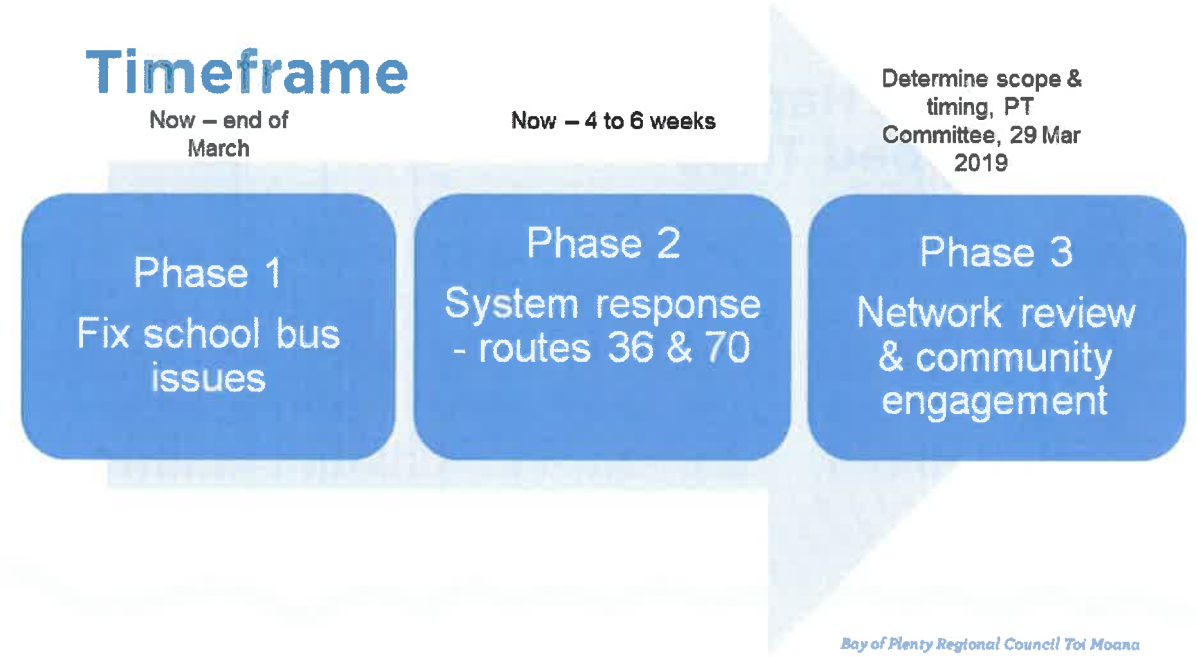


Figure 2: Staged Approach to Respond to New Network Feedback

4.1 Phase 1 - School Bus Services

On 12 February 2019, Council advised NZ Bus that its immediate focus was to remedy the service failures expeditiously to alleviate the impact on the community and provide the service that was contracted for.

Council indicated that it was not satisfied with NZ Bus' proposal to remedy the service failures and it would look at engaging additional service providers to address the service failures. The contractor welcomed this approach and encouraged Council to explore all options available to it.

To date, Bethlehem Coachlines are delivering six routes and Go Bus Transport 24 routes. This will leave nine routes with NZ Bus at this stage.

As of today, the delivery of school bus services is being undertaken as follows:

Route	Operator	No. of buses	Schools served	Suburb served
701a	Bethlehem Coachlines	1	Aquinas College	Mt Maunganui
701b	Bethlehem Coachlines	1	Aquinas College	Bayfair
702	Bethlehem Coachlines	1	Aquinas College	Otumoetai/Matua
703	Bethlehem Coachlines	1	Aquinas College	Otumoetai/Bethlehem
704	Bethlehem Coachlines	1	Aquinas College	Welcome Bay/Ohauiti
808	Bethlehem Coachlines	1	Aquinas, TBC, TGC	Cambridge Road/Cameron Road
801a	Go Bus	1	Tauranga Intermediate	Ohauiti
801b	Go Bus	1	Tga Primary & St Mary's	Ohauiti
804a	Go Bus	2	Tga Int	Welcome Bay
805	Go Bus	1	Tga Girls' / Tga Boys'	Maungatapu
807a	Go Bus	1	Tga Int / Tga Girls' / Tga Boys' / St Marys	Freeburn Road/Pyes Pa
807b	Go Bus	1	Tga Int / Tga Girls' / Tga Boys' / St Marys	Freeburn Road/Pyes Pa
903a	Go Bus	1	Tga Boys'	Pyes Pa
903b	Go Bus	1	Tga Girls'	Pyes Pa
905	Go Bus	1	St Mary's Catholic School / Otumoetai College & Int	Bethlehem/Otumoetai
803a	Go Bus	1	Tga Boys' / St Marys	Waikite Road
803b	Go Bus	1	Tga Int / Tga Girls'	Waikite Road
811	Go Bus	1	Bethlehem College	Waikite Road
901a	Go Bus	1	Maungatapu School / Tga Girls'	Welcome Bay
901b	Go Bus	1	Tga Girls'	Welcome Bay
902a	Go Bus	1	Tga Boys'	Welcome Bay
902b	Go Bus	1	Tga Boys'	Welcome Bay
904	Go Bus	1	Otumoetai College / Int	Welcome Bay/Ohauiti
814	Go Bus	1	Bethlehem College	Otumoetai
815	Go Bus	1	Bethlehem College	Matua
810a	Go Bus	1	Bethlehem College	Mt Maunganui
810b	Go Bus	1	Bethlehem College	Mt Maunganui
906	Go Bus	1	Greenpark School / Greerton School	The Lakes/Pyes Pa
802	Go Bus	1	Tauranga Intermediate	Ohauiti
806a	Go Bus	2	Tga Int / Tga Girls' / Tga Boys' / St Marys	The Lakes
710	NZ Bus	1	Mt Maunganui College / Intermediate	The Boulevard
711	NZ Bus	1	Mt Maunganui College / Intermediate	The Boulevard
712a	NZ Bus	2	Mt Maunganui College / Intermediate	Domain Road
713	NZ Bus	1	Mt Maunganui College / Intermediate	Domain Road
713_710	NZ Bus	1	Mt Maunganui College	Karewa Parade
714	NZ Bus	1	Pāpāmoa College	The Boulevard
720	NZ Bus	1	Mt Maunganui College / Intermediate	Welcome Bay
812	NZ Bus	1	Bethlehem College	Maungatapu/Ohauiti
813	NZ Bus	1	Bethlehem College	Pyes Pa/Cambridge Road

Table 1: Tauranga School Bus Service Provision - 18 March 2019

At the 25 February 2019 Council meeting, it was resolved to delegate to the Chief Executive the power to award emergency replacement school bus service contracts for Tauranga for the 2019 school year

This cost also reflected the requirement for more school buses and the direction from Council that emergency providers pay their bus drivers a higher hourly rate.

Other actions undertaken to address service failures include:

- immediately chartering four buses to address capacity issues.
- Regular meetings with NZ Bus head office and at an operational level.
- Being in regular contact with Colleges and Schools which have school buses.
- Keeping key stakeholders informed.
- Implementing a comprehensive communications campaign, media and social media.
- Locating staff at NZ Bus depot.
- Establishing a complaints hub at First Avenue with 5 dedicated staff to respond to complaints.
- Regular communications and reporting to Councillors.
- Increased connection with Greater Wellington Regional Council and Auckland Transport to share experiences and lessons learnt.
- Undertaking a review of the procurement process.

4.2 Phase 2 – Matua, Maungatapu and Pāpāmoa Responding to Feedback

Feedback on proposed routes has been coming in since October 2019. Following the Council meeting on 25 February 2019, Council sought on-line feedback on its proposals to change the Matua service and reinstate a more direct service to Pāpāmoa and Maungatapu (and received feedback from about 50 people). As part of that engagement, Council held three public meeting at Maungatapu, Otumoetai and Pāpāmoa with each meeting attended by 40 to 65 people.

The summarised feedback the Council received is appended.

To provide some context the former Matua route on average carried about 470 passenger trips per weekday and of that, 220 occurred in the peak periods. Former Route 36 on average carried almost 590 passenger trips per weekday and of that, just over 320 occurred in the peak periods.

4.2.1 Matua - Initial Feedback and Proposed Solution

As previously reported to Council, prior to the network changing in December 2018, the initial feedback Council received about route 70 (Matua) was:

- support for the more direct service from Matua to the CBD; and

- criticism at the loss of the direct connection from Matua to Brookfield (especially).

To try and accommodate both perspectives, the Council consulted on a proposition as shown in Figure 3, below. In essence, split current route 70 in to a peak route 70 and an inter/off-peak pre-10 December 2018 route 70.

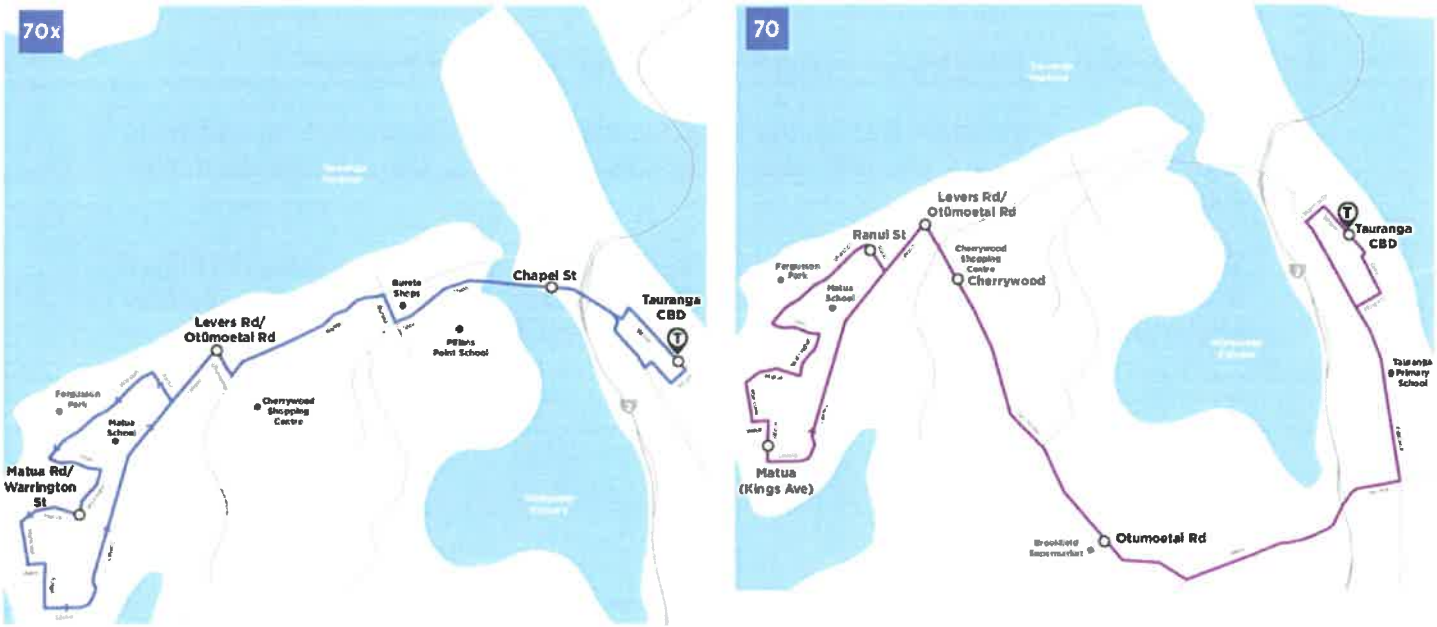


Figure 3: Matua Routes Proposal

4.2.2 **Matua - Feedback and Recommendation**

In summary, the main themes to emerge from the March feedback, include:

- support for the proposed solution;
- requests for route 70 to fully revert back to the pre-10 December 2018 network all day;
- some support for both services to operate all day.

The recommendation of staff is that as an interim solution, to split the routes to a peak and inter/off peak services. The recommended solution is a compromise to partially address a travel pattern that has been established over the last ten years that:

- for seniors, will restore their direct connection to Brookfield (noting that over 90% of past senior patronage travelled in the inter-peak period);
- for past school student passengers, continues to require a CBD transfer to travel to schools of choice; and
- for some past commuters, continues to require a CBD transfer.

Given the Council has received feedback since the start of the new network supporting the current peak direction of travel, returning route 70 to its previous configuration would result in a new round of customer complaints opposing the change.

Staff are recommending it be an interim solution as it is anticipated that Phase 3 will address the wider issues raised in regard to routes 60, 62, 70 and 72, given the interdependencies of those routes.

4.2.3 **Matua - Cost**

Council has yet to negotiate and agree the cost with NZ Bus to vary the contract to change the Matua route

4.2.4 **Maungatapu and Pāpāmoa - Initial Feedback and Proposed Solution**

As previously reported to Council, the initial feedback Council received from Pāpāmoa and Maungatapu was primarily about the loss of a direct bus service from their suburbs to the CBD.

To address those concerns, the Council consulted on a proposition as shown in Figure 4, below. In essence, reintroduce the pre-10 December 2018 route 36 in the weekday peaks and add in a new inter/off-peak Maungatapu to CBD route.

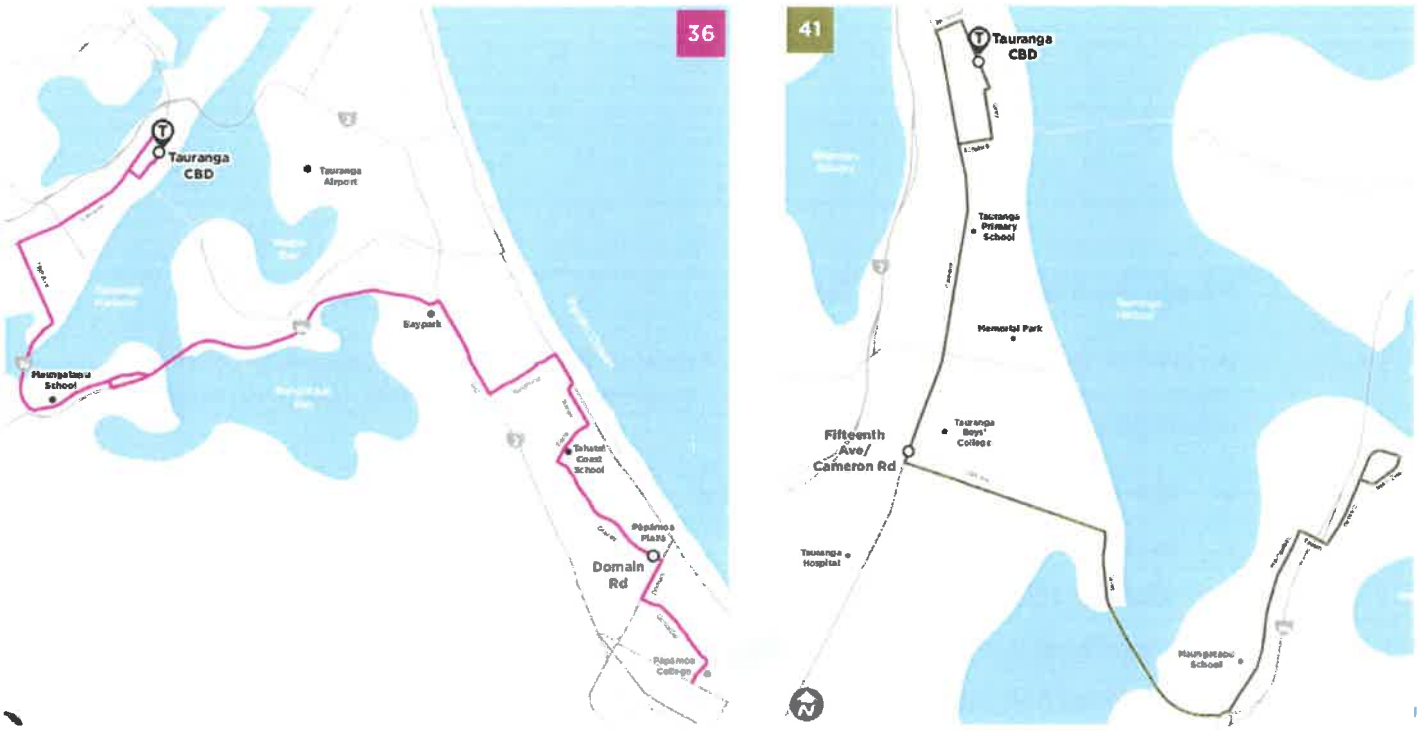


Figure 4: Pāpāmoa and Maungatapu Routes Proposal

4.2.5 **Maungatapu and Pāpāmoa - Feedback and Recommendation**

In summary, the main themes to emerge from the March feedback mirror the feedback that Council had previously received and were:

- support for the proposed solutions;
- requests for proposed route 36 to operate all day and seven days a week;
- requests for proposed route 36 to be extended to Pāpāmoa East.

The recommendation of staff is that as an interim solution, Maungatapu and Pāpāmoa as described in the previous section and add an extension for Pāpāmoa from Tara Road to the corner of Esmeralda Shores/Pāpāmoa Beach Road (about an extra five kilometres).

The recommended solution is also a compromise to partially address a travel pattern that has been established over the last ten years that for past school student passengers, should, going forward, remove the requirement for them to transfer to travel to their schools of choice.

Staff are recommending an interim solution as it is anticipated that Phase 3 will address the wider issues raised in regard to all Pāpāmoa routes.

In regard to the requests to operate route 36 all day and every day, the cost estimate to do so and provide a 30 minute peak and 60 minute inter/off peak frequency is between $845,000 and $920,000 per annum.

4.2.6 **Maungatapu and Pāpāmoa - Cost**

Council has yet to negotiate and agree the cost with NZ Bus to vary the contract to add the new Maungatapu route and reinstate route 36.

4.3 Phase 3 – Wider Network Review

As part of the PT Blueprint an annual review of the network is planned to occur this calendar year (Phase 3). Phase 3 will address further feedback received at public meetings and online, including:

- lack of an Ohauiti school bus service;
- re-route 60 to include Vale Street;
- reinstate route 62 as it was and extend;
- operational issues – driver training, idling buses, etc;
- extended operating hours of the Gold Line;
- extended SuperGold Card concession hours;
- smaller buses;
- extended Cross Town service to Bethlehem;
- changes route 72 so buses go both ways;
- extended operating hours of the Gold Line;
- pricing of Te Puke bus fares;
- infrastructure concerns, particularly at Bayfair; and
- replacement of coverage services with patronage services.

All the feedback received by the Council has been shared with Tauranga City Council and will be used as an input into the Phase 3 wider review.

As indicated in Figure 2, the 29 March 2019 meeting of the Council's Public Transport Committee will consider the scope and timing of that review. The Western Bay of Plenty Public Transport Blueprint third phase review will then need to come back to a future Council Committee for approval given financial implications.

There is sufficient flexibility in the NZ Bus contract over the nine year term to allow for adjustments to routes and timetables primarily at the discretion of the Council.

4.3.1 Regional Public Transport Plan (RPTP) Change

Another part of Phase 3 is the change to the Regional Public Transport Plan. On the 25 February 2019 the Regional Council considered an agenda paper on procuring Tauranga school bus emergency services. That paper noted:

"*The operative RPTP did not envisage the current situation and may need to be updated to reflect the proposed change in contracted services.*"

Council staff have subsequently sought legal advice and that is indeed the case.

In effect, the Council is required to amend the Plan to reflect the new contracts that it has entered in to with Bethlehem Coachlines and Go Bus and staff recommend that Council consult on the proposed amendments to the Plan as shown in Appendix Five.

In regard to Tauranga school bus services, the Plan proposes establishing six Units. The three contractors will operate two units each that reflect the original Tauranga eastern and western split.

Amending the Plan to add Units triggers the Plan's significance threshold. This means that the Council must consult on the change the stakeholders specified in the legislation. It does not require the Council to consult the public.

Following approval from the Council, staff will write to each of the stakeholders asking for their feedback over a two week period on what is proposed. Following receipt of the feedback, staff envisage bringing the amended Plan back to the April Council meeting for adoption.

4.7 Next Steps

In addition to the review of the broader network, and given all the feedback, there are a range of other matters that the Committee will need to address including whether or not to progress business cases relating to the Living Wage, smaller buses and free school student travel. Other investigations should also be progressed in regard to:

- extending the eligible hours of SuperGold Card concession-holder travel; and
- how best to acknowledge the support or our public in continuing to use the service encourage others back (for example, using fare free or discounted fare initiatives).

These options will provide increased flexibility and agility into the PT Blueprint implementation.

To increase public transparency it is also staff's recommendation to transfer this report and its resolutions into Open section less any confidential contractual or financial information following the meeting.

5 Budget Implications

5.1 Current Year Budget

Unbundling school bus services from the two NZ Bus contracts and procuring alternative emergency service providers are only two components of a complicated financial picture relating to those two contracts.

Council staff are continuing to work to bring this integrated financial picture to the Council.

5.2 Future Budget Implications

As above.

6 Community Outcomes

This item directly contributes to the Vibrant Region Community Outcome in the Council's Long Term Plan 2018-2028.

Garry Maloney
Transport Policy Manager

for General Manager, Strategy & Science

19 March 2019

APPENDIX 1

Western Bay of Plenty Public Transport Blueprint Context

1 Western Bay of Plenty Public Transport Blueprint Context

1.1 Timeline, Problems and Benefits

Figure 1 below illustrates the process to prepare the Western Bay of Plenty Public Transport Blueprint – a process that started in mid-2015 and which came to a close (the planning aspect) in mid to late 2017.

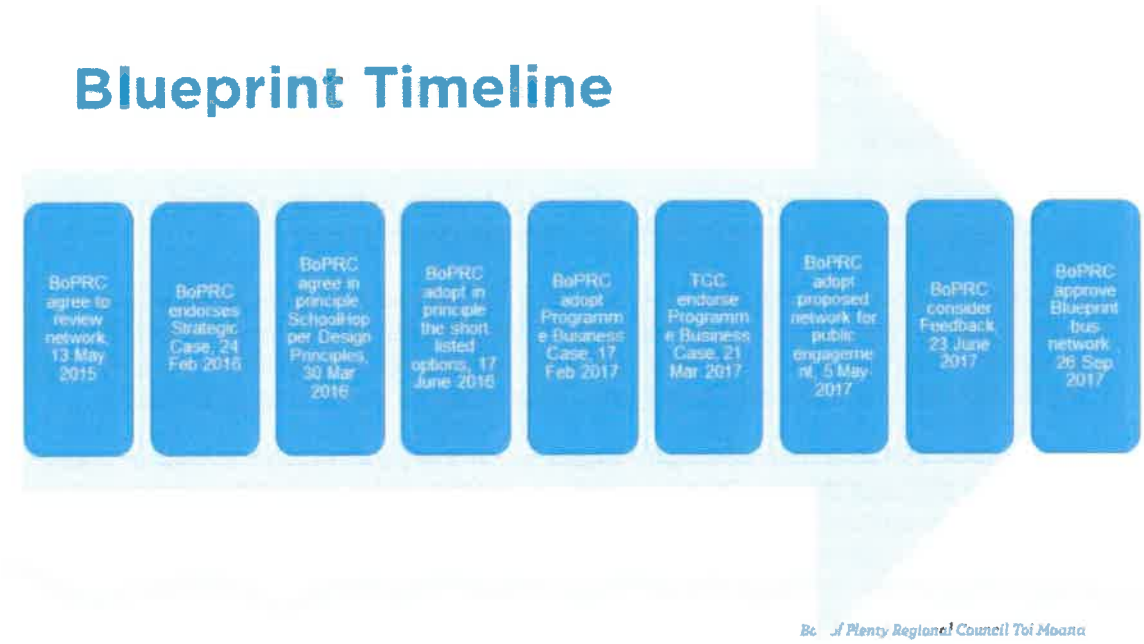


Figure 1: Western Bay of Plenty Public Transport Blueprint Timeline

The Blueprint Strategic Case identified the following problems with then public transport system:

- 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.

In essence, many existing public routes were circuitous with less than desirable frequencies for commuter services, had high variability of travel times and operating hours that did not deliver a realistic transportation alternative to private cars.

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.

The Blueprint Programme Business Case investigated the problem and benefit statements further and following a robust evaluation the preferred programme was identified. The programme included infrastructure, promotional measures and bus network improvements.

In terms of the Blueprint design philosophy, Councillors may recall that the November 2018 Public Transport Committee received a report called "Growing Patronage". The report drew upon Council's bus user and non-user surveys and published literature.

To recap, from Council's surveys the key themes to emerge were the importance of direct and reliable bus services. From the literature; the principal drivers of patronage growth for urban bus services were identified as service frequency improvements and measures associated with bus reliability such as busways, bus lanes and other traffic priority treatments.

Thus, the basis on which the network has been designed is generally consistent with what Council's customers have said and international best practice.

It is also worth noting that the new network is designed looking forward and as we have seen, for some that is very challenging as their patterns of travel over the last ten years have conformed to what was, not what now is. While the former network worked for those customers, overall it was failing (evidenced by decreasing patronage).

One theme that has come through feedback on the new network is that in places it should be put back the way it was. To do so will lock in for perpetuity what was a sub-optimal coverage network (because going back to the former network will perpetuate the previous travel pattern), which will have little impact on addressing the business case problems or delivering the benefits of addressing those problems (for example, public transport being best utilised as a competitive alternative mode to private cars).

1.2 School Bus Services Network Design

At the Public Transport Sub-committee meeting of 30 March 2016, the Subcommittee agreed in principle to the following SchoolHopper design principles:

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

Of significance above are the principles relating to a preference for students to use the urban network and to cease to provide public school transport service to schools of choice.

The approach above is consistent with the advice provided by MR Cagney on growing patronage, post the Blueprint network design, which was included in the February 2019 Public Transport Committee meeting agenda. The report says:

"*There is a tendency to target separate public transport service delivery to particular user markets, resulting in a specialisation of services. The most common specialisations are … dedicated school bus services.*

This approach tends to limit prospects for patronage growth, as high operating costs are required to supply bus services to each small market in parallel, with limited opportunities for economies of scale on service delivery …

The opposite of specialisation is the idea of a universal public transport network. The combination of a connected grid of bus routes that run frequently all day, seven days a week, results in a true transit network useful for all kinds of people, making all kinds of trips between all kinds of places" (page 6, MRCagney Pty Ltd, 2018, Behaviour change and patronage growth initiatives Discussion Paper 4: Future Network Planning and Infrastructure Integration).

The proposed Blueprint network was presented to the public and stakeholders through a public engagement exercise in May/June 2017. A number of subsequent changes were made, particularly to the approach to school bus provision (for example, the addition of intermediate students to the list of whom would be served by school buses).

APPENDIX 2

2019-03-05 Matua route proposasl feedback

BAYBUS - Summary of Otumoetai and Matua Public Meeting 5th March 2019

: Rational of #70 only during office hours.

Clarifying # 70, #72 route and frequency.

Elizabeth, Waihī, Cameron – then reverse on ½ hour (i.e 1 bus each hour).

#70 was most profitable route.

Hours of service.

Boys and Girls College students used to use service to 11th Avenue.

Need to go earlier and come back later for students, workers travelling – Hospital staff etc.

#72 changes direction.

Takes 50 minutes to get from Warehouse to Cherrywood.

#60 needs to stop at Bureta.

Whose idea to change services? – staff here: Do they use these Buses?.

People get off at Willow Street – 11th Ave (every stop) – Doctor, Hospital Funerals, Other.

Direct to CBD (#70) – almost empty.

Buses sit for 3-4 mins at the stop.

29 seats – average # of passengers >10 (off peak).

: Regular user of #70 Judea. Aware of 10 people who no longer use the Bus (drive instead) just doesn't work.

Drivers: Incredibly stressed – Driver didn't know where to go – public had to give instructions.

#62 – How far off being considered?

Can't get from Matua to Bethlehem.

Radiology 9th & Doctors 11th Avenue - #72 to town another service back out.

: Frequent user. 1 hour + 3 Buses to get to Kmart with the grandkids.

Using bus less than I did – older population, disabled and young must be considered.

#70 – 40 Buses along one road per day – are all necessary.

No problems before changes.

New route 30 mins – far too long. Transfer + wait times too long.

: #60 – why so many Buses?

Loud noise of Buses waiting at end of route.

Bus shelter at park - nobody gets on.

Why can't Buses go past houses?

Buses are huge – can we not have smaller more efficient, not idling in residential areas.

Buses are parking over residents driveways.

: Do you intend to continue #72? Service Grange Road to over bridge.

#72 Bureta Road attempts to turn right Matai Road. Sensible to turn right at Vale Street.

Bus stop removed for benefit of development in favour of #70.

Would make more trips outside of hours if it were free (Gold Card).

Auckland free 9am to midnight for Gold Card.

Bangkok: Air conditioned, ordinary fast as they can, Green Bus, Timetable. Big Buses under-utilised.

: Tauranga not as big as Auckland – critical mass makes it work.

How may routes in TGA? 16

How many changed 10/12/18? 16

: #70 regular user – only used twice 2019

Waratah – Tilby driver stopped went to shop with cash box. Picked up 1 passenger, stopped, driver ate. Bus was late.

Bus times seem more inconsistent – lots of waiting at stops – why do we sit there?

 : Buses from Pāpāmoa to Greerton, flagged driver, asked wait time. Driver said could not radio another driver/communicate. Are you aware of this?

#59 didn't stop on both sides.

#72 Willow Street. Saw #43/46 Not in Service – Driver got off/on at Art Gallery.

#70 can it go earlier or later.

Brookfield: H & S issues, also on Mobil side.

In town – Sheds not Shelters

Distance

How long does it take to get bus shelters replaced?

Without Phones/Internet, how can we find out about meetings, changes?

Everyone was happy before.

 : Applaud reinstatement #70.

What consultation was done prior to these changes? – wasn't well done.

People happy with services wouldn't have given feedback.

Bus Shelters: 11th Ave 7 years no shelter – owner of building preventing shelter? Children, disabled waiting with no shelter.

Disappointed only 1 rep from TCC.

How long did you know changes were going to happen?

30 Degree temps, no shelters.

Phoenix Park upgrades – no stops, access to shops.

Farm Street – no shelters – nobody cares about passengers.

 : Haven't used Bus since 10/12/18.

Sandwich Boards in way of Bus doors (Our Place)

 : Willow Street next to cruise tourists. In Germany Bus says where it's going.

Any plans for #60 #62 meeting? Lots of interest.

Pāpāmoa also has problems.

Can Councillors support traffic giving way to Buses?

Get on at front, get off at rear – efficient – if convenient able.

Moving towards cash less? – Cards or extract $$.

Departure boards at most/all stops especially for people who don't use App.

Windsor/Bellevue engagement (TCC) – urge Councils to collaborate.

Brookfield Interchange – needs to re-examine.

Implications for Windsor Road at peak times.

Want proposed design for Brookfield Share.

How many Councillors have used the new service?

Want to make use of Bus – running to make 17.07 (CBD).

Remember not all commuters in CBD.

Top up issue – by machine.

Did Council accept the cheapest price?

Bus shelters from Brookfield on #72 or #60 Bellevue Road one at New World then nothing until BP.

Digital signs on front of Buses difficult to read – numbers could be clearer.

Long term disability use the Bus i.e epilepsy.

Matua Otumoetai

Received	Summary
7-Mar	Made suggestion to reinstate route 70 in full across the entire day. An option that I think would also work for both groups would be too, run route 70 & 71 on the 1/2 hr splits. So 70 on say the "o'clock" and the 71 on the "half past". That way it may meet needs of those heading directly into town and those across town. Offered to sit on working group
6-Mar	Thanked us for arranging meeting. She is not affected by Route 70 and 71. Appreciated the chance to speak about Route 60
6-Mar	I understand that many elderly and retired people were upset when the change occurred and one of the many reasons was that they were unable to get to New World for their grocery shopping. The reinstatement of the previous No. 70 with a reduced timetable will certainly suit their lifestyle and make them very happy, however by just adding in those early morning and early evening runs will then make students and working people happy also. The final destination of this service is the CBD so those travelling on it are all catered for by exiting the bus at designated stops along Waihi Road, Judea, along Cameron Road and into the City.
7-Mar	Request the proposed route 70 hours extended to start early morning and finish around 7.35pm to cater for workers and students. Support Route 71 proposal
8-Mar	It would be nice to have twobuses onroute 72 - one going each way just like 60 and 62 instead of the the bus going one way in the morning and then the other way in the afternoon.
8-Mar	It is great that you are proposing to reintroduce the old 70 route, which I used to catch to and from work every day. But it needs to be as before, not limited hours. I caught the 7.30 bus to work and one home around 5pm. There are no other available buses that service Otumoetai road as before. PLEASE COULD YOU CONSIDER EXTENDING THE HOURS OF SERVICE.
9-Mar	That will be really great to have Matua no 70 bus via Brookfield back I will be able to use it again as I have always now I can travel on your buses again thank you for listening to us
9-Mar	Surely there must be numbers for a bus from Otumoetai to Boys college direct as there are a number I know going there,include Girls college too and intermediate. Taking two buses and they don't arrive has made our faith in buses non existent
7-Mar	Feedback form dated 20/2/19 received Customer asking for Route #70 Otumoetai, Brookfield, Cameron Road route from 9am to 3pm to be reinstated.
10-Mar	• Reinstate routes 62 and 70 as they were before the change • Add in Matua Express during peak hours • More outlying area to outlying area routes without going through the CBD • Extend Cross Town Express to at least Bethlehem • Extend 62 to Elder Lane as there are a number of health providers as well as other businesses, Bethlehem College, the kindergartens, the CET and Bethlehem Tertiary Institute on Elder Lane. There have been a lot of complaints about the new 62 route only getting as far as Beaumaris for people wanting to go all the way to Elder Lane, many already not feeling well and needing to get to the Doctor there.
9-Mar	Not happy with current bus service but heartened to see people finally being listened to at the meeting. Wants reinstatement of services they rely on. Felt as though submissions for changes should've been more widely advertised. Heard ads on 2ZB for new bus services but nothing about the scheduled meetings. She has waited for the #72 bus this week, 11.59am was a no show and previous bus was cancelled also - but nothing was mentioned on the website. Has had a lot of communication with 'TRC' and other organisations relevant to this issue since September 2017 including an email to Cr. von Dadelszen in December 2017. Has kept notes about them that can be shared if required.

6-Mar	Congratulations to Lyall and Paula on the meeting of 5 March. Great turnout of Councillors and staff, and although only 40 community members present was assured the commitment from Council to hold the meeting and put things right is being conveyed more widely. Shame not more publicity about it and a letter drop. Thoughts as follows: •Extend #70 to run all day. •Have both #70 and #71 running at peak times to meet the various demands. •Don't 'muck around' for another six weeks to make changes. Every week of delay is another week of people giving up on using buses. •Have a simple, regular, frequent bus service - it needs to be a clear and easily understood schedule. •Have all buses throughout the city operate every 20 minutes on every weekday from 6am to 8pm, with the City Link operating every 15 minutes. •Remember the Blueprint proposal for the Western Connector bus service - Glen doesn't believe there should be any engagement on western suburb services and certainly no decisions made until the Brookfield interchange is addressed. Suggests a meeting about this asap, perhaps with Lyall, Paula, Rick, Namouta, Christines Jones, Garry or Joe, Clare Cassidy and Carole and Glen as stakeholder reps. •Whilst comment re the Bellevue Transport Study was directed partly at TCC, Glen urges Regional Council to encourage TCC to fast-track their initial engagement and integrate that with engagement on bus services in the western suburbs. A key issue is Windsor Road morning congestion. Believes stakeholder feedback was ignored. •Dissatisfaction with #72 route and long travel times, complaints about lack of bus shelters, bumpy ride at Brookfield roundabout. Decisions around #60 and #72 routes need to be in wider context of PT infrastructure. •Do you plan to amend the RLTP and ask central government for higher FAR to enable more accessible and affordable bus services in the Western Bay?
13-Mar	**Route 70** - Wholehearted support to reinstate this route. Please extend from 7am to at least 6pm. **Route CL** - Please include the Mt Hot Pools stop, before returning back down Maunganui Road (as per Hospital Link in opposite direction). **Route 60** - Please take this route via Vale/Bureta Roads to include stops in Bureta. **Willow Street Interchange** - add additional lighting for night services, please install more purposeful shelter roofing for westside routes 60, 70 and 72 and please remove sandwich advertising boards along the footpath that make alighting from buses dangerous, e.g. outside 'our place'. Happy to discuss proposals and amendments at any time.
11-Mar	**Route 70** - Please retain current route 70 direct to CBD and start a new service from Matua to CBD via Brookfield. **Route 62** - retain current route 62 but start a new service that reinstates 62 along Grange Road.
12-Mar	**Bus 60** - Needs to have their route back through Vale Street.

Count

APPENDIX 3

2019-03-03 Maungatapu route proposal feedback

Summary of Maungatapu Bus Meeting Meeting - Sunday 3rd March 2019

Have you contacted other bus companies? When?

Talk to Drivers when making route decisions.

Marketing campaign pre changes

Timeframes for changes please

Car Pool lanes

Slip lane re-opened ?– Welcome Bay

0800 number – make them local

36-41 mid April latest more pre-consultation

Government Funding School Bus cut - Happy to pay - How much?

Climate change money towards this.

Questions on Tender

Problems in Auckland and Wellington

#36 is return

Leaving town at what time

Late March/Late April to start new Routes

Start time of school buses

Former driver – concern re: timetables – unclear when the bus arrives at M Shops

– School bus no longer goes to Windermere Drive #802

Comment on council response to bus complaint poor

– 3 children at different schools

55 buses are full

Promised school buses for Ohauiti not good enough TBC/TGC 517/518

Can beat kids home when finishing work an hour after kids finish school

No supervision of children waiting on side of road

 – Bigger picture – want more people on the buses – need prompt and reliable services

 – NZ Bus short of Bus drivers – are they short as they won't take on drivers over 65

Also wants good reliable service that is well advertised

Elephant – congestion limits buses to running on time

Currently walking to WB to catch Bus

Do bus lanes need to be Bus lanes all the time?

On time – leaving early is a problem

Cross Town – footpath access uneven/poor lighting

 – Park and Ride Options?/ ASB Baypark

Ghost Buses – App doesn't relate to actual Buses

Driver – Heard frustration and anger everyday

Bus way + bus lanes - even part of Cameron Road

People should be at the bus 5 mins before departure

We're not all the same

To the Councillors - give us room to improve

 – Congestion – we're close to the city want to see other forms of transport supported by TCC + RC

Start in central city for cycle lanes

 Did TCC/RC deliver as promised on required projects?

Questioning ability of Org

Support Driver comments

Include Drivers in Tender/Contract process

Two Buses starting March/April

Would you consider Marketing Campaign – community can support

Let's build on successes incl TBC + TGC Services

Has logged concerns

Doesn't have choice to drive

Frustrated to not hear sooner about changes

Suggested carpool lane at Hairini

Drivers deserve a medal

WB slip lane re-opened

Phoned 0800 # to find out about routes – poor information + customer service

Going to get #36 back

 – Insult to take bus away without consultation

Drivers marvellous – routes not

Need Bus shelters

 – Overnight transport went to the dogs once governance stopped funding of the school Bus service

What does it take/cost to get parents/students back into Buses?

Wants cars off road

When can plan be seen

How to provide Feedback

- Q & A
- Talk to staff after meeting
- Support or Oppose "Sticker"
  Email: feedback@baybus.co.nz
- Submit to Annual Plans for BOPRC + TCC to request Bus lanes

Questions

Background on change – end March/mid April implementation

Tauranga Boys/Girls starts Monday

Times for MGTU Shops

Reinstate #36 asap
802 – Windermere Drive

Who signs plan off ?

Complaints process

Ohauiti 55 no room – schools

Need more people on Buses Marketing/Comms plan

Bus company not taking over 65 drivers

Reliability of Bus service trust in service

Bus lanes - what can we do as a community to Influence?

Peak hour bus lanes?

No early buses

Park and Ride?

App? Relate to actual Bus

Be there 5 mins before scheduled time

Help each other – give us time to improve

Cross Town collaboration for towns close to cities e.g. Cycleways
TCC Infrastructure

Maungatapu

Received	Summary
4-Mar	Apology to Cr Stuart Crosby
5-Mar	Suggesting simply reinstating 36 would have saved on extra cost of two buses and drivers
5-Mar	Maungatapu needs to be on the timetable. Maungatapu is a special suburb on a peninsular with everything for its residents, school, kindergarten, church, Marae, service station and shops plus a couple of day care centres. So we do need an excellent bus service which I know you will provide in time.
6-Mar	Attended both meetings and very happy on the progress that has been made. Happy a "limited" service being re instated along with the 36 bus service. Principal is acceptable. Need more detail on the timetables for the Maungatapu area, i.e show Maihi Crescent, and Maungatapu Shopping centre as a stopping pint. Also do this for the Crosstown for Maungatapy shopping centre. Make sure there nota large gap between runs.
5-Mar	"Is the 36 route going to be reintroduced as was promised at the meeting that was held 2weeks ago" I am a frequent user of the bus service and this "new timetable " that has been introduced 3 months ago still cannot get it right . I have complained just about every time I have tried to coordinate my business around the said time table.. So as you can see I am very anxous to enquire when the 36 will be reintroduced
8-Mar	Thanks for the meetings that you have held they have been very informative. All the best with sorting the issues – just keep in mind that you are already 8 and ¾ years towards asking for tenders again (if I understand correctly that it is a 9 year event) Plenty to learn from I see there is a bus service through Te Hono Street – we would increase our use of the bus 5 – 10 fold if it came down Taipari Street!

Count

APPENDIX 4

2019-03-07 Papamoa route proposal feedback

Summary of Pāpāmoa Meeting 7th March 2019

Modification of Route 36

- A modified version of Route 36 will be reinstated.
- This will provide access for Maungatapu and Pāpāmoa resident to Tauranga CBD during peak commuting times.
- It will not stop at Bayfair, instead it will travel on Sandhurst Drive onto SH2 and SH29.
- It will operate Monday to Friday (except for public holidays) every half hour during the following times:
  - Mornings 6.00 am to 9.22 am
  - Afternoons 3.00 pm to 7.52 pm
- The service will not operate in the weekends.

Feedback – Oppose The Proposal

- Longer hours required

– No weekend service and hours (mid morning necessary)

– Because it should be a full service (more hours) but route is ok

– It should run for more frequently, more hours and weekends

– Needs to extend down to Pāpāmoa East – Emerald Shores

- #36 will bottleneck on bridges. Perhaps bring back #33 or bring 30X forward a few trips

– We need Route 36 to come to Pāpāmoa East for the college kids

- Bus needs to go through to Pāpāmoa East

– We need a weekend service and needs to go to Bayfair

– Full day – not frequent enough. University access more frequent

- 36 needs to go back to original route to include Pāpāmoa Beach

– Should go further down

– Needs to be longer hours to cater for Uni students not just commuters

Feedback – Support The Proposal

– But extend all day plus weekends

– No comment made

– But 36 route should ideally be all day (for simplicity of knowing there's a regular service)

– We need a direct service to the CBD but the times need to be extended ending at 9.22am and only starting again at 3pm is not good enough

– But please extend all day and weekend

– I don't want my girl to catch 3 buses to get to TGA Intermediate Please bring #36 back ASAP.

– But only if it starts in Emerald Shores

– Pāpāmoa Beach Road to Evans Road school

– I live at Pāpāmoa East – the bus no longer runs that far down. My son gets the bus for work and school, now I have to drive him

– But we need bus lanes so it doesn't take too long at peaktime

– Want down Range Road

– should go further down Pāpāmoa Beach Road to Pāpāmoa East

– want #36 all day

Lets fix it – Voting Stickers

School Bus

Route 36 – similar but Sandhurst Road

Issues

– TGA Boys to Pāpāmoa - Route 36 to Town

Route 33 TGA Boys to CBD

Go Further East

– Pāpāmoa East to Town – not getting off at Bayfair. Pāpāmoa College 736 students now 1452
2016 – Buses home is the issue now most Pāpāmoa East not allowed
New Pāpāmoa Route 30 – Older Pāpāmoa have to collect
Bus Full
Run 36 to Pāpāmoa East pressure off school bus

Still lots of kids biking – Winter won't want to

– Pacific Coast Village – Congrats – Long time user

R36 Upgrade

- Longer hours needed
- To mid-day or 11ish
- Like used to be
-

Direct to city route good

- Now have to change
- Not so good
- Only 1 service
-

1 bus top short @ East end only on 1 side
Start earlier in the am please

Goldline Bus

- Only once an hour
- Return trip 2 stops Maraenui Street
- Next stop 1km away

- 1 outside village gate? Please

- 30 Express from Pāpāmoa East – first Bus @ 7.00
  - Can we have 6.45am please to get in by 8ish

30 Bus 7.30am or 8.00am not getting in on time

– Pricing
- $1 for 2 or 1 stop not $2.70 wherever going
- Te Puke 10 mins – shouldn't have to pay Intercity rates
- Should be in local price

Routes
- Used to work
- Hear us who lives here
- Bus shelters – Domain Road/rusty/splinters – fixed now but check
- Need more bus shelters

How did this come about?

Councillor Crosby – Bus contract renewed every 9 years NZTA
- Attributes – can they do it?
- Price
- Had the Buses
- Had the drivers – but did not move from 1 company to the next

29th March Public Transport Meeting

Taken Buses for some time, Buses not turned up, lost pay

– 2 children – 710 Bus fantastic BUT late everytime
Bus lane

– Gold Card - Gate Pā, Greerton – 3 Buses to get there
- Domain (1 ticket) to Bayfair (another ticket) to Town (another ticket) – 3 tickets

– Pāpāmoa – 15 years – enjoyed Buses disappointed with new but thanks.
Route 36 some of our suggestions included
Recognise some elder are still working/Volunteers need to go earlier than 10am
Fill in the gap in the middle of the day better than Gold

– Old service better – then would have direct Bus
Not R36
Saturday – TGA Farmers market 1 Bus! Not 3

Councillor Crosby – Reviewing cost

- Automatic ticketing system online

– Uni of W – CBD to Pāpāmoa = 2 hours!

– NZ Bus – need more drivers

- No lifestyle roster for drivers
- $20 hour bus Drivers pay
- Check contract – can fill not to west

– Bus lane - not working cars parked
Golf Road – Bus lane also cars parked
R36 – Good alternative doesn't work
7.30 on bottleneck on both bridges
R33 - (old) was good
$$$ - Fair and reasonable – if don't have to WAIT Buses too full after school

– Bayfair

- Only 1 Bus shelter
- Have to walk right along to see Bus number
- No shelter on other side

TCC response - Temporary interchange more shelters coming

– Bus drivers courteous friendly (crowd clapped)

? Bayfair interchange Answer

- no solution yet
- Safe
- Will have input

30 Express

- Route varies according to driver

Stops to pick up passengers

Have been contacted! Hewletts Road – car transporter 7.30am in Bus lane

Feedback
30 Express – Quickest route Bayfair to CBD BUT NOW use Links will check
Looking at options into Bayfair

– TGA Int – 3 Buses 6.40 even then late 2 hours NOT SAFE
- No 1 Bus often not turning up

Route 36 – PLEASE KEEP WEBSITE LIVE

– Loved old route – now taking car to Bayfair. Bus running late don't trust it

Some schools don't issue new student cards until later in the year so we couldn't get on because only had 2018 Student Card

– Ocean Shore to TGA – 20 min walk to Bayfair to catch the Bus. R30/33 used Sunset

– TGA Int – used to catch the Bus
Cameron/Fraser to TGA
- Over the hour, no $$ wasn't allowed on friend paid luckily

Bus drivers wonderful

– Bus drove past me – half past but left 42 minutes to Bus driver went shopping
Bus – some rude not patient

- Bus driver not explaining the route - Goldline to Granada Street

Signage not clear

Bus Stops – Goldline not 1 sign to say not running at bus stop when marathon event on

Logging truck parked in middle of Bayfair have to walk right along

– Bus drivers – Some good but others not – ruins it for others
- Homeless at bus stop in town Boys College, Countdown, not feeling safe

– Old bus good – Pāpāmoa East Seniors concern

- No direct line from Pāpāmoa East to The Mount and return – Bayfair stop poor
- Bus signage at Bayfair – switch signs to "**NIS**" if early but then change just before leaving

Leave signage on – people could wait on the bus

Citylink signage – via Mt Drury doesn't go there – tourists get confused
Pāpāmoa East better than road name

– No 30 out of Gloucester Road was good – why stopped
Could stay on the bus at Bayfair
No bus up Gloucester now Granada Bayfair to the Mount – 8 min walk
Was 25 min now 45+ min – he now drives

– Volunteer at 15th Ave – Bus 36 took straight there – ½ hr
Now 3 buses 1 hr
All day bus 36

– Transfer Bayfair – if miss is 15-20 minute wait
Links Ave good
Often full
More buses Bayfair to Town 5 minute wait would be good

– Not good enough if child left – no excuse

Older Pāpāmoa – bought house **ON** the bus route – Autistic daughter
Can we have 30 back?

Te Okuroa Drive, Pāpāmoa East can we have part in that discussion before that opens
Now only have 33 not 30
Wrong assumption re: walking through some kids heading other way
Parents driving kids

More services - further out

- Student ID not accepted when the new ID's were yet to Te Wharekura O Mauao

Papamoa

Received	Summary
4-Mar	Has elderly relative, felt elderly they were not considered and made aware of change, (stood in the rain at bus stop until someone told her the buses don't stop there anymore, and nearest bus stop is now on Dickson Rd. There are now no buses from Opal Drive and surrounding roads. Concerned about eldery relative. Would like a callback on 07 542 1181 up to the 15/03 after that date she will be on 07 345 3299
7-Mar	Requests Route 36 service be extended to Emerald shores in Papamoa East.
7-Mar	Requests School bus Route 710 leaves earlier and goes via Pāpāmoa Beach or Gravatt/Links as quicker than going via highway
8-Mar	Following last night's meeting at Papamoa Community Centre I have the following points to make. 1. welcome the proposal to reintroduce Route 36 however as a number of people said it should start at the end of Papamoa East and run all day. Every 30 minutes would suffice. 2. It is taking me up to an extra hour longer to get from Papamoa East to either the CBD or downtown Mount. There needs to be more timely connections. 3. The GL route start and finish times should be extended by 1 hour to give people sufficient time to attend movies at the Mount, amongst other things. 4.Old bus direct from Papamoa East to the Mount missed. 5. It would appear that seniors and those with disabilities have not been taken into serious consideration when implementing the new routes as they are now expected to change buses at transit interchanges that are inadequately catered for (lake of shelters and seating). I would suggest that more direct services be reintroduced until the infrastructure is put in place. 6. The signage of the buses is confusing and lacks simplicity. For instance the CL bus displays it is going via Mt Drury on its way to the CBD when in fact it doesn't. It goes along Hewletts Road and only goes via Mt Drury on the way back from the CBD. I have seen a number of passengers complaining that the bus driver does not know where he is going and have got off in Hewletts Road as they thought the bus was going via Mt Drury. Also Route 30 displays 'The Boulevard'. What does this mean for a visitor as there are a number of streets with boulevards in their name. A simple 'Papamoa East' added to the signage would help. The old network bus displays were easy to understand.
8-Mar	Detailed drop in level of service, inadequate and Pāpāmoa resiednts feel shafted. OPTIONS *The reinstatement of Bus 36 to run all the way down to Papamoa East (like old Route 30), even for that time at end of school, would go a long way to solve. The cost of extending would be totally covered by the number of children catching. * Ideally, second bus for Papamoa College students only
8-Mar	Supports new proposed route 36 Papamoa to CBD via Maungatapu requests hours to cover the time between 9.22 and 3.00pm .
8-Mar	Surprised at meeting nobody got up and said why can't we just put the old Bus Routes back in place and save people catching 3 buses to places they want to go to. I think that would be the most sensible thing to do and save a lot of the headaches that you have now. The Gold Route is a good idea but the bus stops outside our Village there is one at the one end of the Village and one at the other end. On the way back you can only get off quite a bit further than Sandhurst Drive and it is quite a walk specially if it is raining. At the meeting at Ocean Shores a few months ago Leanne Brown and Steve Morris indicated that the three Villages would get bus stops near the main entrances which has happened to Ocean Shores and Bayswater but not Pacific Coast Village. Also the first bus at 10.21 a.m. is far too late if you have appointments in town or go to the Movies. It was much easier to just get one bus from Sunrise Ave into town.
8-Mar	Dear Sir / Madam. I am pleased that you are contemplating a new proposed route 36 Papamoa to CBD via Maungatapu. We have used this route on the old busses a lot and found it very good . I would suggest that the run hours hopefully could be extended to cover the time between 9.22 and 3.00pm . We are both retired and find driving and parking in town not the easiest . Thank you for this chance to have an input .

9-Mar	Is a Ratepayer resident of Papamoa but was unable to attend meeting. I have given past feedback on the shocking bus changes that affected my family personally, we had to make school changes. **Please reinstate 7 day service to all of Papamoa.** I hear that although we have route 36 re-instated, you're missing the deeper eastern half of Papamoa and we will only have 5, not 7 days of buses. Why are you going backwards in this day and age of an increased population and traffic woes?? The Maungatapu connection is no good. Please reconsider this route, it's pretty important for the elderly – Freedom village, the disabled, people without cars but have children that want to get to the supermarket. In the winter, the children down Papamoa East can't catch a bus to school, so the roads will be busy in the rain.
9-Mar	to who it may concern .thank you so much for putting the 36 back down range road and on to papamoa.about the new maungatapu. we had one a while back and it did not work out due to not enough people useing it .and do you have enough drivers for another 2 buses and a lot of us use the 36 on the weekend i go the he market. and i know of a group of people that went to 10 pin bowling on a saturday morning .and theere s week end sport and by having the new 41 that will give maungatapu 3 buses is there really enough people to have 3 buses go that way.papamoa is the fastest growiing place in tauranga also what about sendiing the 36 down girven road and it gves the people a chance to get the 36 from bayfar. i get the bus in auckland and christchurch and not all the buses stop at the same stop i never have seen the trouble with buses at the bus stops like we do here at bayfair etc.plus by having just the 36 would mean more buses for papamoa people we never had as much trouble as this before with the buses thanks debz
9-Mar	I was unable to make the recent public meeting but would like to state my backing for a better bus service from Papamoa East to Tauranga to include Tauranga Girls & Boys. Our children are on the bus @ 7.05am on a school morning often arriving to TGC around 8.30am but sometimes not until 8.50am, making them late, depending on the route the drivers take and other traffic. They then arrive back in Pap East around 4.50pm again depending on if the bus picks them up or even arrives and sometimes upto an hour late around 5.50pm. Obviously this makes for a long day and in the winter or a rainy day, will become a rather unpleasant day waiting around. I understand there is a Bethlehem bus service that goes direct to TGB & TGC, but this does not help those children that are down in Pap East, as it goes from Parton Rd, some 4km away. I understand that Route 36 is due to start up again soon and hope that it includes those children that live way down Pap East.
10-Mar	to who it may concern.if you were to change the 30 into a 36 then you wont be addiing another bus on. then you could run the gold line longer hours.send the 33 nto town get rid of the hospital link and have it in town. you could hae the hospital link go to greerton as well then you would have room for the 36 at bay fair but still hae the 36 go down range road on to papamoa beach road like it used to and you wont hae te buses waiting so long at bayfair they should be in then out .do we really need 4 buses going to papamoa when the gold line is on limit hours im happy to talk some more if need to but i have lost my faith in the bus servie thanks debz
10-Mar	Writes - to convey my disappointment to find, after moving to live in Papamoa, that there is no direct bus service from Papamoa to the city. Papamoa is the fastest growing suburb in NZ - not some remote back country town! Seriously, you should be ashamed at taking such backward steps in regard to public transport. Why should we have to take our cars to the city? Why have bus lanes been put in when they are hardly being utilised? Papamoa needs a dedicated regular bus service to the city - not to be shared with Maungatapu ! There are more & more people moving to Papamoa each week & they need to be catered for in terms of public transport. I'm not just singling out commuters - there are University students attending the new Waikato City Campus, various school students, retirees, part-time workers, volunteers etc. Please give ratepayers their public transport - enable them to reach the city in a bus at any time of the day. Hire more bus drivers - pay them more !
10-Mar	Papamoa needs a regular bus service to the city - an all day regular service - not the early morning & peak evening service you propose. There are other people in Papamoa that need a regular service - university students that spend 2 hours getting to university & at least another 2 hours getting home! Not good enough ! It's not a lot to ask - a regular bus service from Papamoa to the city & back again. Sometime very soon please.
10-Mar	I write to express my disappointment at the non-existence of a regular bus service from Papamoa to the city. I attend the new Waikato university at the city campus & it is taking me 2 hours at least to get there in the morning going via Bayfair & changing buses. When my lectures finish - sometimes at 1.00 or 2.00 or even earlier - I have to do the same again so I'm not getting home til 5.00 ! Please give Papamoa a regular direct bus service. This is an embarrassment to the Council & Regional Council - ratepayers will be voting very soon & this is a very hot topic.

8-Mar	• Bus Signage. Red lights (and blue lights) on a black background behind darkened glass are extremely difficult, sometimes impossible to read in Tauranga sunshine. These lights need to be replaced with white bulbs ASAP. Why are City Link buses at Farm Street displaying the signage that they are travelling to the âCBD via mount Druryâ when in fact thy are travelling to the CBD direct? •Busses parked in Farm Street should display their next destination, NOT NIS or HIRING NOW.Â •Route 33. Why was it necessary to advance the departure times from the Emerald shores Drive by a whole 2 minutes, creating unnecessary confusion for the older passengers?. If it needed altering surely it would have made more sense to take it to the hour and half hour, particularly when buses run anything from 5 minutes early to 20 minutes late anyway. Why was it considered necessary to make a difference of 1 minute between weekday times and weekend times? •Routes 30 and 33. To run these 4 services an hour on the same route from Fashion Island to Bayfair and require passengers (particularly the older folk) to walk what are to them considerable distances to and from this route does not make sense. Again this situation will only get worse with the onset of winter. Why cannot Route 33 revert to its earlier route, and 30 do the existing route until it can divert to Gloucester st where it used to run? Dickson Road. •What can be done to provide a bus stop closer to the Plaza and Pak n save than the existing one at Allan Place?
10-Mar	Supports re-instatement of Route 36

11-Mar Supportive of Council efforts and bus drivers

11-Mar	•Extend 36 to all day, 7 days a week •Request bus stops on Sandhurst •Goldline starts to late, hours too limited •Bus stops and shelters inadequate design •NIS displayed •Setup Farm St with stands •Bus stops on Manganui road with no pedestrian access •Question if reporting of increased patronage is correct •Timetables not indicating where actual stops are
11-Mar	The 36 really needs to come down to Papamoa East I feel Papamoa East has been extensively affected by the new routes and feel almost 'cut off' gave examples. Wants the buses back to Papamoa East along the main beach road.
11-Mar	Very critical of new network. 1. Run 36 all day other of no use, is a University student affected ability to stup and work 2. Bayfair does not work transfers do onto work 3. The bus drivers, some of them, do not know where they are going. 4. They are always late. Completely unreliable. 5. MAKE US USE IT. MAKE IT CONVENIENT. MAKE IT HAPPEN. Papamoa is the fastest growing suburb in the entire country- so you're basically saying we all need to own cars. Make the traffic worse. You're going to get heaps of emails from the SENIORS, the PRIMARY/SECONARY students, but I am writing to you to shout as loud as I can on behalf of the UNI STUDENTS and EMPLOYEES who rely on this bus. I will reiterate- BECAUSE OF YOUR ACTIONS AND CHOICES WITH THE BUS - I am drastically no longer able to work as many hours, and struggle with tertiary education because of my inability to be anywhere in a timely manor. If I am late for placements because of the bus, it means I get a reputation for being late. Then I don't get a job. YOU ARE DIRECTLY INFLUENCING PEOPLE AND THEIR ABILITY TO HOLD EMPLOYMENT. Without sounding to dramatic, the "new"bus system change has drastically negatively impacted my life. Every single day of my life I get anxiety now because of having to navigate the busses, trying to be places on time, wasting 4 hours of my day getting to and from the cbd, unable to work to pay for books for uni. PARK n RIDE situation from gordon spratt reserve to CBD direct bus, but that easy solution would be too hard to achieve
11-Mar	•the real need for an additional bus stop between Sunrise Avenue and Sandhurst Drive on Maranui Street going toward Papamoa for the Goldline service •Extend Goldline hours
11-Mar	•Extend Route 36 hours •Bus stop on Sandhurst •Bus corridor on Grenada means a long walk to access service •Transfers do not work well
9-Mar	•Extend Route 36 days from five to seven. •Extend Route 36 down to Pāpāmoa East. •Maungatapu connection no good. Need a seven-day direct route from all the way down Pāpāmoa East.

12-Mar	•Extend Route 36 right down to at least Golden Sands. •Ideally re-instate Route 33 to CBD - worked perfectly. •Is concerned what will happen if even only 30% of university students choose to drive and park in town - parking will become even more difficult.

APPENDIX 5

March 2019 Variation to RPTP

Appendix One – Variation to RPTP

NB: Deleted text is denoted by ~~red font with a strikethrough~~, additions are denoted with **bold text**

Part 5: Our network

For an up to date list of current services and timetables, please visit baybus.co.nz

5.1 Contracting units

All bus and ferry services in the Bay of Plenty have been segmented into units and will be provided under exclusive contracts. This Plan will identify the principles for establishing the Region's units, the policies for procuring units and the services that council intends to assist financially.

The following table describes the Region's units:

Unit	Service Level	Description	Commencement
Northern Corridor	Regional Access Routes	Regional services operating in corridor between Tauranga and Katikati	31 January 2015 To be incorporated in Tauranga western unit from 2024
Eastern Corridor	Regional Access and Urban Access	All services originating or located in the Whakatāne, Kawerau, or Ōpōtiki district boundaries	30 June 2015
~~Tauranga Urban~~	~~Patronage Services~~	~~All Tauranga Urban Routes and Te Puke (excludes school bus services)~~	~~1 February 2015~~ ~~To be incorporated in Tauranga western and eastern units from 10 December 2018~~
Tauranga Western	Patronage Services	All Tauranga Urban Routes and routes on from the Northern Corridor	July 2018
Tauranga Eastern	Patronage Services	All Tauranga Urban Routes and routes from Te Puke	July 2018
Rotorua	Urban Connector Rural Connector Routes	All services originating or wholly within in Rotorua Lakes district boundaries	29 June 2014
Matakana Ferry	Rural Connector Routes		29 June 2014
Tauranga Schools Unit 1	School Connector Routes	School services provided in Tauranga ~~based on existing contracts~~	~~15 January 2015~~ ~~To be incorporated in Tauranga western and eastern units from 10 December 2018~~ **April 2019**
Tauranga Schools Unit 2	School Connector Routes	School services provided in Tauranga ~~based on existing contracts~~	~~15 January 2015~~ ~~To be incorporated in Tauranga western and eastern units from 10 December 2018~~ **April 2019**

Unit	Service Level	Description	Commencement
Tauranga Schools Unit 3	School Connector Routes	School services provided in Tauranga ~~based on existing contracts~~	~~15 January 2015~~ ~~To be incorporated in Tauranga western and eastern units from 10 December 2018~~ **April 2019**
Tauranga Schools Unit 4	**School Connector Routes**	**School services provided in Tauranga**	**April 2019**
Tauranga Schools Unit 5	**School Connector Routes**	**School services provided in Tauranga**	**April 2019**
Tauranga Schools Unit 6	**School Connector Routes**	**School services provided in Tauranga**	**April 2019**
~~Twin City~~	~~Commercial Unit~~	~~Rotorua to Tauranga~~	~~Current~~
Trial services 1	**Regional Access**	**Future unit for introduction of trial services**	**April 2019**
Trial services 2	**Regional Access**	**Future unit for introduction of trial services**	**April 2019**
Trial services 2	**Regional Access**	**Future unit for introduction of trial services**	**April 2019**
Waihī Beach	Rural Access Routes	Waihī Beach – Waihī – Katikati	10 December 2018
Innovation Unit	To be determined	To allow the delivery of innovative service offerings	July 2018

5.2 Western Bay sub-region

5.2.1 Tauranga public services ~~(from December 2018)~~

Route number	Service	Service type	Operating hours	Peak frequency (minutes)	Contract unit
Tauranga Western Unit					
1	Pyes Pa	Connector	6:00 am–8:00 pm	20	Tauranga Western
40	Welcome Bay	Connector	6:00 am–8:00 pm	20	Tauranga Western
41	Mungatapu Shopper	Urban Access		30	Tauranga Western

Route number	Service	Service type	Operating hours	Peak frequency (minutes)	Contract unit
Tauranga Western Unit (continued)					
52x	The Lakes Express	Special	7:00 am-9:00 am, 4:00 pm-6:00 pm Weekdays only	30	Tauranga Western
55	Windermere and Ohauiti	Frequent	6:00 am–8:00 pm	15	Tauranga Western
59	Gate Pa and Greerton	Urban Access	6:00 am–8:00 pm	60	Tauranga Western
60	Cambridge Heights	Connector	6:00 am–8:00 pm	20	Tauranga Western
62	Bethlehem	Connector	6:00 am–8:00 pm	20	Tauranga Western
~~70~~	~~Matua~~	~~Connector~~	~~6:00 am–8:00 pm~~	~~20~~	~~Tauranga Western~~
70	**Matua Express**	**Special**	**6:00-9:00am & 4:00-6:30pm**	**30**	**Tauranga Western**
71	**Matua Shopper**	**Urban Access**	**9:00am - 3:30pm**	**30**	**Tauranga Western**
72	Otumoetai	Connector	6:00am – 8:00pm	20	Tauranga Western
41	**Mungatapu Shopper**	**Urban Access**	**9:00am - 3:30pm weekdays 7:00am-5:00pm weekends**	**60**	**Tauranga Western**

Route number	Service	Service type	Operating hours	Peak frequency (minutes)	Contract unit
Tauranga Eastern Unit					
CT	Cross City Connector - Bayfair to Tauranga Crossing	Connector	6:00 am–8:00 pm	30	Tauranga Eastern
~~CW~~ **CL**	City Loop ~~Clockwise~~	Frequent	6:00 am–8:00 pm	15	Tauranga Eastern
~~ACW~~ **HL**	~~City~~ **Hospital** Loop ~~Anti-Clockwise~~	Frequent	6:00 am–8:00 pm	15	Tauranga Eastern
Goldline	Mount to Pāpāmoa Plaza	Urban Access	9:00 am-4:00 pm	60	Tauranga Eastern

Route number	Service	Service type	Operating hours	Peak frequency (minutes)	Contract unit
Tauranga Eastern Unit (continued)					
30	Pāpāmoa, Wairakei	Connector	6:00 am–8:00 pm*	20	Tauranga Eastern
30x	~~Pāpāmoa~~ **Golden Sands** Express	Special	7:00 am-9:00 am, 4:00 pm-6:00 pm Weekdays only	30	Tauranga Eastern
33	Pāpāmoa, The Boulevard	Connector	6:00 am–8:00 pm	20	Tauranga Eastern
36	**Pāpāmoa – Mungatapu - CBD**	**Special**	**7-9am & 3-8pm** Weekdays only	**30**	**Tauranga Eastern**

*extended operating hours for core services is planned from 2021/22

5.2.2 Tauranga school bus services ~~(from December 2018)~~

The Regional Council operates approximately ~~27~~ school bus services within the Tauranga urban area. The services are divided **between six separate contracting units.** ~~between the Tauranga eastern and Tauranga western contract units~~.

- Tauranga School Services 1
- Tauranga School Services 2
- Tauranga School Services 3
- Tauranga School Services 4
- Tauranga School Services 5
- Tauranga School Services 6

School services are subject to regular change as school rolls change and new schools open. **Consequently, individual school services are not listed within the Plan.** Full details on these services are available on baybus.co.nz

In addition to service operated by the Regional Council, the Ministry of Education fund a number of services from rural areas as well as some services within the Urban area. Please contact the Ministry of Education for up to date details relating to these services.

Route number	Service	Schools served	Operating hours	Frequency	Contract unit
Tauranga Eastern Unit					
710	The Boulevard/ Emerald Shores	Mount College and Intermediate Pāpāmoa College and Primary	Varies to match school start times	1 return trip daily, term time only	Tauranga Eastern Unit
711	The Boulevard/ Golden Sands	Mount College and Intermediate Pāpāmoa College and Primary	Varies to match school start times	1 return trip daily, term time only	Tauranga Eastern Unit
712	Pāpāmoa Plaza	Mount College and Intermediate	Varies to match school start times	1 return trip daily, term time only	Tauranga Eastern Unit
713	Pāpāmoa Plaza	Mount College and Intermediate	Varies to match school start times	1 return trip daily, term time only	Tauranga Eastern Unit
720	Welcome Bay	Mount College and Intermediate	Varies to match school start times	1 return trip daily, term time only	Tauranga Eastern Unit
Tauranga Western Unit					
801	Ohauiti and Maungatapu	Tauranga Intermediate and Primary, Maungatapu, St Marys	Varies to match school start times	1 return trip daily, term time only	Tauranga Western Unit
802	Ohauiti	Tauranga Intermediate	Varies to match school start times	1 return trip daily, term time only	Tauranga Western Unit
803	Waikite Road	Tauranga Intermediate	Varies to match school start times	1 return trip daily, term time only	Tauranga Western Unit
804	Osprey Drive	Tauranga Intermediate	Varies to match school start times	1 return trip daily, term time only	Tauranga Western Unit
805	Osprey Drive	Tauranga Intermediate	Varies to match school start times	1 return trip daily, term time only	Tauranga Western Unit
806	Lakes Boulevard/ Cheyne Road	Tauranga Intermediate Saint Mary's Greenpark Primary Greerton Village	Varies to match school start times	1 return trip daily, term time only	Tauranga Western Unit
810	Mt/Maungatapu	Bethlehem College	Varies to match school start times	1 return trip daily, term time only	Tauranga Western Unit
811	Waikite Road/ Osprey Drive	Bethlehem College	Varies to match school start times	1 return trip daily, term time only	Tauranga Western Unit
812	Ohauiti/ Cameron Road	Bethlehem College	Varies to match school start times	1 return trip daily, term time only	Tauranga Western Unit

Route number	Service	Schools served	Operating hours	Frequency	Contract unit
813	Cheyne Road	Bethlehem College	Varies to match school start times	1 return trip daily, term time only	Tauranga Western Unit
814	Otumoetai	Bethlehem College	Varies to match school start times	1 return trip daily, term time only	Tauranga Western Unit
815	Waihī Road/ Matua	Bethlehem College	Varies to match school start times	1 return trip daily, term time only	Tauranga Western Unit
901	Osprey Drive	Tauranga Girls' College	Varies to match school start times	1 return trip daily, term time only	Tauranga Western Unit
902	Osprey Drive to TBC/ Ohauiti to Maungatapu School	Tauranga Boys' College, Tauranga Girls' College	Varies to match school start times	1 return trip daily, term time only	Tauranga Western Unit
903	Cheyne Road	Tauranga Boys' College/ Tauranga Girls' College	Varies to match school start times	1 return trip daily, term time only	Tauranga Western Unit
904	Welcome Bay	Otumoetai College and Intermediate	Varies to match school start times	1 return trip daily, term time only	Tauranga Western Unit
905	Bethlehem to Otumoetai College and Intermediate/Matua to St Marys	Otumoetai College and Intermediate Saint Marys	Varies to match school start times	1 return trip daily, term time only	Tauranga Western Unit
906	Lakes Boulevard/ Cheyne Road	Greerton Village Greenpar Primary	Varies to match school start times	1 return trip daily, term time only	Tauranga Western Unit
701	Mt/Bayfair Estate/ Maungatapu	Aquinas College	Varies to match school start times	1 return trip daily, term time only	Tauranga Western Unit
702	Otumoetai/ Matua	Aquinas College	Varies to match school start times	1 return trip daily, term time only	Tauranga Western Unit
703	Waihī Road/ Bethlehem	Aquinas College	Varies to match school start times	1 return trip daily, term time only	Tauranga Western Unit
704	Welcome Bay/ Ohauiti	Aquinas College	Varies to match school start times	1 return trip daily, term time only	Tauranga Western Unit

5.2.3 Regional services ~~(from December 2018)~~

A number of regional services operate from the satellite communities within the Western Bay District area through to Tauranga. Detailed service design for these services is ongoing and the services listed below are subject to change prior to the Plan being finalised. For the most up to date planning on these services please contact transport@boprc.govt.nz .

Route number	Service	Service type	Operating hours	Daily return services	Contract unit
80	Katikati commuter	Regional Access	7:00 am–6:30 pm	2 daily, weekdays only*	Northern Corridor to 2024 Tauranga Western from 2024
81	Ōmokoroa commuter	Regional Access	7:00 am–6:30 pm	2 daily, weekdays only*	Northern Corridor to 2024 Tauranga Western from 2024
82	Katikati/Ōmokoroa Shopper	Regional Access	8:00 am-3:00 pm	4 daily, weekdays only	Northern Corridor to 2024 Tauranga Western from 2024
85	Waihī Beach–Waihī-Katikati	Regional Access	8:30 am-5:15 pm	4 daily trips, Thursdays only	Waihī Beach
220	Te Puke	Urban Access	7:00 am–6:00 pm	11 daily, weekdays only*	Tauranga Eastern

* Saturdays services are planned from July 2021.

NB: services do not operate on public holidays

5.3 Rotorua (current)

5.3.1 Urban services

Route number	Service	Service type	Weekday operating hours	Weekday frequency	Contract unit
1	Ngongotahā	Urban Connector	6:30 am–7:00 pm	30	Rotorua
3	Ōwhata	Urban Connector	6:30 am–6:30 pm	30	Rotorua
4	Sunnybrook	Urban Connector	7:00 am-6:30 pm	30	Rotorua
5	Western Heights	Urban Connector	6:30 am–6:30 pm	30	Rotorua
6	Kawaha	Urban Connector	6:30 am–6:30 pm	30	Rotorua
7	Mitchell Downs	Urban Connector	6:30 am–6:30 pm	30	Rotorua
8	Westbrook	Urban Access	7:00 am–6:30 pm	30	Rotorua

Route number	Service	Service type	Weekday operating hours	Weekday frequency	Contract unit
9	Springfield	Urban Connector	6:30 am–6:30 pm	30	Rotorua
10	Rotorua Airport and Ngāpuna	Urban Connector	7:00 am–6:30 pm	30	Rotorua
11	Toi Ohomai via Fenton	Urban Connector	7:00 am–6:30 pm	30	Rotorua
12	Tihi-o-tonga via Glenholme and Tai Ohomai	Urban Connector	7:00 am–6:30 pm	30	Rotorua

5.3.2 Regional services

Route number	Service	Service type	Operating hours	Daily return services	Contract unit
15	Rotorua to Murupara	Regional Access	8:15 am–3:25 pm	2 trips Tuesday, Thursday, Saturday only	Rotorua
15a	Ruatāhuna to Rotorua via Murupara	Regional Access	6:00 am–5:45 pm	2 trips, Friday only	Rotorua

NB: services do not operate on public holidays

5.4 Eastern Bay services (current)

Route number	Service	Service type	Operating hours	Daily return services	Contract unit
131	Matatā-Whaktane	Regional Access	9:00 am–2:10 pm	2 trips Thursday only	Eastern Corridor
122	Whakatāne-Ōhope	Urban Access	7:00 am–6:45 pm	8 daily return services, Monday-Saturday only	Eastern Corridor
147	Ōpōtiki–Whaktane	Regional Access	7:05 am–6:10 pm	2 trips daily Monday, Wednesday only	Eastern Corridor
135	Kawerau–Whakatāne	Regional Access	7:30 am–5:55 pm	2 trips daily Tuesday, Friday only	Eastern Corridor
143a 143b	Whakatāne–Tauranga	Regional Access	9:15 am-4:05 pm	2 trips daily Monday to Saturday only	Eastern Corridor
150	Pōtaka – Ōpōtiki	Regional Access	8:15am–4:45 pm	1 trip daily. Tuesday, Thursday only	Eastern Corridor

NB: services do not operate on public holidays

5.5 Matakana passenger ferry services

Bay of Plenty Regional Council supports the Matakana passenger ferry service through a concessionary fares agreement and receives no operating subsidy. Bay of Plenty Regional Council intends to maintain this arrangement.

The ferry service provides a link between Matakana Island and Ōmokoroa and is essential service for residents of the island and visitors.

5.6 Trial and Innovation Units

Three trial units and one innovation unit have been included within the RPTP to allow the set-up of new services on a trial basis without the need to undertake consultation on the Plan. This will enable Regional Council to be more responsive to community needs.

Tauranga Bus Contracts – Response to Feedback

Bay of Plenty Regional Council, 21 March 2019

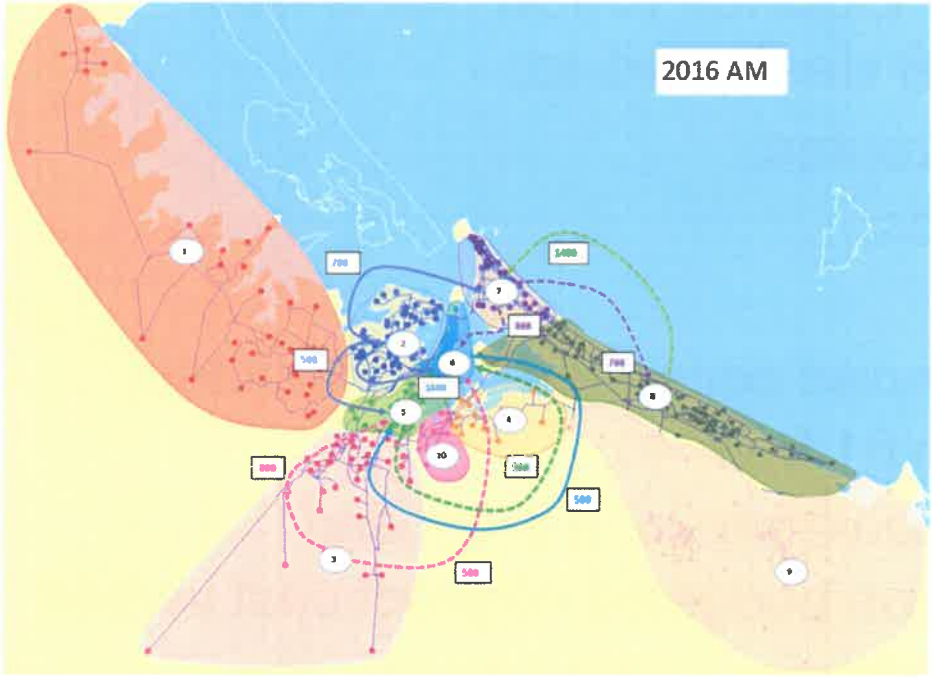
Outline

- Context
- What happened
- What we're doing to fix it
  - Phase 1 – School Bus Services
  - Phase 2 – Respond to feedback re Matua, Maungatapu and Pāpāmoa
  - Phase 3 – Wider network review and other next steps

Context

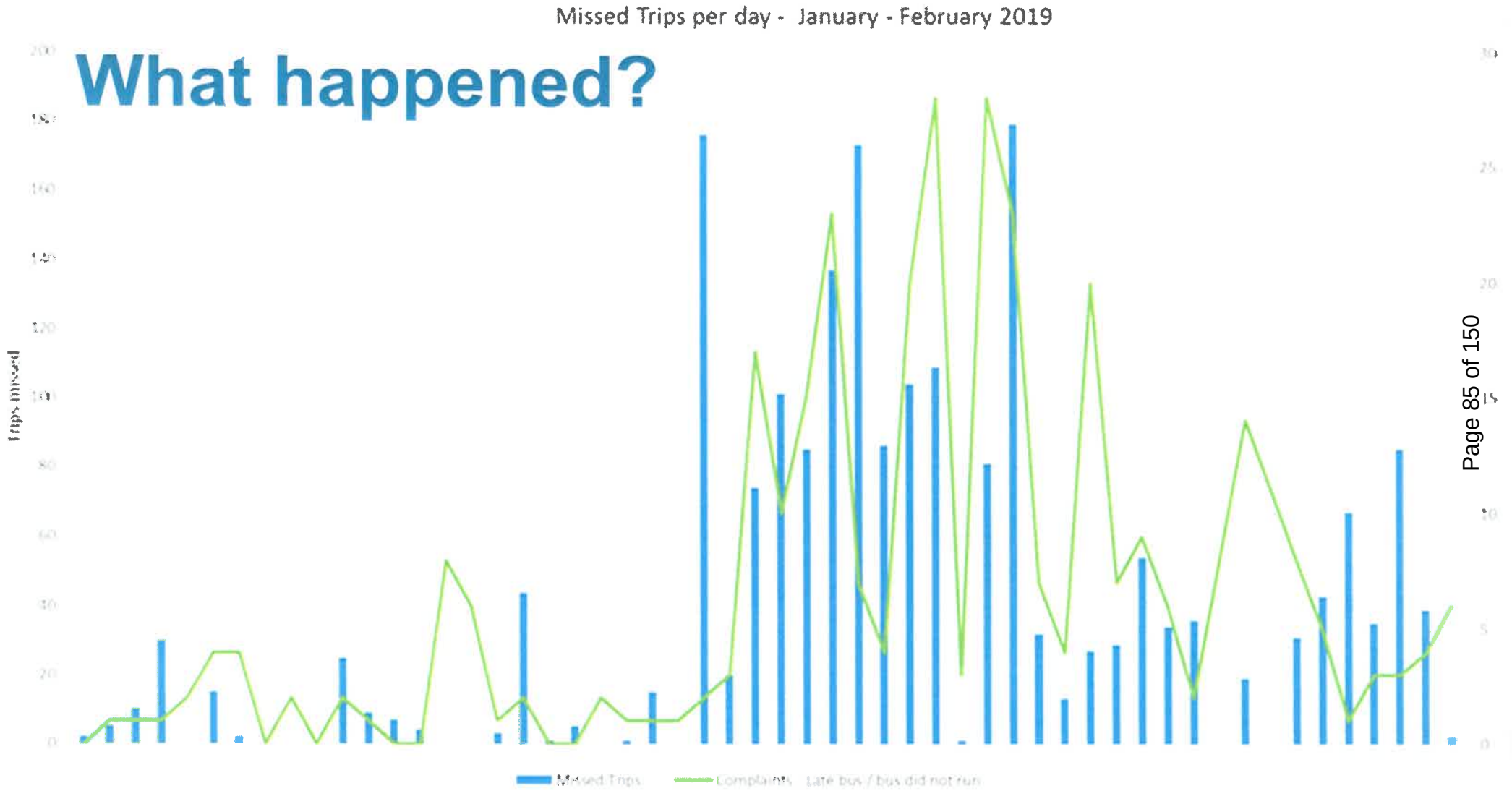
- After 10 years of little change, Council rolled out a new network on 10 December 2018 designed to:
  - implement shorter, more direct routes;
  - increase the reliability of services;
  - operate longer hours;
  - run at 15 and 20 minute frequencies compared to 30 minutes;
  - increase peak urban vehicles to 61 from 40;
  - increase passengers to 3.1 million from 2.2 million; and
  - at an increased cost ($16.4 million budgeted contract cost versus $13.0 million).

Top 10 Cross Sector Vehicle Trip Demands During the AM Peak Period

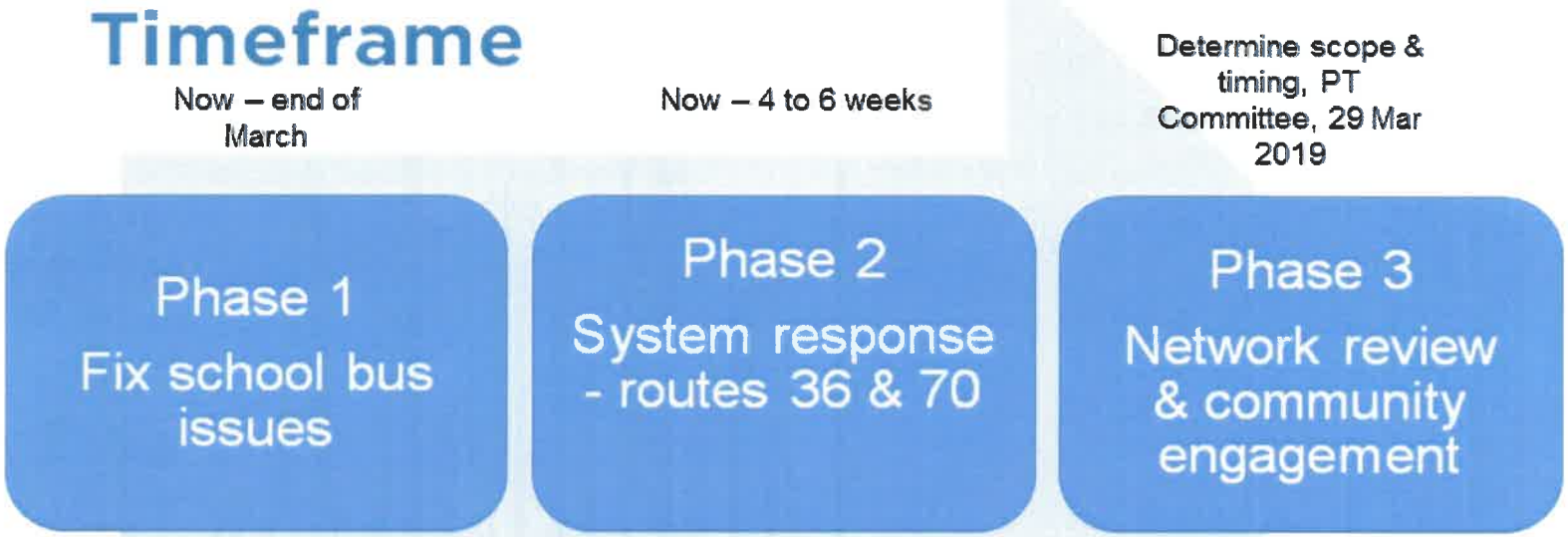


Origin/ Destination	Cameron Rd South	CBD	Mt Maunganui	Papamoa
Otumoetai, Matua	500	1600	700	
Pyes Pa South	800	500		
Cameron Rd South		900		
CBD	500			
Mt Maunganui		800		700
Papamoa			1400	

What happened?



Fixing it



Bay of Plenty Regional Council Toi Moana

Contract Variations

10 December	+ 16 urban network changes + 11 school buses
18 February	+ 4 buses to Go Bus (additional)
25 February	- 6 school buses to Bethlehem Coachlines
4 March	- 6 school buses to Go Bus
11 March	-10 school buses to Go Bus
18 March	-6 school buses to Go Bus
April	+ route 36 + route 70

Phase 1 – School Bus Services

- 12 February 2019 Council advised NZ Bus immediate focus was to remedy school bus services.
- 25 February 2019 Council decision to award emergency replacement school bus service contracts for the 2019 school year:
  - Bethlehem Coachlines delivering six routes;
  - Go Bus Transport delivering 24 routes; and
  - remaining school bus services continue to be delivered by NZ Bus.

Phase 2 – Maungatapu and Pāpāmoa

- **Initial Feedback:**
  - criticism at the loss of the direct connection from Pāpāmoa/Maungatapu to CBD.

- **March Feedback – Community Meetings:**
  - support for the proposed solutions;
  - requests for proposed route 36 to operate all day and seven days a week;
  - requests for proposed route 36 to be extended to Pāpāmoa East.

Options

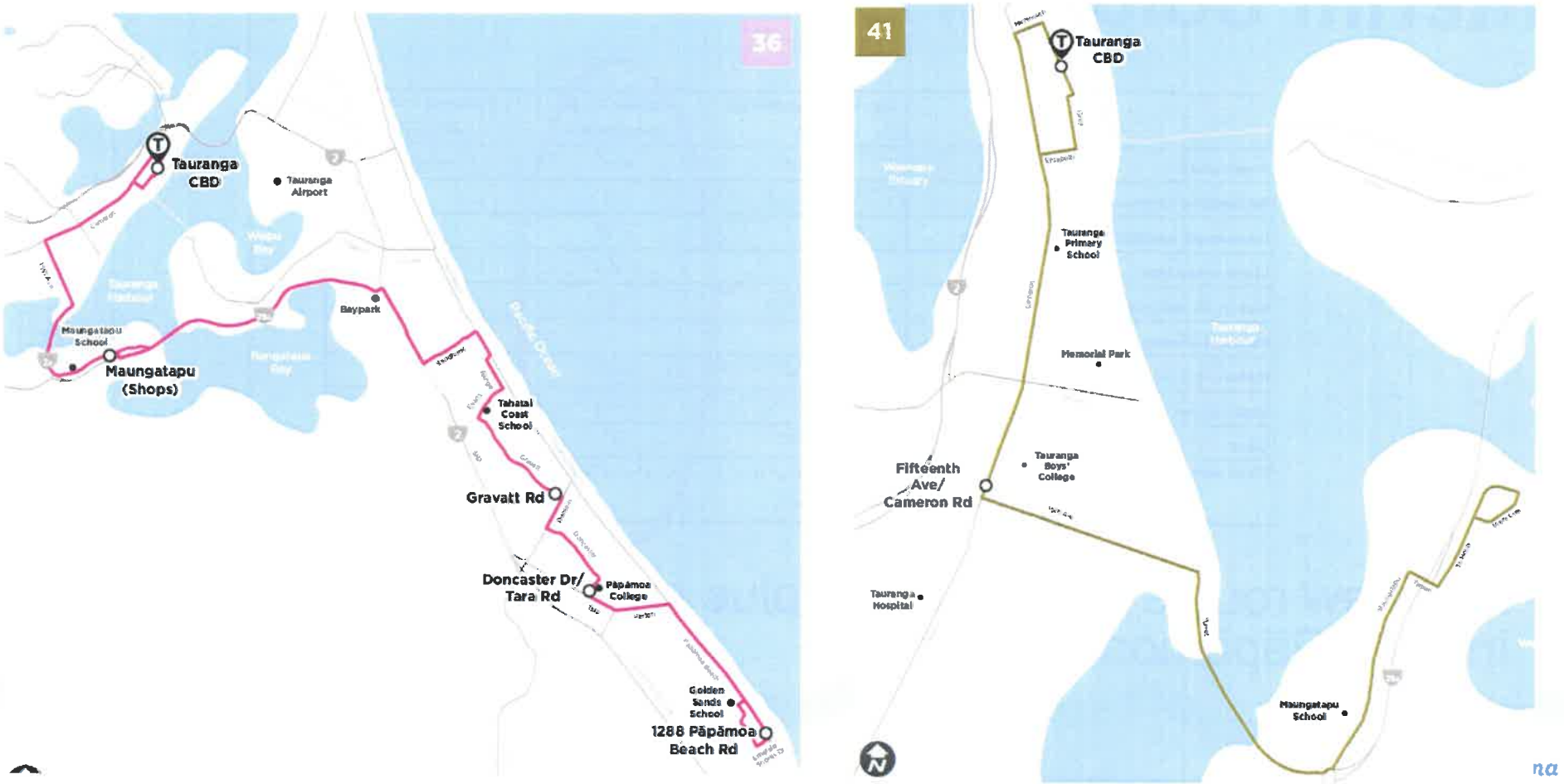
- Option 1 – status quo (as 10 December 2018);
- Option 2 – peak Pāpāmoa/Maungatapu to CBD and inter/off peak Maungatapu service (as consulted);
- Option 3 – all day Pāpāmoa/Maungatapu to CBD service (replaces need for separate off-peak Maungatapu service).

Option Analysis & Recommended Interim Solution

	Option 1 - post-Dec '18	Option 2 - as consulted +	Option 3 - all day, every day
Frequency	✓✓✓	✓✓	✓✓✓
Reliability Improvements/Priority	-	-	-
Increased spatial service coverage	-	✓✓	✓
Limit transfers	×	✓✓✓	✓✓✓
Network simplicity	✓✓✓	×	✓✓✓
Faster running (direct)	-	-	-
Network co-ordination/Integration	✓✓✓	×××	×××
Short term community responsiveness	×	✓✓✓	✓✓✓
Cost	✓✓✓	×	×××
Final score	✓✓✓✓✓✓✓✓✓✓	✓✓✓✓✓✓	✓✓✓✓✓✓✓✓

- Add new routes as consulted, plus an extension for Pāpāmoa to include Pāpāmoa East.

Pāpāmoa / Maungatapu



Phase 2 – Matua

- **Initial Feedback:**
  - support for the more direct service from Matua to the CBD; and
  - criticism at the loss of the direct connection from Matua to Brookfield (especially).

Community Feedback

- **March feedback:**
  - support for the proposed solution;
  - requests for route 70 to fully revert back to the pre-10 December 2018 network all day;
  - some support for both services to operate all day.

Why not Change the Peak too?

From: ☺
Sent: Wednesday, 23 January 2019 11:26 a.m.
To: Matt Hunt
Subject: Reviewing the new bus system

Good Morning Matt

It's ☺ … Being a regular user of the buses I stated I would give some feedback as to how things are going …

Bus frequency

The increased frequency of buses on all routes has drastically improved the quality of service especially when using multiple buses on one trip. Typically I would leave my house in Matua at 7:30am just to get to … 14th Ave … at 9:00am … The first day of the new buses I left my house at the same time but arrived to work at 8:10am. Also the amount of time wasted during the weekends has been greatly reduced due to the frequency of buses increasing during the weekends.

Options

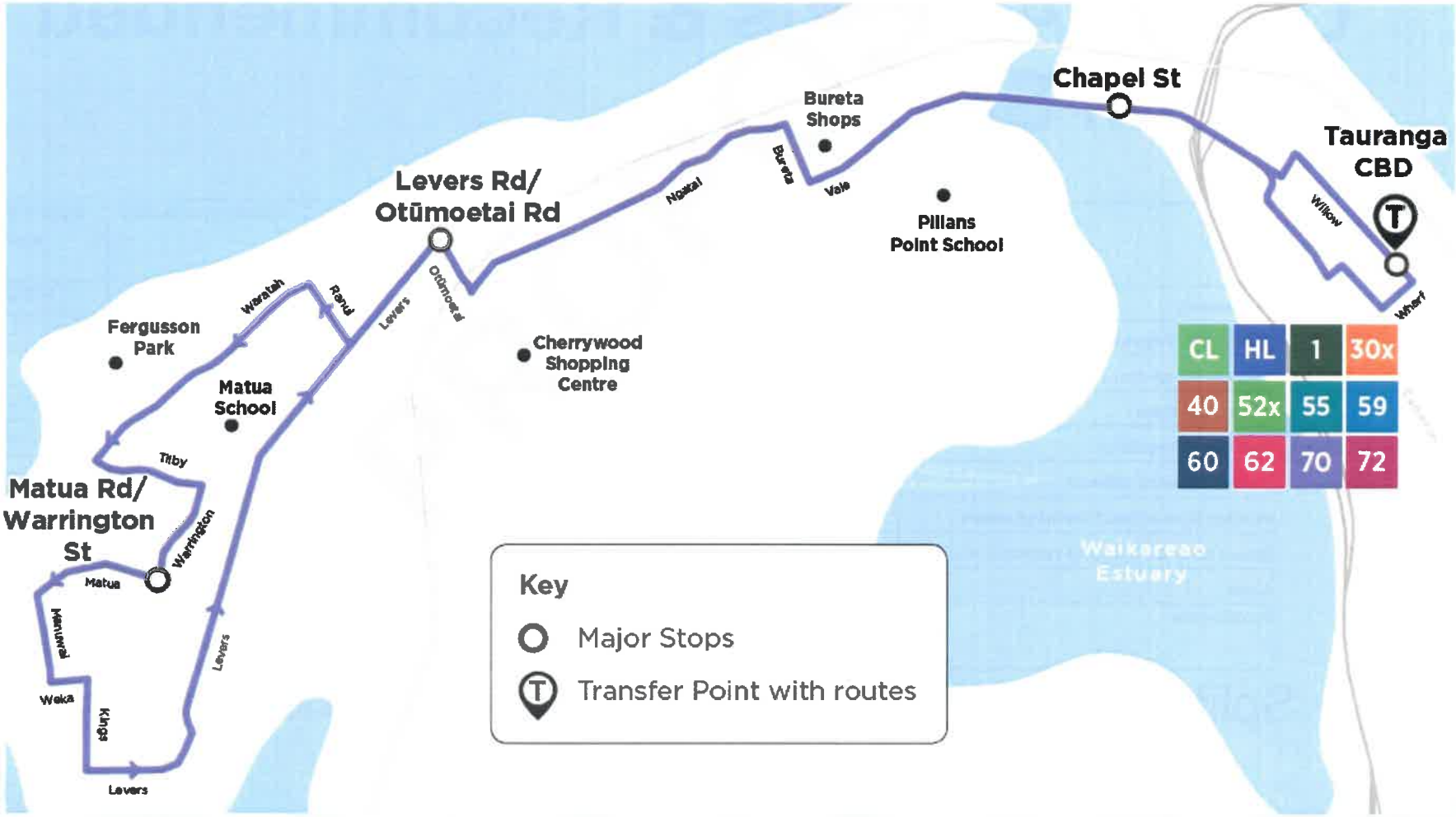
- Option 1 – status quo (as 10 December 2018);
- Option 2 – peak/inter and off peak split (as consulted);
- Option 3 – split into alternating hourly all day direct and via Brookfield services;
- Option 4 – split to 30 minute all day direct and via Brookfield services; and
- Option 5 – replace post 10 December route 70 with pre 10 December route 70.

Option Analysis & Recommended Interim Solution

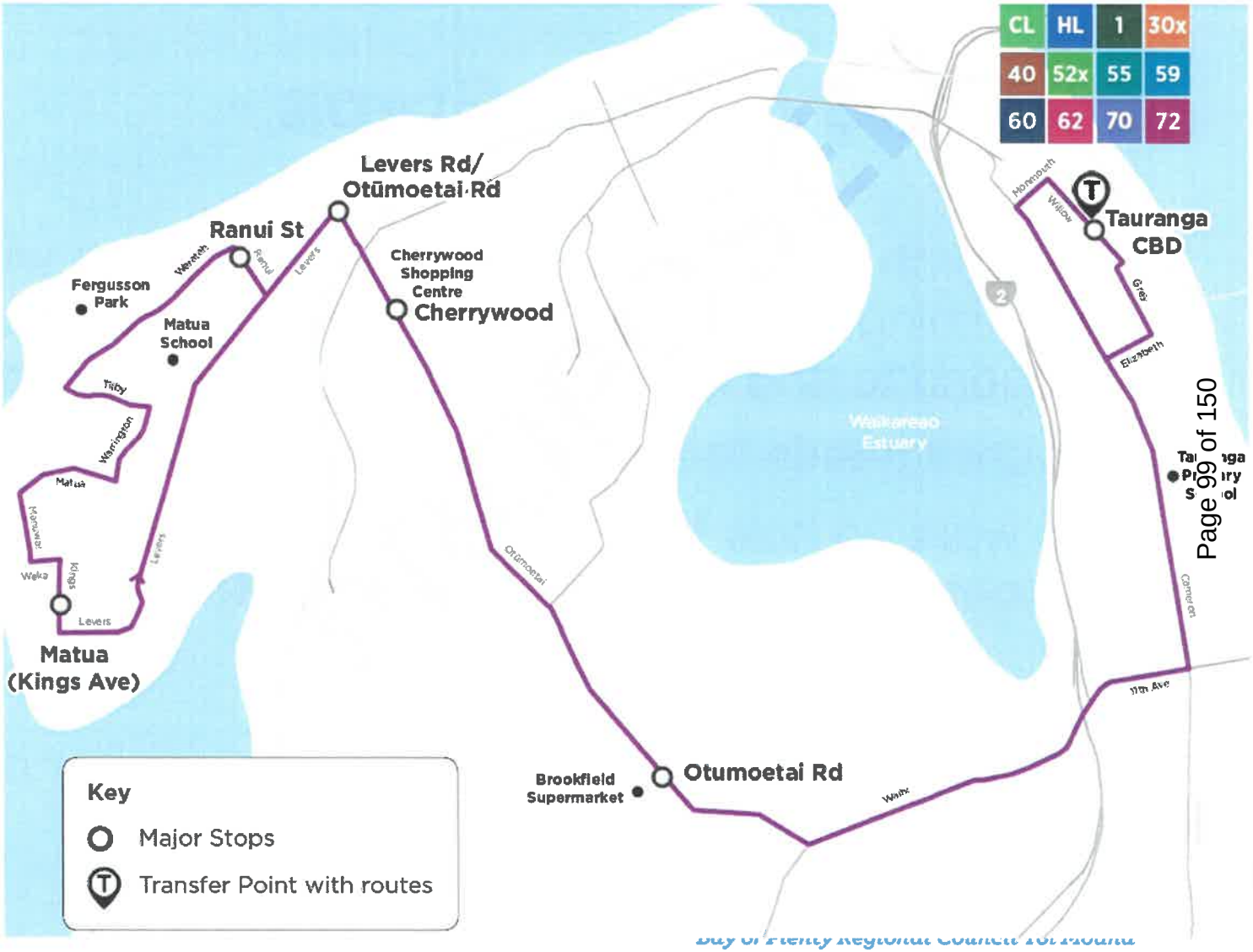
	Option 1 - post-Dec '18	Option 2 - as consulted	Option 3 - pre and post-Dec '18 alternating	Option 4 - 2 routes	Option 5 - pre-10 Dec '18
Frequency	✓✓✓	✗	✗✗	✓✓✓	✓✓✓
Reliability Improvements/Priority	-	-	-	-	-
Increased spatial service coverage	-	-	-	-	-
Limit transfers	✗	✓	✓	✓✓✓	✓✓✓
Network simplicity	✓✓✓	✗	✗✗	✓✓	✓✓✓
Faster running (direct)	✓✓✓	✓✓	✓	✓✓✓	✓
Network co-ordination/Integration	✓✓✓	✗	✗	✗✗	✗✗✗
Short term community responsiveness	✗	✓✓	✓	✓✓✓	✗
Cost	✓✓✓	✗	✓	✗✗✗	✗
Final score	✓✓✓✓✓✓✓✓✓✓✓✓✓	✓	✗	✓✓✓✓✓✓✓✓✓	✓✓✓✓✓

- Split routes to peak and inter/off peak services as consulted.

Matua Peak


Chapel St
Bureta Shops
Tauranga CBD
Levers Rd/ Otūmoetai Rd
Pillans Point School
Cherrywood Shopping Centre
Fergusson Park
Matua School
Matua Rd/ Warrington St
Waikareao Estuary
Key
Major Stops
Transfer Point with routes
CL
HL
1
30x
40
52x
55
59
60
62
70
72

Matua Inter/Off Peak



Phase 3 & Next Steps

- 29 March 2019 Public Transport Committee will consider scope and timing of the Phase 3 review. A range of feedback to respond to and business case/investigations to be undertaken.
- Council needs to amend the Regional PT Plan.
- Do work on how best to acknowledge the support of our public in continuing to use the service and to encourage others back.

Key Decisions

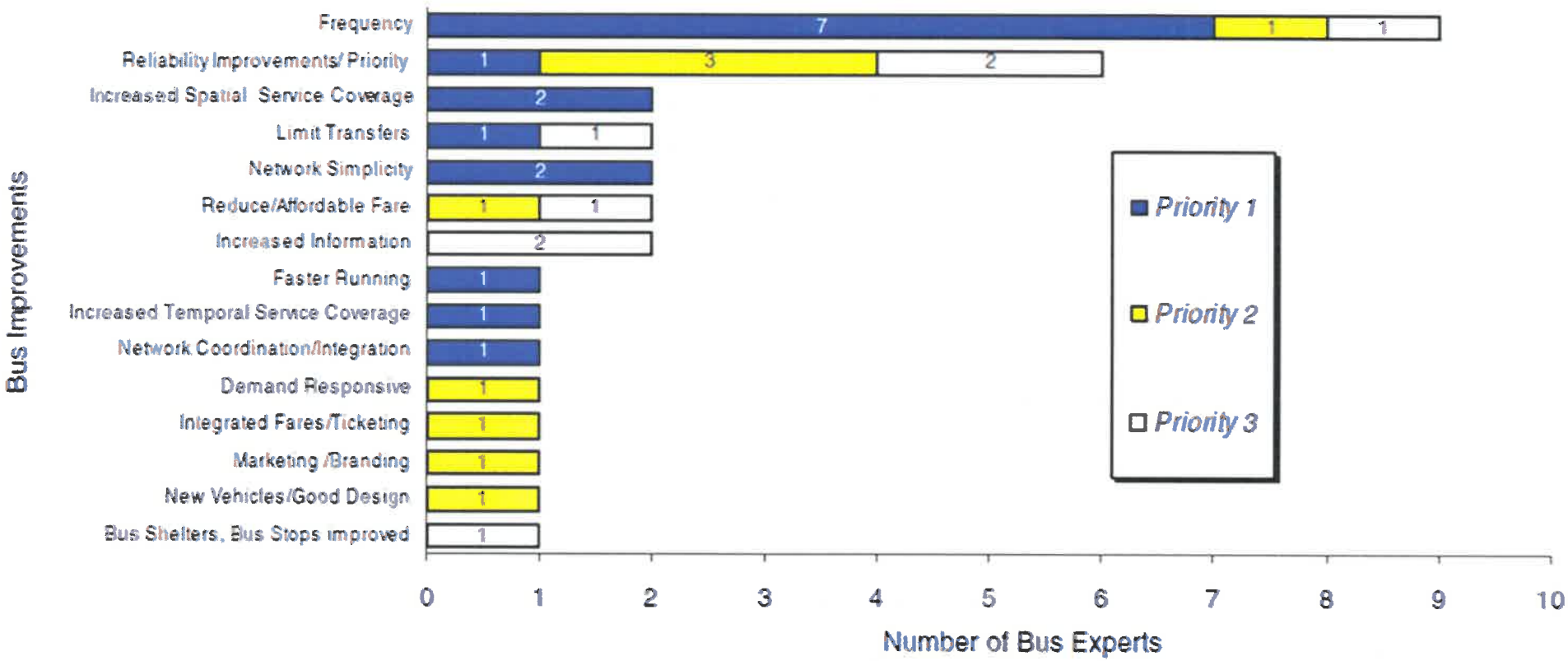
5. Approves as an interim solution, the Matua route as described in section 4.2 of this report.
6. Approves as an interim solution, the Maungatapu and Pāpāmoa route as described in section 4.2 of this report, with the addition of an extension for Pāpāmoa from Tara Road to the corner of Esmeralda Shores/Pāpāmoa Beach Road.

Key Decisions (cont'd)

10. Approves the change to the Regional Public Transport Plan as recommended in Appendix 5 of this report for consultation. Results will be presented to Council in April 2019 for approval.
12. Approves progressing business cases with New Zealand Transport Agency with the priority being the living wage and smaller buses, students traveling free and investigating extended hours for SuperGold Card users.
13. Approves investigating fare free period(s) to build community confidence following implementation issues be considered as part of Annual Plan deliberations.
14. Agrees to transfer the report/resolutions into the Open section of the meeting less any confidential contractual or financial information it contains, following the meeting.

Questions

Effective Measures to Grow Bus Markets



APPENDIX 2

2019-03-07 Redacted Audit & Risk Committee Agenda Item 8.4 - Bus Contract Procurement

Receives Only – No Decisions

BAY OF PLENTY REGIONAL COUNCIL TOI MOANA

Report To: Audit and Risk Committee

Meeting Date: 7 March 2019

Report From: Mat Taylor, General Manager, Corporate

Confidential

Bus Contract Procurement - Review

Executive Summary

This paper sets out the procurement and planning approach leading to the appointment of New Zealand Bus Tauranga Ltd to provide the Western Bay of Plenty public transport services. The brief timeline for this process was as follows:

- 13 May 2015 - Planning for the new services commenced;
- 24 February 2016 - Strategic case for the Blueprint was endorsed by the Public Transport Committee;
- 17 February 2017 - Blueprint Business Case was adopted by the Public Transport Committee;
- 26 September 2017 - Council approved the Procurement Plan;
- 21 November 2017 - Council publicly notified the request for proposal on the Western Bay of Plenty Bus Service Tender;
- 15 February 2018 - Council approved the tender award process;
- 31 July 2018 - Contract awarded to NZ Bus and signed;
- 10 December 2018 – Services with NZ Bus commenced.

This report sets out the thorough process that was undertaken throughout the procurement process and highlights the level of external involvement, including legal probity [redacted], to ensure integrity and due process was followed. All necessary approvals were obtained by NZTA.

Recommendations

That the Audit and Risk Committee:

1 Receives the report, Bus Contract Procurement - Review;

2 Notes the procurement process for the NZ Bus contract.

1 Background

Council entered into two contracts with New Zealand Bus Tauranga Limited for Western Bay of Plenty Bus Services (Eastern Unit and Western Unit) for a term of nine years. The contracts were signed on 31 July 2018 and services commenced 10 December 2018.

Previously the urban and school bus services were provided by the following companies:

- The urban passenger transport service was provided by Go Bus Transport Limited from June 2009 to December 2018;
- Go Bus Transport Limited, Bayline Coachlines and Bethlehem Coachlines provided the school bus services from January 2014 to December 2018.

2 Planning

Planning for the new services commenced 13 May 2015 when the Public Transport Sub-Committee agreed to the Tauranga bus network review development. This started the development of the Western Bay of Plenty Public Transport Blueprint (Blueprint) business case. The strategic case for the Blueprint was endorsed by the Public Transport Sub-Committee on 24 February 2016. This indicated $140,000 would be spent on network planning and the subsequent business cases.

The strategic case identified problems with long slow and circuitous bus routes and all services terminating in the CBD. It was identified that this combined with the city's geography, infrastructure designed for vehicle capacity, and an investment approach that did not recognise the contribution public transport makes to the transport network led to poor service and declining patronage.

A competitive tender was released for the network design and business case development. This contract was awarded to Beca Ltd. The PT Sub-Committee adopted in principle the short list options for the Blueprint on 17 June 2016.

The Blueprint Business Case was adopted by the Public Transport Committee 17 February 2017 and extensive public consultation followed. On 23 June 2017 the Public Transport Committee received a report on the Blueprint feedback. The paper acknowledged a significant amount of feedback and that the feedback was largely supportive.

3 Procurement

Approval

The Procurement Plan for the Western Bay of Plenty Public Transport Tender was endorsed by the Public Transport Committee on 25 August 2017. The Procurement Plan was also endorsed by NZTA. Council approved the Procurement Plan on 26 September 2017.

Council publicly notified the request for proposal on the Western Bay of Plenty Bus Service Tender on 21 November 2017. Tenders closed on 18 January 2018 and Council received tenders from four tenderers and comprising 14 conforming tenders and three alternative tenders.

Team

The Tender Evaluation Team (**TET**) was chaired by Council's transport policy manager and comprised the Senior Transport Operations Officer (a qualified tender evaluator), the Transport Operations Officer and the Project Manager from Waikato Regional Council. The team was supported by a steering group and subject matter experts including a qualified tender evaluator consultant and In-house Legal Counsel. The TET also made the decision to engage [redacted] an independent probity advisor over the procurement process to ensure due and proper process was followed.

Prices

The TET used the "price/quality" method to establish a supplier quality premium which is used to determine the premium Council is prepared to pay for a better quality supplier. Accordingly, the tender valuation process was a two-step process. First, the non-pricing attributes were assessed and given an overall weighting of 40%. The non-pricing attributes included financial viability, health and safety, relevant experience and track record, relevant skills, methodology, resources and driver wages. Second, the pricing attributes were assessed and given a weighting of 60%.

On 15 February 2018 Council approved this proposed tender award process and delegated authority to the Chief Executive to receive the Tender report and award the contract, conditional on the tender specifications being met, and the tendered price being within the 2018-2028 Draft Long Term Plan budget. The non-pricing attributes envelopes were opened on 18 January 2018 under the supervision of the probity officer [redacted]. The TET evaluated and independently scored the tenderers.

Two group tenders [redacted] did not meet the relevant threshold on non-pricing attributed scoring and so were considered to be nonconforming and excluded from the process.

On 5 March 2018, the procurement Steering Group accepted the TET recommendations to open the pricing envelopes for the remaining three tenderers. The price proposals were entered into a supplier quality premium to determine the "price, less supplier quality premium and added value premium". The tender with the best mix of quality and price was then selected as the preferred tenderer.

Probity advisor confirmed that the tender process was completed in accordance with the provisions of the tender document and they did not identify any significant probity concerns with the overall conduct of the tender. All probity issues during the tender process were resolved satisfactorily. Further, probity advisor confirmed that no issues arose during the tender process affecting the defensibility of the procurement and tender process, and that it was carried out in accordance with appropriate principles.

4 Contract with New Zealand Bus (Tauranga Ltd)

Tender and due diligence

The outcome of the tender process was that New Zealand Bus Tauranga Ltd (**NZ Bus**) was the preferred supplier. NZ Bus is a long established company with long term contracts of 8 years in Auckland and 11 years in Wellington. NZ Bus were in a position to price very competitively due to previous investment in a fleet of buses that were already depreciating and would continue to do so throughout the contract. Other tenderers had to raise capital to establish their fleet. There were no concerns with the pricing model that was presented.

Due diligence

Due diligence is often described as a process of evaluating a business from all aspects before making a purchase decision. It's usually performed when buying a business but there are many other situations in which due diligence might be necessary as well – when entering into a contract for example. Due diligence is completed by undertaking activities to independently verify that a supplier or provider:

- is who they claim to be;
- has the financial ability to deliver; and
- has the necessary capacity and capability to deliver over the life of the contract.

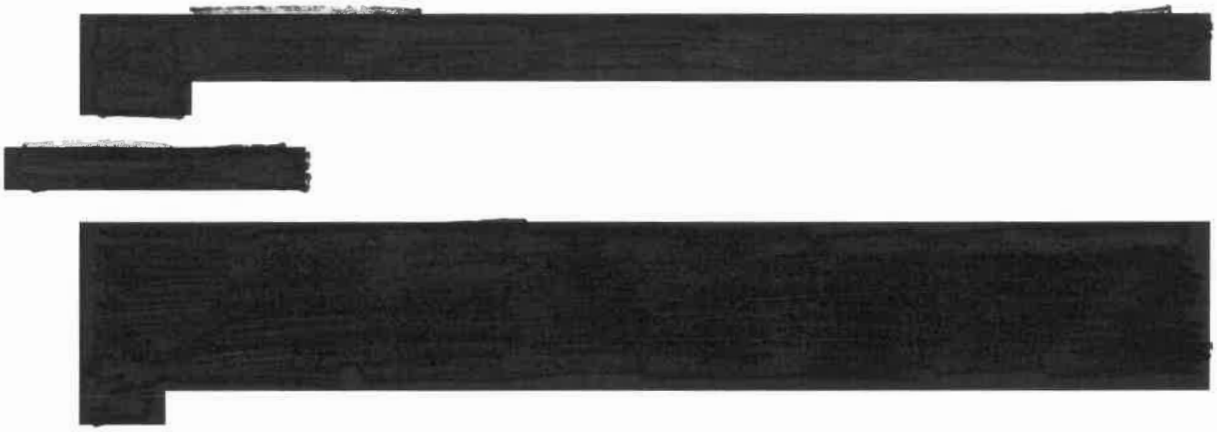
Due diligence of NZ Bus was undertaken following the process set out within the approved procurement plan. Due diligence included but was not limited to four reference checks, NZTA report with operating rating scores (5 star rating was given), financial viability reference from BNZ and certificate of insurance from Chubb Insurance with evidence of specific cover for the subsidiary company NZ Bus Tauranga Ltd.

Post tender negotiations commenced between NZ Bus and Council's negotiation team and were based on:

- establishing a good working relationship;
- building Council's confidence around the NZ Bus depot;
- establishing a transition plan;
- meeting Health and Safety requirements;
- splitting out the unit costs into two separate contracts; and
- minor adjustments to the Te Puke, school bus and Goldline services based on the variable rates.

The contract duration of nine years is set by NZTA along with specific public transport operating model components contained in the contract. In-house legal support was provided in preparing and negotiating the contract and NZTA reviewed the contract to confirm compliance.

[redacted]



6 Budget Implications

6.1 Current Year Budget

Funding for urban and school buses is from a combination of fare revenue, NZTA subsidy (51%) and targeted rates. The budget for the current year is as follows.

2018/19 Annual budget	Cost	Targeted rates	Fare revenue	NZTA subsidy
[redacted] Bus Services	15,719	(5,812)	(3,876)	(6,030)

6.2 Future Budget Implications

The draft Annual Plan 2019/20 allows for the new contracts, $14.8m plus adjustments for inflation and contract variations. The option for free school buses is not included in this section of the budget.

2019/20 Annual budget	Cost	Targeted rates	Fare revenue	NZTA subsidy
[redacted] Bus Services	16,840	(5,572)	(4,330)	(6,938)

6.3 Summary of Financial Implications

The NZ Bus contract is still being adjusted with variations being processed. Future budgets allow for some flexibility in the final cost of the contract. Surplus funds, if any, will be transferred to the Tauranga Passenger Transport Reserve.

7 Community Outcomes

This item directly contributes to the Vibrant Region Community Outcome in the Council's Long Term Plan 2018-2028.

Receives Only – No Decisions

Report To: Public Transport Committee

Meeting Date: 29 March 2019

Report From: Garry Maloney, Transport Policy Manager

Tauranga City Council - Public Transport Infrastructure Update

Executive Summary

Tauranga City Council staff will provide a verbal update to the Committee on progress towards implementing public transport infrastructure in Tauranga.

Recommendations

That the Public Transport Committee:

1 Receives the report, Tauranga City Council - Public Transport Infrastructure Update.

1 Introduction

Tauranga City Council staff will provide a verbal update to the Committee on implementing public transport infrastructure in the City. This infrastructure is part of the Western Bay of Plenty Public Transport Blueprint.

2 Budget Implications

2.1 Current Year Budget

There are no current year budget implications.

2.2 Future Budget Implications

There are no future budget implications

3 Community Outcomes

This item/project directly contributes to the A Vibrant Region Community Outcome in the Council's Long Term Plan 2018-2028.

Rachel Pinn
Programme Leader - Passenger Transport

for Transport Policy Manager

22 March 2019

Receives Only – No Decisions

Report To: Public Transport Committee

Meeting Date: 29 March 2019

Report From: Garry Maloney, Transport Policy Manager

Network Planning, Service Delivery and Infrastructure

Executive Summary

Subsequent to the November 2018 Public Transport Committee meeting, consultant MR Cagney has prepared its final paper on network planning and infrastructure integration (appended). It aims to provide potential directions for future consideration of the ongoing development of the bus network and bus infrastructure in the region.

The paper discusses network development, infrastructure to support service delivery (to improve both speed and reliability) and mass/rapid transit.

The paper concludes that the new Tauranga network is taking a step in the right direction by focussing all day bus frequency on the City Link and Hospital Link services. The consultant further suggest that in the future this "*same concept could be extended to one route each on the eastern (e.g. Route 30 and Grenada Street-Gravatt Road) and southern corridors (e.g. Route 55 and Cameron Road) as a next step*" (page 7).

Recommendations

That the Public Transport Committee:

1 Receives the report, Network Planning, Service Delivery and Infrastructure.

1 Introduction

As part of preparing the report to the November 2018 Public Transport Committee meeting on growing patronage, staff had sought advice from consultant MR Cagney. By the time of the meeting, the consultant had provided three of four papers and they were appended to respective Agenda items and spoken to by the consultant.

Subsequently, staff have received the fourth paper (appended) and it talks about network planning and infrastructure integration. It aims to provide potential directions for future consideration of the ongoing development of the bus network and bus infrastructure in the region.

2 Improvements to Frequency

The consultant advises that delivering a frequent bus service should be a primary focus for investments in the public transport system to grow patronage and fare revenue.

A frequent service is usually defined as a bus every fifteen minutes, or better, across the day and into the evening. A fifteen-minute headway is about the level at which people begin to perceive the service to be always there, providing 'turn up and go' service without the need to consult a timetable, or wait very long.

Improved frequency has the following benefits:

1. Frequent buses minimise the wait time, resulting in faster overall journey times and reduced perception of wasted time and any accompanying frustration.
2. Frequent buses allow for connections between routes with minimal delay, allowing individuals to use two or more bus routes as a network to easily access destinations across the region, even if they are not on the same bus line.
3. Frequent buses mitigate disruption from late or cancelled buses. If the bus line runs frequently, delay from a missed service is minimal, as the passenger can catch the next bus only ten or fifteen minutes later.

The consultant notes:

"*In the Bay of Plenty context, this might include picking two or three main radial bus lines in each of Tauranga and Rotorua and focussing on them with frequent service and priority infrastructure, while giving less priority to increasing service levels or investment on other coverage routes.*

We note that the new Tauranga network does make a step in this direction by focussing all day bus frequency on the City-Line/Health-Line triangle, and suggest the same concept could be extended to one route each on the eastern (e.g. Route 30 and Grenada Street-Gravatt Road) and southern corridors (e.g. Route 55 and Cameron Road) as a next step" (page 7).

3 Universality versus Specialisation

Specialisation refers to the practice of targeting separate public transport service delivery to particular user markets, resulting in a specialisation of services (for example, 'shopper shuttles' and dedicated school bus services).

This approach tends to limit prospects for patronage growth, as high operating costs are required to supply bus services to each small market in parallel, with limited opportunities for economies of scale on service delivery.

The opposite of specialisation is the idea of a universal public transport network. This approach tends to result in the greatest growth in patronage.

The paper also addresses improvements to days of service, improvements to span of service, infrastructure to support service delivery (to improve both speed and reliability) and mass/rapid transit.

4 Budget Implications

4.1 Current year budget

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

4.2 Future Budget Implications

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

Garry Maloney
Transport Policy Manager

20 March 2019

APPENDIX 1

Future Network Planning and Infrastructure Integration

MRCagney

BETTER TRANSPORT • BETTER PLACES • BETTER CHOICES

Behaviour change and patronage growth initiatives

Discussion Paper 4: Future Network Planning and Infrastructure Integration

Prepared for: Bay of Plenty Regional Council

Prepared by: MRCagney Pty Ltd, Auckland, New Zealand

Contents

1 Introduction

1.1 Purpose and Scope

The purpose of this paper is to outline high level advice and discussion points for future network planning and infrastructure considerations for the Bay of Plenty public transport networks. It aims to provide potential directions to consider for ongoing development of the bus network and bus infrastructure in the region, with the goal of increasing public transport patronage. These directions are largely aligned with measures to improve the performance and efficiency of service delivery, in order to grow patronage and improve farebox revenue.

The scope of this paper does not extend to making specific recommendations for any part of the Tauranga or Rotorua bus networks, but it does include general concepts that could be considered for ongoing planning and development of the region's public transport system.

2 Ongoing Network Development

2.1 Improvements to frequency

Delivering frequent bus service should be a primary focus for investments in the public transport system intended to grow patronage and fare revenue.

Frequent service is usually defined as a bus every fifteen minutes, or better, across the day and into the evening. A fifteen-minute headway is about the level at which people begin to perceive the service to be always there, providing 'turn up and go' service without the need to consult a timetable, or wait very long.

Improved frequency has a three-fold benefit for the usefulness of a service and the passengers experience:

1. **Frequent buses minimise the wait time**, resulting in faster overall journey times and reduced perception of wasted time and any accompanying frustration.
2. **Frequent buses allow for connections** between routes with minimal delay, allowing individuals to use two or more bus routes as a network to easily access destinations across the region, even if they are not on the same bus line.
3. **Frequent buses mitigate disruption** from late or cancelled buses. If the bus line runs frequently, delay from a missed service is minimal, as the passenger can catch the next bus only ten or fifteen minutes later.

In summary, frequent service makes bus trips faster, more useful, and more reliable at the same time. Because investment in frequency improves these three usability factors simultaneously, it results in patronage gains that tend to grow several times faster than the level of investment.

Nonetheless, increasing frequency comes at a cost to the operations budget. All else being equal, doubling service frequency will double staffing hours, and the number of service-kilometres run. However, in many cases the marginal increase in operating cost to achieve frequent service could be less than anticipated. For main routes already operating at 20- or 30-minute headways, increasing the frequency to a 'frequent service' standard of 15-minute headways amounts to adding only one or two additional runs per hour. Furthermore, most bus networks do run frequent service at peak times, if only for an hour or so per day. This means that frequent service can be expanded all day by filling in the timetable between peaks.

This can be a cost-effective strategy as off-peak service can usually be increased without the need to add extra vehicles to the bus fleet. An all-day frequent service can be more economical to operate than the equivalent

level of service delivery focussed on peak times. This is because a flatter service profile requires a smaller peak vehicle requirement with fewer buses in the fleet, simply by keeping more of the existing peak fleet running through the middle of the day. Furthermore, this approach tends to require less arduous shift work for drivers, whereas heavily peaked bus networks tend to require a large number of split shifts, with drivers working morning and evening peaks with several hours break in between. In practice a less-peaked schedule tends to result in reduced average costs for operators and a cheaper rate per hour of operation.

Great gains in ridership can be had by targeting resources to deliver fifteen-minute or better headways to a small number of core bus routes on busy main corridors, where they can serve the greatest number of people most efficiently. Such corridors are typically radial routes on generally straight and direct main roads, especially those that serve the city centre and major destinations such as shopping centres, hospitals and education campuses.

Nonetheless, picking winners on main corridors requires acknowledging that other bus routes in less busy areas should have lesser service levels accordingly. Overall, it is usually not economic to provide high frequency bus service on *every bus route* in a city, especially not where there are stated goals of providing bus service within a few hundred metres of every home. Therefore, investment in frequency should be applied only to routes where it will generate the largest patronage outcomes, while leaving other routes to provide local coverage at lesser frequencies. This concept is discussed further in section 2.5.

2.2 Improvements to days of service

Seven day a week service is typically a useful means by which to grow patronage, as it allows individuals the ability to rely on buses for a range of trips for shift work, shopping and educational needs on any day of the week. Currently, the Bay of Plenty bus networks have several routes that either do not run on weekends or have very limited service levels on weekends.

Minimal or non-existent weekend bus service is typically an attempt to reduce operating costs at non-peak times where the patronage-to-cost comparison appears poor. However, without seven day a week service, the user market of a given route is limited to individuals who only need to use the bus during weekdays, for example typical nine-to-five commuters with fixed hours and other transport options in the weekend. In the context of urban transport, these commuter trips make up only a small proportion of the overall transportation task, with the larger portion of the market share being trips for other reasons, or at other times.

It is recommended that all standard routes operate the same basic schedule seven days a week, with additional service overlaid during the commuter peaks if necessary, for capacity reasons. Rather than cutting service back on weekends, most mature public transport systems will aim to operate all routes to standard levels of service seven days a week, and supplement them with additional capacity or express routes at peak times.

This suggests a change in approach to the role and function of a bus system. Rather than planning a weekday peak schedule that is supplemented by some off-peak or occasional weekend service, it can be more useful to plan a seven-day-a-week base schedule, that is supplemented with extra peak capacity where required.

2.3 Improvements to span of service

The span of a service refers to how long each day the route runs for. Discussions on extending span primarily relate to how late into the evening the buses should run, but starting service earlier in the morning should also be considered.

Later services in the evening generally appeal to groups of potential users who tend not to follow the nine-to-five commuter pattern, for example shift workers, tourists, tertiary students, and locals engaging in late night shopping, restaurants, bars, and nightlife. Similarly, early morning services appeal to shift workers, or those who choose to start work earlier than standard work hours, for example to finish early in order to take care of children after school.

The short-term outcomes from investing in improvements in service span may not appear worthwhile at first glance. Driving during evenings and weekends is not particularly difficult in cities like Tauranga and Rotorua, and there is minimal traffic congestion and parking costs as push factors. However, there are various reasons why individuals may not have access to a vehicle, or may not choose to drive. For example, older children, students and the elderly may benefit from access to transport on evenings and weekends without being able to drive or own a personal car. Likewise, tourists and visitors may not have a car with them, or may not wish to drive in an unfamiliar location. Providing buses that run all day and most of the evening allows anyone to access the public transport system without assumptions or constraints of when then wish to travel, or why.

In addition, the short-term outcomes of extending service later into the evening can often manifest as increased patronage on buses running earlier in the day. This is because late evening service acts as a 'fall back option' that increases patronage on daytime and weekday services, even if they do not themselves generate large boardings. People are generally very reluctant to routinely rely on the last bus in the evening for a journey home from work or education, for the simple fact that it is the last service of the day, and missing it means not being able to travel home as intended. Public transport users will tend to gravitate to earlier services and leave the last one or two runs of the day as a backup in case they missed their intended departure.

This factor is an important consideration in schedule planning, it effectively means that the last one or two buses of the day on each route will often have very low patronage. However, this does not mean they are failing, this simply indicates that they are filling their 'fall back' role on the network. This role is essential in giving customers the confidence in options to manage occasional delays and disruptions to their intended travel time. Extending the span of service effectively extends the last bus to be later in the evening, allowing people to rely on later departures, if not the very last run of the day. Conversely, a transit agency should resist the temptation to cut the last departures of the evening even if they are generating negligible patronage. To do so would simply make the second to last bus the new "last departure of the day", which would tend to lose patronage accordingly as customers lose the confidence to rely on it and stop taking the bus, or shift to earlier services.

Furthermore, improving the span of service, especially in conjunction with a frequent service network, will lead to greater benefits in the long run as structural changes in public transport accessibility bed in. With a longer-term strategic view, having buses that run "all day, every day" allows any person to make different decisions around where they live and work, and how they use transport.

For example, with a reliable public transport service that realistically serves a range of trips day and night any day of the week, households will be more willing to forgo the cost of a second or third car that may only be used occasionally. Likewise, a teenager becoming old enough to get a learner's permit may get the license but choose not to buy their own car, if they are able to visit friends and access part time work via public transport. In the longer run, housing developers may elect to offer housing packages with single car garages or shared parking in areas that are well served by seven-day frequent service, and businesses in the city centre and other employment nodes may elect to spend less capital or land developing staff or customer parking. These responses would result in cheaper housing and more productive businesses with fewer overheads in areas that are well served by public transport, further reinforcing the desirability of areas with good access to transit, and further improving patronage and service levels.

2.4 Universality versus specialisation

There is a tendency to target separate public transport service delivery to particular user markets, resulting in a specialisation of services. The most common specialisations are peak-only buses to office districts, express buses focussed on speeding up regular commutes, 'shopper shuttles', and dedicated school bus services.

This approach tends to limit prospects for patronage growth, as high operating costs are required to supply bus services to each small market in parallel, with limited opportunities for economies of scale on service delivery. This tends to consume the operating budget running poor service levels to a wide range of small and separate target groups, spreading the service thinly and not serving any one market especially well.

The opposite of specialisation is the idea of a universal public transport network. The combination of a connected grid of bus routes that run frequently all day, seven days a week, results in a true transit network useful for all kinds of people, making all kinds of trips between all kinds of places.

This approach tends to result in the greatest growth in patronage for two reasons: firstly it is more attractive to users, resulting in greater usage. It provides the sort of accessibility that the road network affords drivers: you can go more or less anywhere, at more or less any time, for any reason. Secondly, it is more economically efficient. It results in all the various kinds of passengers and trips sharing the same bus services, leading to higher vehicle occupancy and better utilisation of resources for greater operating efficiency from the public transport budget. With a non-specialised focus, a city can afford to provide better service quality to more people for the same cost.

A universal approach to the network will, therefore, lead to greater patronage growth and the most efficient utilisation of a fixed service delivery budget.

2.5 Targeting patronage and fare revenue through policy

Transit agencies such as regional councils usually have a goal of allocating service delivery resources "fairly" within their jurisdiction.

This pursuit of fairness usually includes stated goals for such things as: social inclusion for youth and the elderly, improving job access from economically marginalised areas, and providing a basic transport safety net to every resident in the area, such as a requirement for a bus stop within 500m of every home. This generally boils down to a coverage goal: the idea that every neighbourhood should have at least a basic level of bus service at some time during the day, so that everyone in town has some opportunity to travel by public transport if they must.

But beyond these baseline coverage goals there is often an implicit, but unstated, assumption that a fair network is one where each *area* of the city gets much the same levels of service. At first glance this seems correct: if every neighbourhood has the same service then everyone gets their fair share. However, not all neighbourhoods are the same, and providing them with the same service levels can result in diluting the network thinly with poor outcomes for the average resident.

Neighbourhoods can vary greatly in size, population and density, as well as the concentration of jobs and services. If one neighbourhood has half the population of another, then giving them the same bus service means the residents get twice as much transit per person in the first neighbourhood. Likewise, if a neighbourhood has twice as many jobs or schools in the same area, it's likely to need twice the public transport capacity.

Furthermore, some neighbourhoods are geometrically difficult to serve with public transport due to circuitous street networks or awkward topography. If neighbourhood A is the same size as neighbourhood B, but the dead-end streets and cul de sacs of neighbourhood B means the bus has to drive twice the distance to cover off the same number of bus stops, then neighbourhood B will cost twice as much to provide the same level of service to.

In that light, another approach to fairly allocating public transport is to consider allocating resources in a way that aims to spend about the same amount *per passenger* trip carried, which amounts to more service in busier, denser areas. With this approach, fairness comes from spending the same amount on running the network per user served, rather than per area covered. Another way to consider this is as a goal to subsidise every transit passenger to about the same level.

Applying resources fairly *by user* equates to identifying the corridors with the best characteristics for successfully carrying the most people, and focussing a larger proportion of the service delivery budget on them, to get a larger increase in patronage in return. In practice, this amounts to picking winners from your bus network, and investing in better services and infrastructure to get the best return in ridership and fare revenue.

Generally speaking, the bus corridors with the greatest chance of success are those with the highest population density (i.e. serving the most residents), the greatest number of destinations and demand drivers like jobs, schools and shops, those with the most direct corridors, and the best street network to support efficient bus operations. Where good service levels are delivered and bus priority infrastructure can be provided to bypass traffic; long, congested linear corridors also have good chances of generating strong patronage outcomes per dollar spent.

In the Bay of Plenty context, this might include picking two or three main radial bus lines in each of Tauranga and Rotorua and focussing on them with frequent service and priority infrastructure, while giving less priority to increasing service levels or investment on other coverage routes.

We note that the new Tauranga network does make a step in this direction by focussing all day bus frequency on the City-Line/Health-Line triangle, and suggest the same concept could be extended to one route each on the eastern (e.g. Route 30 and Grenada Street-Gravatt Road) and southern corridors (e.g Route 55 and Cameron Road) as a next step.

3 Infrastructure to Support Service Delivery

3.1 Why consider public transport infrastructure?

Infrastructure development on public transport system is a means to an end. The overarching reason to invest in infrastructure for a public transport network is to facilitate improved service delivery, in order to enhance operating performance and deliver better passenger outcomes.

In effect, infrastructure development should be targeted primarily at making bus services faster, more direct, and more reliable. As this section describes, targeting public transport infrastructure improvements where they will improve service delivery will flow through to a range of improved user benefits, better customer experience, operational efficiencies and cost savings. These benefits will then manifest as higher ridership, improved cost recovery and better mode share.

3.1.1 User benefits: Faster, more reliable, more frequent, more legible

Integrated infrastructure and network development for public transport routes can be greatly beneficial for user benefits and passenger experience. This results in a more attractive product offering for the consumer that is more competitive with driving for personal transport. This in turn leads to greater patronage, increased fare revenue and improved fiscal efficiency. Infrastructure such as signal priority, queue jumps and bus lanes increase operating speed and reduce travel times. This has the obvious benefit of resulting in shorter journey times and faster trips for passengers.

A bus that must operate in general traffic will never be as fast as a car driving, in corridors subject to traffic congestion. Due to the fact it must also stop for passengers to get on and off, the bus will always take longer than the traffic is shares the road with. However, infrastructure that allows buses to avoid some traffic congestion lets the bus catch up and remain competitive with driving. In some cases, a congestion-bypassing bus route can be much faster than traffic and provide a vastly superior run time. In this case the customer offering of the bus is, in fact, a premium product that outperforms driving in traffic. Experience with bus priority in Auckland and Wellington show that with the right infrastructure the bus can indeed be the mode of choice for the majority of peak commuters, with buses achieving well over 50% modeshare on several main roads in each city[1].

In addition to simple speed, reliability is also a major factor in passenger experience and user benefits. What is considered "reliability[2]" by the users actually has two components. Firstly, true reliability is the ability to keep to timetable, noting that the timetable is often padded out for longer trips at peak, in anticipation of slower running and routine delays. It is the simple question of "does the bus turn up when they say it will?". This day to day variation is primarily due to variation in traffic levels and passenger loadings. The second reliability factor is trip time variability: the question of "is the bus scheduled to take a lot longer at busy times than off peak?". This is primarily a factor of general traffic conditions at peak times, versus off-peak.

The combination of poor reliability and high travel time variability creates a high level of anxiety and uncertainty for the user. People are required to make a judgement call about the value of their time and effort, versus the risk of being late due to a bus that doesn't show up or otherwise delivers them to their destination much later than expected. Many users will simply avoid taking unreliable bus services and prefer to stick with driving or other modes where they have more control over the timing and routing of their transport, even if that is more a perception of control than a reality.

Other users who decide to stick with the bus are forced to make allowances for unreliable service, typically leaving earlier to allow more time for delays and cancellations. In effect, poor reliability actually reduces travel speed and increases journey times for the users. For example: if a trip normally takes 20 minutes by bus, but once or twice a week it can take up to 40 minutes, the user must allow 40 minutes *every time they travel* to guarantee they can make it to work or class on time. For the end users, poor bus reliability effectively makes every trip take as long as the worst-case scenario they could expect to encounter day to day.

Therefore, infrastructure and network design that allows buses to run on direct routes and avoid congestion delays can have manifold benefits for the users and lead to a much more attractive and well used bus system. This is not just in terms of faster travel speeds, but also due to improved reliability, fewer delays and less frustration.

Improved bus speed and reliability can also result in better operating efficiency and higher capacity, with improved cost effectiveness. This can be reinvested back into better service levels for an even greater product

[1] For example, Fanshawe Street and Symonds Street in Auckland, the Hatiatai bus tunnel vs the Mt Victoria road tunnel in Wellington.
[2] Technically speaking, the term reliability only refers to whether a specific scheduled bus service is run or not, regardless of lateness or delays. However, in common usage it describes variability in running times, and poor timetable adherence.

offering for potential passengers. The additional factors of this "virtuous cycle" are discussed in the following sections.

3.1.2 Better operating efficiency and higher capacity

Infrastructure and network design can result in faster buses, be that from more direct routes, fewer delays due to traffic, and/or better reliability. In simple terms, faster bus routes mean a given bus and driver can cover more distance each hour, serving more of the route and a greater number of bus stops in the same time.

Furthermore, this has a compounding effect on reducing recovery time. Bus schedules require recovery time before the start of each run to catch up from any delays or disruptions on the preceding run. Typically, an allowance of 10% to 15% of the in-service running time is kept in the schedule for a bus to recover if delayed, or layover if not. Where travel time variability is reduced or running times are reduced, less recover time is needed after each run to keep to timetable. In turn, this allows buses and drivers to spend a greater proportion of the schedule moving passengers, and less time trying to catch up, or sitting empty at a stop or layover with the doors closed. Faster and more reliable bus routes allow greater utilisation of fleet and driver resources.

Together, faster buses with less recovery time translate directly into improved operating efficiency, either getting more service delivery from the same resources (or allowing the same service delivery from fewer resources. This allows greater frequency, or more routes to be run by the same number of buses and drivers on the road.

For example, a route that takes 30 minutes each way would have a total cycle time of around 70 minutes, meaning one bus would take 70 minutes to travel in both directions with an allowance for recovery time at each end. Therefore, if the timetable called for a bus every twenty minutes on the route (i.e. three times an hour), there would need to be four buses and drivers on road at any given time to meet the schedule.

However, if speed and reliability improvements dropped the run time to 25 minutes, the total cycle time including recover time would reduce to around 58 minutes. With a cycle time of 58 minutes, the same four buses and drivers on the road would cover more distance per hour and could operate the route every fifteen minutes instead of every twenty, increasing the frequency to four buses per hour instead of three.

In this example, improvements in speed, reliability and directness translates to improved service levels for the users, not only with faster trips but also by reducing the waiting time between buses. Furthermore, this also results in increased passenger capacity on the bus line. The simple change of achieving four buses an hour each way, instead of three, means there is 33% more seating capacity on the line, despite having the same number of buses and drivers in circulation.

Improvements in speed, utilisation and operating efficiency resulting from improved run times has multiple positive effects for the passenger. Not only is the bus trip faster, the bus comes more often with less waiting time, and there are more seats available on board.

3.1.3 Improved service delivery costs and outcomes

Capital investment in bus infrastructure can lead to significant improvements in cost effectiveness of the ongoing service delivery budget.

There are three main components of public transport service delivery costs.

1. **Service-kilometres:** The distance each bus covers, equal to the number of runs scheduled multiplied by the length of each run. The greater the distance covered, or the more runs completed, the greater the service-kilometres. This mainly represents the cost of fuelling and servicing buses, which are consumed on an approximately per-kilometre basis.
2. **Service-hours**: The amount of time each bus spends in service, equal to the number of runs scheduled multiplied by the time each run takes to complete. The longer a bus takes to complete each run, or the more runs completed, the greater the service-hours. This component represents the cost of bus drivers' wages. A run that takes twice as long to complete requires the driver to be paid for twice as much time.
3. **Peak fleet requirement:** The number of buses that need to be on the road at the busiest time to deliver the schedule. This is equal to the total cycle time of the route, divided by the headway between runs. The longer each bus takes to complete each run, or the more runs completed, the more buses are needed in operation to deliver a given level of service or capacity. For example, a route that has a one hour round trip will require two buses on the road to deliver a schedule of two runs per hour. However, if the route takes two hours to complete a round trip, it will require four buses on the road to deliver the same schedule. This cost is a factor of the number of buses that need to be bought or leased to deliver a given level of service. As buses have a fixed service life, at a network level this cost can be considered an annual cost per vehicle, rather than a one-off investment of sunk capital.

Supporting infrastructure that gives priority to buses for faster and more reliable routes, or bypassing traffic delays, can improve outcomes on all the above metrics.

- Infrastructure that results in more direct routes (for example new bus-only bypasses, bridges or link roads, or more direct access routes to bus stops), reduces the service-kilometres and resulting fuel and servicing costs.
- Infrastructure that results in faster and more reliable routes (for example bus priority at traffic lights, or peak bus lanes), reduces the service-hours per run and/or the amount of timekeeping per run, reducing the number of driver-hours required to deliver a given headway.
- Faster and more reliable routes, leading to a shorter time per run, also reduces the peak number of buses required in the fleet, as a given bus and driver can travel further in a given amount of time.

The speed of operation notwithstanding, more direct routes will result in lower service-kilometres per run, which will translate into reduced fuel costs to deliver a proposed route (or the ability to run additional or longer routes with the same fuel cost). Likewise, as discussed in the previous section, faster and more reliable routes will allow better utilisation of staff resources and reduce the service-hours required to deliver a given service frequency on a given route. This results in fewer buses required in the fleet to deliver a given timetable, a considerable saving in upfront capital cost and ongoing maintenance and deprecation.

Investment in infrastructure targeting faster, more reliable, and more direct routes will tend to combine these effects, resulting in large relative operating cost savings. Those savings can either be banked for improved cost recovery and lower operating expenditure, or allocated to reducing passenger fares or extending concessions.

Furthermore, operating efficiency savings can be reinvested to provide better service levels and more capacity on the same routes, or new routes, within the same level of operating expenditure. This will tend to increase bus patronage further with an even more attractive service offering, in another virtuous cycle.

3.2 Infrastructure for customer experience, accessibility and city shaping

In addition to infrastructure targeted at improved service delivery, benefits can also be had from improving customer experience, access to the system, and shaping future growth and land use outcomes.

Improvements to customer experience can result from investment in stop and station infrastructure, starting with basic elements of shelter, lighting, service information and wayfinding. From this, further investment can progress to more advanced facilities and design elements at busier locations, such as toilets, waiting rooms and retail facilities, and higher quality stops that are well integrated with the surrounding neighbourhoods and urban realm. The goal should be to physically and conceptually integrate transit into the fabric of streets and centres, to present bus use as a normal option for 'normal' people to consider as part of their day to day lives.

This should be planned in conjunction with infrastructure improvements to bus stop access. This includes new and widened footpaths, additional pedestrian crossings, cut through paths that replace a long walk around the block, lighting of pathways at night, pedestrian bridges across swales or streams, and connections to cycling links and bike racks. As many people walk for several hundred metres to access the bus, the consideration for local infrastructure interventions should extend up to one kilometre or more from major stops.

A third factor to consider is the ability for infrastructure to shape land use and growth outcomes. In this case, investment in permanent 'hard' infrastructure like transit lanes, stops and stations will tend to provide greater confidence in the likelihood that a bus line will continue to provide accessibility to an area in the future. This confidence in long-term outcomes can allow individuals and organisations to make more robust decisions about their long-term housing, work and school choices. The combination of permanent infrastructure and a commitment to delivering high transit service levels can lead to greater investment in housing and commercial buildings along the route. When paired with transit-oriented zoning changes or allowances, this can drive more intensive and more sustainable development, with less land needing to be allocated to parking and traffic infrastructure, and greater development yields with lower per-unit development costs.

3.3 What infrastructure?

This section outlines a range of infrastructure interventions that can be used to improve bus network travel times, reliability and operational performance. These are general concepts only, which may or may not be applicable to each situation and route. This section focuses on infrastructure for operational improvements, but consideration should also be given to infrastructure that supports passenger information, comfort and experience.

Improvements to intersection and roadway design

- Queue jump lanes sometimes shared with left turning traffic, i.e. the bus can proceed ahead form a left turn lane.
- Bypass lanes for buses at roundabouts and intersections, especially on left turns.
- Bus-only road links, for example joining two cul-de-sacs to create a shortcut for buses only.

Traffic signal treatments

- Reactive signal priority, allowing late running buses to catch up to the timetable.
- Pre-emptive signal priority, routinely changing the lights to favour an approaching bus.
- B phase traffic lights, these present a special "B" light for buses only. This is typically used to signal buses to proceed a few seconds before the green light for general traffic, and is paired with

a queue jump. This lets buses get a head start on the main traffic flow, ensuring the bus makes it through the intersection on the first phase and giving it a clearer run to the next intersection.

Priority lanes

- Clearways, where kerbside parking is banned at peak times to create an extra traffic lane, which buses can also use for slightly improved performance.
- Motorway bus shoulder lanes, allowing buses to drive on a hard shoulder to bypass queues of traffic at peak times.
- T2 or T3 Transit lanes, usually giving priority to carpool vehicles, trucks and buses, but excluding single occupant cars.
- Peak bus lanes, clearway lanes on a street dedicated to buses only, sometimes shared with trucks.
- Permanent bus lanes, dedicated to buses at all times and sometimes shared with trucks and other special vehicles. Most commonly used on busy all-day corridors approaching city centres and interchanges.

Other infrastructure for passenger experience

- Bus stop shelters, including seating, lighting, rubbish bins
- Passenger information displays, including fixed timetables and real time information
- Supporting pedestrian access infrastructure: footpaths, cut through pathways, lighting, canopies, overbridges and underpasses.

These infrastructure interventions can be additive, being built up in sections and stages with each successive intervention, improving performance further. One of the benefits of a bus-based mode over rail systems is that some parts of a corridor can benefit from infrastructure while others can continue to operate in traffic where conditions permit: interventions can target the problem areas first. There is no need to build infrastructure along an entire bus route up front.

Busways are an integrated suite of infrastructure for buses which can likewise be built up over time. Busways can include 'urban style' street busways, running on main roads and arterials, and 'railway style' grade separated busways running along motorways and other separate corridors. A single bus route may use both kinds of busway and local streets and roads. Busways amount to the combination of high-quality permanent bus lanes and bus stops on a dedicated route, giving 'train-like' performance, capacity and passenger experience.

Busways are the most accessible form of infrastructure to deliver mass transit or rapid transit for smaller cities.

4 Considering Mass/Rapid Transit

4.1 What is Mass/Rapid Transit?

The definition of what constitutes Mass Transit or Rapid Transit is not entirely precise. However, most administrations describe it as a public transport service that combines high service levels with a mostly, or totally, prioritised running way for fast and reliable performance.

Rapid transit certainly includes high cost, high capacity solutions such as railway, light rail and metro lines. However, building rail infrastructure alone does not necessarily result in rapid transit, it must be supported by the right network design and sufficient service levels to provide frequent and convenient service, as well as fast speeds.

Furthermore, rail systems are not a requirement for Rapid Transit. Bus-based systems are generally much cheaper and can readily achieve rapid transit levels of capacity, speed and performance with the right infrastructure and network design. This is particularly appropriate in smaller cities and suburban areas that tend not to need exceptionally high capacity corridors or have highly constrained urban environments.

Mass/Rapid Transit usually combines many of the following characteristics into an integrated service, vehicle and infrastructure solution, however it should be noted that few systems achieve all of these characteristics perfectly:

- **High frequency** to provide for "turn up and go" timetable-free convenience, with a service every five to ten minutes all day, every day.
- **Long span of service**, operating all day and late into the evening, seven days a week.
- **Reliable prioritised running way**, such as bus lanes, busways and rail lines, mostly or entirely free of traffic and pedestrians at all times.
- **Station-style stops**, widely spaced for fast running, and with all-door boarding for fast boarding and alighting, and a high standard of shelter and passenger facilities.
- **Pre-emptive traffic signal priority** to minimise or eliminate the need to stop outside of passenger stops, or in some cases partial or full grade separation.
- **Direct routing** linking main residential areas and major destinations (such as town centres, business districts, employment zones, tertiary education campuses, and hospitals), without deviations or circuitous paths into local neighbourhoods or low-density areas.
- **Integrated network design**, with Rapid Transit as the trunk spine of the public transport network, supported by a grid of connecting bus routes or a system of feeder lines.
- **Multimodal integration** with pedestrian and cycle facilities, and supported by taxis, Uber, park and ride, and kiss and ride.
- **Specialised vehicles** designed for 'urban transit' with high capacity, extra length, multiple doors etc.
- **Smart card ticketing** system with efficient tag-on tag-off fare payments not involving the driver, and limited cash fares or offline ticket machines.
- **Integrated fares** based on zones or total journey distance, allowing transfers between rapid transit lines, and from feeder routes to rapid transit without additional cost to the user.

4.2 Why Mass/Rapid Transit?

A properly conceived and planned Mass Transit network can provide realistic alternatives to driving for a city, providing more people access to jobs, education and opportunities regardless of their ability or desire to drive. This is useful where capacity constraints and traffic impacts are high, or where a city wishes to create strong patronage growth and mode shift, and shape future zoning and land use.

For a medium sized city, such as Tauranga, thinking about moving towards an integrated network with Mass/Rapid Transit as a backbone, or a smaller city, such as Rotorua, planning for growth, a good way to start preparing for Mass/Rapid Transit is to start upgrading the most used bus routes to a premium product.

International experience suggest that high quality transit lines can relieve the worst traffic congestion somewhat, but are unlikely to remove traffic congestion entirely, nor substantially reduce the number of cars on the road at peak times. All successful cities have traffic congestion on main routes at peak times, regardless of their transit systems.

Rather than greatly reducing road traffic, it is more useful to frame the role of transit as letting a significant proportion of a city's residents to bypass traffic and travel on a congestion-free mode.

Over time, an increasing proportion of trips being carried by transit reduces the need to build increasingly expensive road expansions to meet future traffic growth. Mass Transit can also support moves to grow centres, as it can allow people to move to key centres much more efficiently compared with private vehicles. This allows increased people movement at peak times, as well as freeing-up land currently used for carparking for development, and allowing new developments to proceed without the requirement for large carparks.

Other strategic benefits of Mass Transit include minimising the need to allocate city budgets and expensive urban land for road expansions and car parking, decoupling housing development from road capacity expansions, and allowing main corridors to be rezoned for more intensive uses without excessive pressure on the road network. In busy growing cities, it is usually considerably cheaper to meet transport growth needs with mass transit, than to provide the equivalent amount of transport capacity with widened roads and expanded parking.

Compared to conventional bus routes, mass transit lines are expensive, but they may still be cost-effective in the right corridors. They will have higher infrastructure costs per kilometre of corridor, and usually higher operating costs *per vehicle*. However, because Mass Transit can also deliver much higher passenger capacity to a corridor, the operating cost *per passenger* can actually be much lower than conventional buses, but only on sufficiently busy routes with high passenger demand. Investing in Mass Transit infrastructure can therefore be seen as 'buying' improved operational efficiency and performance for the city's busiest routes.

5 Summary

This paper provides some high level advice and discussion points on network planning, service delivery and infrastructure for behaviour change and patronage growth.

Delivering frequent bus service should be a primary focus for investments in the public transport system intended to change travel behaviour to grow patronage and fare revenue. Frequent service makes bus trips faster, more useful, and more reliable at the same time. Because investment in frequency improves these three usability factors simultaneously, it results in patronage gains that tend to grow several times faster than the level of investment.

Long-span, seven-da-a-week service is typically a useful means by which to grow patronage, as it gives individuals the ability to rely on buses for a range of trips at any time of day, on any day of the week. Providing buses that run all day and most of the night allows anyone to access the public transport system, without assumptions or constraints of when they wish to travel, or why.

A universal approach to service delivery, rather than specialised service for separate target markets, usually leads to greater patronage growth and the most efficient utilisation of a fixed service delivery budget. Rather than planning a weekday peak schedule supplemented by some off-peak or occasional weekend service, it can be more useful to plan a seven-day-a-week base schedule, supplemented with extra peak capacity where required. Growing cities should allocate resources in a way that aims to spend about the same amount per passenger trip carried, rather than the same amount on each neighbourhood. With this approach, fairness comes from spending the same per user served, rather than per area covered.

Improvements in speed, utilisation and operating efficiency resulting from improved run times have multiple positive effects for the passenger, due to improved operating efficiency and increased capacity. Not only is the

bus trip faster, the bus comes more often with less waiting time, and there are more seats available on board. This results in a more attractive product offering for the consumer that is more competitive with driving for personal transport. Improved bus speed and reliability can result in better operating efficiency and higher capacity, with improved cost effectiveness, which can be reinvested back into better service levels for an even greater product offering for potential passengers.

Infrastructure interventions can be additive, being built up in sections and stages with each successive intervention improving performance further. Interventions can target the problem areas first, there is no need to build infrastructure along an entire bus route upfront. Compared to conventional bus routes, building infrastructure is expensive, but may still be cost-effective in the right corridors. Cost *per passenger* can actually be much lower than conventional buses, but only on sufficiently busy routes with high passenger demand. Investing in infrastructure can, therefore, be seen as 'buying' improved operational efficiency and performance for the city's busiest routes.

Mass or Rapid Transit is a form of infrastructure for buses which can likewise be built up over time, this can include 'urban style' street busways running on main roads and arterials, and 'railway style' grade separated busways running along motorways and other separate corridors. Bus-based mass transit systems are generally much cheaper than rail systems, and can readily achieve Rapid Transit levels of capacity, speed and performance with the right infrastructure and network design. This is particularly appropriate in smaller cities and suburban areas that have increasing transport needs, do not need exceptionally high capacity transit corridors, or have highly constrained urban environments.

Network and infrastructure developments should be targeted primarily at improving service quality to make bus services more frequent, faster, more direct, and more reliable. Targeting public transport improvements where they will improve service delivery will flow through to a range of improved user benefits, better customer experience, operational efficiencies and cost savings. These benefits will then manifest as higher ridership, improved cost recovery and better mode share.

Receives Only – No Decisions

Report To: Public Transport Committee

Meeting Date: 29 March 2019

Report From: Garry Maloney, Transport Policy Manager

Total Mobility Solution

Executive Summary

The November 2018 Public Transport Committee resolved that "*a report regarding innovation in the total mobility sector be brought back to the Committee for consideration*".

The Council has an opportunity to invest in an innovative solution that has now been deployed across most of the country called Total Mobility Solution. It has been developed to support the effective administration of the Total Mobility scheme.

The Total Mobility Solution captures, in real time, full details of all Total Mobility transactions and reduces the risks and costs of entitlement fraud and inappropriate and unauthorised service use.

Signing up to the Total Mobility Solution will also commit the Council to move to Ridewise 2 (the next iteration of the system) and pay a share of the new enhancement in the form of a one-off capital cost of $20,405.

To address that, Council has budgeted a small amount of additional capital expenditure in the Draft 2019/20 Annual Plan to meet the cost of Ridewise 2.

Recommendations

That the Public Transport Committee:

1 Receives the report, Total Mobility Solution.

1 Introduction

The November 2018 Public Transport Committee resolved that "*a report regarding innovation in the total mobility sector be brought back to the Committee for consideration*".

The following report outlines an opportunity called the Total Mobility Solution (TMS) and Ridewise 2, which have been developed to support the effective administration of the Total Mobility scheme.

2 What is Total Mobility?

Total Mobility is a nation-wide scheme that assists eligible people, with long term impairments to access appropriate transport to meet their daily needs and enhance their community participation. This assistance is provided in the form of subsidised door to door transport services wherever scheme transport providers operate (Tauranga, Rotorua and Whakatāne).

It provides:

- vouchers to eligible scheme members that subsidise the normal transport fare by 50% up to a maximum fare ($50 in the Bay of Plenty);
- funding to transport providers to help purchase and install wheelchair hoists; and
- payment to the owner of the wheelchair accessible vehicle for each total mobility scheme member who requires the use of a wheelchair hoist or ramp on a trip.

The subsidised part of the Scheme is co-funded by the New Zealand Transport Agency (NZTA) and the Regional Council in the Bay of Plenty (through General Funds).

To be eligible to join the scheme a customer is assessed to determine whether they are unable to complete one or more of the following components of a public transport journey:

- getting to the place from where the transport departs;
- getting onto the transport;
- riding securely;
- getting off the transport; or
- getting to their final destination.

The region currently has about 5,000 registered Total Mobility customers (the bulk in Tauranga).

Applicants that meet the criteria are provided with a photo identification card (Figure 1 below) and paper-based vouchers (Figure 2 below).

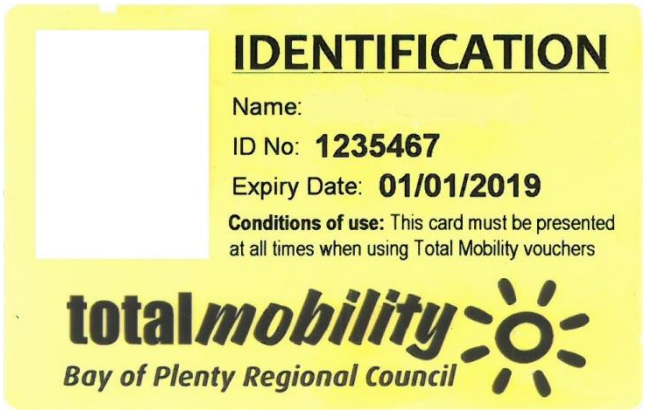


Figure 1: Total Mobility ID Card

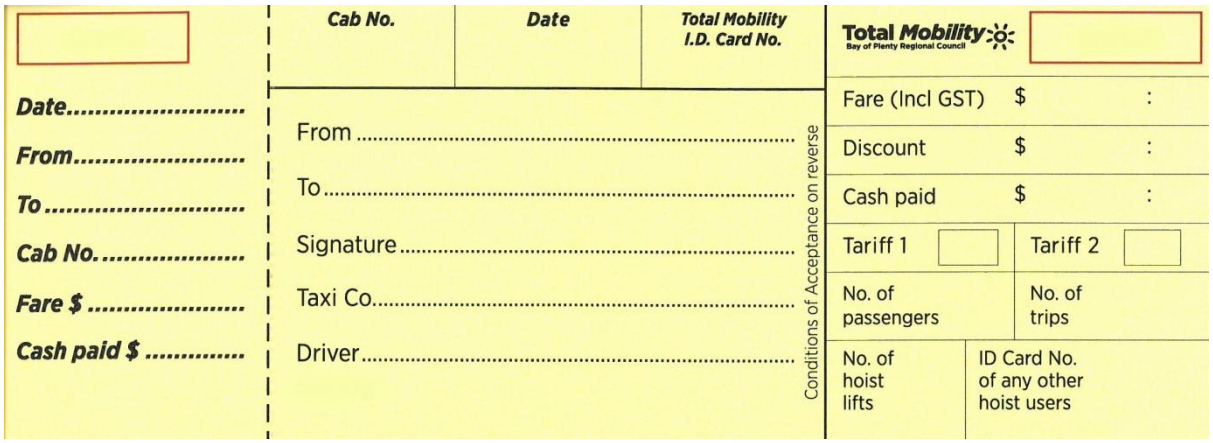


Figure 2: Total Mobility Voucher

At the time they travel they complete the trip details on the voucher (one voucher for each trip), present the voucher to the driver and pay for their 50% cost of the trip.

In turn, the voucher is collected and each month collated by the transport provider and the discounted total fare portion of all trips is invoiced to the Council. For April 2018 for example, the stack of vouchers returned to Council with invoices was:

Figure 3: April 2018 Total Mobility vouchers

The image in Figure 3 is the collation of about 4,900 vouchers used for travel in that month (not quite 200 Total Mobility voucher books).

3 Total Mobility Solution

3.1 What is TMS

There are currently two Total Mobility electronic administration systems operating in New Zealand, both often referred to as Ridewise. For the purpose of differentiating between the two systems:

- the version currently used by Greater Wellington Regional Council and Environment Canterbury is named Ridewise; and
- the TMS is the version currently being rolled out across New Zealand and managed by the Transport Agency.

The TMS was developed and implemented in 2015 and has been successfully deployed to all regions except Hawkes Bay and the Bay of Plenty.

The TMS is a single, integrated electronic system that connects councils, organisations and taxi operators.

For the Total Mobility customer, moving to the TMS means that when they travel, instead of presenting and completing a paper voucher they swipe a new mag-strip enabled identification card at the start and end of their trip to log the transaction.

To do so, our transport providers all need to use compatible EFTPOS systems.

The TMS:

- captures, in real time, full details of all Total Mobility transactions;
- provides a full suite of reporting services; and
- enables online invoicing and payment authorisations between councils and taxi operators.

Its main benefits to Council are that it:

- reduces the risks and costs of entitlement fraud and inappropriate and unauthorised service use; and
- simplifies and speeds up data capture by gathering key information in real time.

3.2 Financial Implications

The NZTA has advised the Council that if it would like to participate in Total Mobility Solution, the following costs will apply:

- one-off implementation cost - $20,000; and
- annual operational cost - $25,000.

Signing up to the TMS will also obligate/commit the Council to move to Ridewise 2 (the next iteration of the system) and pay a share of the new enhancement in the form of a one-off capital cost of $20,405.

In terms of the current Long Term Plan, there are no specific budget provisions to implement both the TMS and Ridewise 2.

To address that, Council has agreed to budget a small amount of additional capital expenditure to meet the cost of Ridewise 2 in the Draft 2019/20 Annual Plan.

Staff will now repurpose budget from within the Total Mobility programme to proceed to implement the TMS.

Funding to implement the TMS Solution will be reallocated from the current budget allocation in years 1 to 3 of the Long Term Plan for assisting with the replacement or installation of new wheelchair hoists.

This means that no new or replacement hoists will be funded in either Year 1 or Year 2 (depending on TMS roll-out) and only one in either Year's 1 or 2 and one in Year 3. From Year 4 onwards, Council will be able to reconsider whether or not it increases funding to allow the replacement of more than one hoist per year.

At this stage staff have had an indication from one current transport provider that it may be looking to replace a hoist this financial year, but the request has not been formalised (hence why staff are repurposing the budget).

The NZTA has indicated that Council can receive Agency co-investment from the National Land Transport Programme work category 517 Total Mobility Operations (as staff had made provision for this project in our land transport programme). This means the net cost to Council will be $18,000 and can be accommodated by the budget.

Similarly, the capital cost for Ridewise 2 ($20,405), is likely to be eligible for NZTA co-investment through the low cost/low risk work activity. If so, the NZTA financial assistance rate will be about 75% and the net cost to Council, a bit over $5,000.

Moving to the TMS will also have an additional financial benefit to the Council as it will no longer have to meet the cost of printing voucher books, wallets, etc (a net annual cost saving to Council of about $3,000 per annum).

4 Next Steps

Next steps will be:

- Council to advise NZTA that it wishes to join the TMS;
- Council signs the TMS Commercial Services Agreement;
- Council signs the Ridewise 2 Participation Agreement;
- Council staff work with the NZTA's TMS implementation project manager to transition to the TMS.

The transition will involve a swap out of cards for all current users and redrafting of the agreements that the Council has with participating organisations and transport providers.

It also provides an opportunity to broaden the transport provider pool as enabled by the recent changes Council made to the Regional Public Transport Plan.

5 Budget Implications

5.1 Current year budget

This report does not require a decision. Conditional on Council's decision to provide additional capital expenditure for Ridewise 2, in terms of the current year, existing budget will be repurposed to enable the implementation of the TMS.

5.2 Future Budget Implications

This report does not require a decision. In terms of future years, future expenditure is conditional on funding Council's contribution to Ridewise 2.

Garry Maloney
Transport Policy Manager

22 March 2019

Receives Only – No Decisions

Report To: Public Transport Committee

Meeting Date: 29 March 2019

Report From: Garry Maloney, Transport Policy Manager

Other Matters of Interest

Executive Summary

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

Recommendations

That the Public Transport Committee:

1 Receives the report, Other Matters of Interest.

1 Introduction

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

2 NZTA Actions to Optimise Delivery of the GPS

Local government has received correspondence from the New Zealand Transport Agency to advise that unallocated funding in the National Land Transport Programme is very limited (appended).

Of particular significance to Council is that the correspondence discusses low cost, low risk programmes.

This is a work category that provides for the construction/implementation public transport improvements to the transport system to a maximum total cost for approval per project of $1,000,000 and includes such activities as:

- small scale new services or service trials (with a whole of life cost of no more than $1,000,000);
- construction of new shelter(s) or existing shelter upgrades;
- construction of bus parking facilities (layover area);
- bus or transit lane/priority improvements, and busways;

- CCTV installation or upgrade;
- new or upgraded replacement of IT equipment or systems, including ticketing machines and transponders, customer APPS specifically related to PT; and
- installation of cycle racks on buses.

The Regional Council's 2018-2015 land transport programme included a low cost low risk section containing activities such as district council new bus shelters, service trials (for example, Mamaku) and Rotorua bus CCTV.

Some of the activities in the low cost low risk programme are also eligible for the Targeted Enhanced Financial Assistance Rate (TEFAR).

The Agency's correspondence indicates that there will be a need to reassess the parts of Council's low cost low risk programme for which it is seeking TEFAR.

At this time, Council staff are uncertain what this may mean, but initial discussions with staff at the Agency have indicated that the implications may not be significant for the Council.

3 Regional Integrated Ticketing System (RITS)

Since the meeting in February this year, a number of activities have been undertaken by the RITS Project members and Council staff.

- All nine regions have now completed smoke testing of regional tariffs and network service data. Two staff members from Council and a bus operator representative were able to test various scenarios using the on-bus hardware and gained an understanding of the equipment and its capabilities.

- Council completed their readiness review; this determines the level of preparedness and progress. The status achieved is 'work in progress', which is where the majority of councils are reported to be sitting.

- Supply agreements have been extended with the two separate parties for the lease, maintenance and support of Council's current electronic ticket machines and hardware.

It's also important to note that:

- significant progress has been made with other project deliverables such as: hardware installation on vehicles, delivery of Bee Cards to some regions, website functionality, marketing collateral and communications strategies, training programmes and material, along with agency oversight with the Transport Agency and collaboration with Ministry of Social Development for SuperGold customers.

- By the end of May, the RITS Project will implement a period of change freeze. Put simply, from this time changes will not be able to be made to the system until several weeks after the last region has gone live. This should not have significant implications for Council as following yesterday's Council meeting, it is not anticipated that Council will be making further substantive network changes until December at the earliest.

4 Budget Implications

4.1 Current Year Budget

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

4.2 Future Budget Implications

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

5 Community Outcomes

This item/project directly contributes to the Vibrant Region Community Outcome in the Council's Long Term Plan 2018-2028.

Jen Proctor
Transport Operations Officer

for Transport Policy Manager

22 March 2019

APPENDIX 1

2019-03-20 NZTA Letter to Bay of Plenty Regional Council on low cost low risk

50 Victoria Street
Private Bag 6995
Wellington 6141
New Zealand
T 64 4 894 5400
F 64 4 894 6100
www.nzta.govt.nz

15 March 2019

Dear Douglas Leeder,

This letter provides some context for the approaches you will be seeing the Transport Agency take to optimise delivery of the 2018 Government Policy Statement on Land Transport (GPS). The GPS, adopted in June 2018, directs our investments and activities. It sets the Government's strategic direction for the land transport system for the next 10 years. The GPS has determined the priorities for the land transport system, which are safety, access, environment and value for money.

To deliver these outcomes, the GPS significantly increased funding across almost all activity classes. The Transport Agency also introduced the Targeted Enhanced Financial Assistance Rate (TEFAR) to encourage the delivery of activities by Local Government that will contribute towards the outcomes the Government is seeking.

Local Government has responded positively to the Government's direction and TEFAR. There is already a large programme of activities submitted in each activity class and remaining unallocated funding is very limited. This particularly applies to local road improvements, where there are significantly more candidate projects in the NLTP than available funding, and public transport which also faces service cost pressure. Similar funding pressures are also emerging in the walking and cycling and regional improvements activity classes.

As a result, further funding approvals will require careful management to fit within the funding ranges set for each activity class.

State highways

Funding for State Highways is also heavily constrained. The re-evaluation of potential investments on 10 state highway corridors, involving 12 state highway projects have been completed with the exception of the East West Link in Auckland. We have publicly released the re-evaluated direction for most of these projects, which have been re-designed to align with the direction of the GPS. Work is continuing on the remaining projects and we expect to be in a position to announce the re-evaluation outcomes for these soon.

Delivery timing and construction is dependent primarily on the future availability of funding. The Transport Agency has discussed state highway funding with Minister Phil Twyford and work is continuing on this with the Ministry of Transport.

Low cost, low risk programmes

In addition to TEFAR, another mechanism to support Local Government delivery was increased funding allocated to low cost, low risk (LCLR) programmes. $394m from the NLTF has been allocated to LCLR programmes for local roads in the 2018-21 NLTP, supporting a total LCLR programme of $719m. The 2018-21 LCLR allocation alone is equivalent to 80% of the total local road improvement spend in the 2015-18 NLTP. The increase in funding allocated to LCLR was, in part, achieved by lifting the eligibility threshold to $1m. Each council's LCLR funding allocation was confirmed at the end of August 2018.

The process of assessing and applying TEFAR to eligible LCLR activities has proven challenging, requiring a change to Transport Investment Online (TIO) to capture information on individual LCLR activities.

To assess these activities as quickly as possible, we have attached a template to capture details of the high priority LCLR activities that are eligible for TEFAR. For those who have already submitted a letter detailing LCLR activities eligible for TEFAR, your activities should be transferred into this template. The template should be completed with assistance from your Transport Agency Systems Management Investment Advisorwho will be in touch to work with your staff.

Once we have a complete picture, we will confirm which activities will receive TEFAR to provide certainty for claims during the 2018- 21 NLTP.

The initial approved funding allocation for each council's individual LCLR programme will not increase as a result of projects being eligible for TEFAR. This approach may be reviewed later in the NLTP depending on the availability of funding. However, at this stage, we need to be mindful of the high levels of larger value activities that are also seeking funding.

Applications for TEFAR on activities over $1m

For larger projects that do not fall into the LCLR category, there is a limited amount of funding that remains uncommitted in the local road improvements, public transport and walking and cycling activity classes.

The Transport Agency will be prioritising the remaining funding to the projects in the NLTP that ensure that the overall local road programme is best aligned to the GPS outcomes. We will advise councils which of these project applications are likely to secure funding and will be eligible for TEFAR and those which will be unlikely to secure funding.

Once we have advised councils, there will then be a fixed period (of three weeks) for councils to advise whether or not they wish to receive TEFAR for identified projects. As always, final funding approval will be contingent on a business case being received and funding availability at the time.

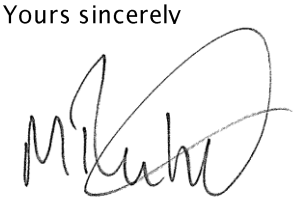
Conclusion

The current situation we face is due to several factors; the positive response to the challenge and opportunity to deliver on the GPS, the incentive provided by TEFAR, the large carryover of approvals from the 2015-18 NLTP and the increased LCLR allocation. This presents a very different set of issues to manage than has been the case in previous NLTPs.

I appreciate councils have been seeking clarity on these issues for some time. We are committed to doing more to keep you updated on progress and, to that end, I have asked my team to develop a regular briefing on NLTP progress.

If you have any further questions, please feel free to contact your Director Regional Relationships, Ross L'Anson. or email NLTP@nzta.govt.nz

Yours sincerelv



Mark Ratcliffe
Interim Chief Executive