

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, 9 August 2019 commencing at 9.30 am.

Fiona McTavish
Chief Executive
1 August 2019



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 (Alternate, 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

Heidi Hughes – Greater Tauranga will present a petition for Council to extend the trial for free school buses to include the whole Bay of Plenty Region, and make it for all hours and weekends [on-line petition](#)

3 Acceptance of Late Items

4 General Business

5 Confidential Business to be Transferred into the Open

6 Declarations of Conflicts of Interests

7 Previous Minutes

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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
9.1 Public Excluded Public Transport Committee Minutes - 10 May 2019	Please refer to the relevant sections of the open minutes	Good reason for withholding exists under Section 18(1)(a)

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10 Confidential Business to be Transferred into the Open

11 Readmit the Public

12 Consideration of Late Items

13 Consideration of General Business

Previous Minutes

Minutes of the Public Transport Committee Meeting held in Mauao Rooms, Bay of Plenty Regional Council Building, 87 First Avenue, Tauranga on Friday, 10 May 2019 commencing at 10.00 a.m.

Present:

Chairman: L Thurston

Deputy Chairman: N Bruning

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

Ex Officio: Chairman D Leeder

Appointees: Councillor D Thwaites (Western Bay of Plenty District Council), Councillor T Molloy (Tauranga City Council), Councillor M Gould (Rotorua Lakes Council)

In Attendance: Tauranga City Council Cr Larry Baldock, Cr John Robson,

Bay of Plenty Regional Council Cr D Love, Cr J Cronin, Fiona McTavish – Chief Executive, Namouta Poutasi – General Manager Strategy & Sciences, David Phizacklea – Regional Development Manager, Garry Maloney – Transport Policy Manager, T Nerdrum-Smith – Committee Advisor

Others as listed in the minutes

1 Chairperson's Welcome

The Chairperson welcomed those present, advised that the Tauranga City Councillors had been invited to sit at the Committee table and noted that two Public Forum speakers had been added to the agenda.

2 Apologies

Nil.

3 Public Forum

Deb Turner – Impact of changes to Route 36 (Pāpāmoa)

Key Points

- Based in Pāpāmoa and a frequent bus user
- Concerned regarding the long walk to the bus stops, especially with winter approaching
- Suggested further bus stops, in particular in the Bayfair/Pāpāmoa area

- Concerned regarding an apparent lack of compassion towards those less mobile when Council made decisions regarding public transport
- Tauranga should be a city to be proud of and where it was safe for children to bike to school
- The bus shelters were inadequate in size for the number of users, which meant those waiting were exposed to the weather and might not be able to sit down

Key Points – Namouta Poutasi – General Manager Strategy & Sciences

- Route 36, which had been extended further into East Pāpāmoa, would be reinstated
- Phase 3 Review would further consider route changes and recommend amendments as appropriate
- The Review would include consultation and was expected to be completed by the end of 2019.

Janet Tullis - Petition seeking changes to the bus routes in Pyes Pa

Aerial Map – Objective Reference A3233824

Tabled item 1 – Original Petition & **Tabled item 2** - Updated Petition – *Objective Reference A3232506 and A3239960.*

Key Points

- The petition represented three retirement villages: Althorp, Havenbrook and Orange Grove
- The petition sought a change to the current bus route to around Pyes Pa to extend past Barkers Corner and access The Lakes via Pyes Pa Road
- Made three suggestion with possible alterations to the route to accommodate the Villages at Pyes Pa Road
- One of the options suggested would be reliant on Kennedy Road being suitable for the buses
- The Lakes was a destination for many retired people and long walks from the Villages to the bus stop was challenging.

Key Points – Namouta Poutasi – General Manager Strategy & Sciences

- Options for bus services in Pyes Pa/The Lakes formed part of the wider Phase 3 review.

That the Public Transport Committee:

- 1 Receives the petition.**

**Thurston/Nees
CARRIED**

4 Acceptance of Late Items

Nil.

5 General Business

Nil.

6 **Confidential Business to be transferred into the Open**

Nil.

7 **Declaration of Conflicts of Interest**

Nil.

8 **Previous Minutes**

8.1 **Public Transport Committee Minutes - 29 March 2019**

Resolved

That the Public Transport Committee:

- 1 Confirms the Public Transport Committee Minutes - 29 March 2019.**

**Gould/Winters
CARRIED**

9 **Reports**

9.1 **Engaging Older People in Transportation Planning**

PowerPoint Presentation – Objective Reference A3231999

Carole Gordon presented this item.

Key Points of Presentation

- Today and Tomorrow
- Talking about Transport
- It is time to transform public transport services
- Advancing Agendas – Today and Tomorrow
- Project Strategic Relevance
- Sought shift from PT Blueprint and increased focus on the UFTI discussions
- Insights
- Buses should be fit-for-purpose and one size did not fit all
- Cultural Identity
- Demographic Demand – Bus routes relative to older population in Tauranga urban area
- Participants Age Range
- Elder Insights: Main Travel Destinations
- Super Gold Card Patronage
- Elder Insights: Policy and Planning
- Issues Today
- Transforming the View Shaft
- Innovation – The World's First – Accessible, cognitive, self-driving vehicle has arrived
- Conclusion
- Today – Advancing Agendas – Today.

In Response to Questions

- There had been challenges with the surveys due to time frames and lack of availability over the summer period
- Survey questions had included “what is your main mode of transport” and “what is your preferred mode of transport” and the responses were identified in different graphs
- Supported a transition to more community based services that could be easily accessed via smaller buses
- Did not consider that the particular needs of an aging population was adequately reflected in the planning and implementation of public transport services.

Key Points – Members

- Operating the bus service represented a significant cost to the Regional Council and Territorial Authorities
- Queried whether the sample base for the survey was too small to be representative
- There were a number of agencies and support/interest groups actively involved in the public transport space.

Items for Staff Follow-up

- Staff to continue to work with partner agencies with regards to public transport and an aging population.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Engaging Older People in Transportation Planning.**
- 2 Requests a further report on the how the report could be given effect to and the implications of doing so.**
- 3 Acknowledges the importance of population aging in the planning and delivery of public transport services.**

**Thurston/Winters
CARRIED**

9.2 Review of SuperGold Card Concession Hours

Garry Maloney – Transport Policy Manager presented this item.

Key Points

- Majority of Gold Card travel took place during the afternoon
- The trial would extend user weekday hours from the current 3.00pm
- Extended Gold Card hours did not represent an additional cost, rather it was calculated as a potential loss of revenue compared to fares currently collected and NZTA revenue that would be foregone.

Key Points – Members

- Suggested that a decision regarding a trial be deferred until the full budget implications of the previous four months were known
- Suggested that the item be postponed until further information was available, e.g. for the Regional Integrated Ticketing System
- Tauranga City Councillors had indicated their support of the extended hours.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Review of SuperGold Card Concession Hours.

That the Public Transport Committee recommend that the Regional Council:

- 2 Agree in principle to fund a 12 month trial across the region in 2019/20 to enable free SuperGold Card holder travel on Council-contracted bus services from 9:00 am onwards on weekdays, subject to it being affordable as determined as part of 2019/20 Annual Plan deliberations.
- 3 Consider terminating the trial early in some or the entire region if uptake is such that it will require the provision of additional buses.

Nees/Crosby
CARRIED

11.17 am – The meeting adjourned

11.36 am – The meeting reconvened.

9.3 Western Bay of Plenty Public Transport Blueprint - Progress Update

David Phizacklea – Regional Development Manager and Garry Maloney – Transport Policy Manager presented this item.

Key Points

- The recently introduced amendments to the Employment Relations Act meant driver breaks scheduled around existing bus routes had to be re-worked, which had caused a delay to the implementation of the planned route changes
- Staff had worked closely with NZ Bus and there had been no interruption to existing services as a result of the legislative changes
- There was still a shortage of drivers and recruitment was ongoing
- An independent programme manager would be appointed to work across the councils and progress solutions that would be reported back through PT Committee and UFTI
- Council was in regular contact with the schools regarding the school bus services
- Timeline for Next Steps:
 - 24 June 2019: Route 41- Maungatapu extension in place
 - Week starting 20 May: Confirmed timeframe for other approved route changes
- Of a 1000 bus trips, 30 had been missed and work was continuing to reduce this
- Regional Council and TCC was working on a joint implementation plan
- UFTI's Foundation report was scheduled for release in June 2019.

Key Points – Members

- Successful delivery of the Public Transport Blueprint relied on the establishment of planned infrastructure by TCC, which had been delayed
- It was a significant issue that transport interchanges were not progressing as planned as the negative impact on the communities who used public transport was significant

- Concerned regarding the safety aspect of combining various modes of transport, e.g. bus lanes vs cycle lanes, at busy interchanges
- Appeared to be discrepancies in public transport needs identification and prioritisation between TCC and BOPRC
- Recognised that the public transport issues were primarily caused by NZ Bus being unable to meet their contractual obligations
- The development of the updated Blueprint had commenced in 2015
- There was insufficient funding available to achieve what was currently intended and Central Government should be approached regarding this.

Resolved

That the Public Transport Committee:

- 1 Recognises the significant effort of staff in reaching the current outcome and continuing to provide the bus service during this challenging six month period.**

**Bruning/Thwaites
CARRIED**

- 2 Receives the report, Western Bay of Plenty Public Transport Blueprint - Progress Update.**

**Thurston/Bruning
CARRIED**

9.4 **Phase 3 Review of Western Bay of Plenty Public Transport Blueprint - Update**

PowerPoint Presentation – Objective Reference A3233423

David Phizacklea – Regional Development Manager and Garry Maloney – Transport Policy Manager presented this item.

Key Points of Presentation

- March 2019 Decisions
- Review timings
- Low Cost, Low Risk
- Significant Changes
 - Pāpāmoa and Mount Maunganui
 - Western Suburbs
- Change Requests
- Next Steps.

In Response to Questions

- Low cost/low risk issues would be resolved at staff level. The more substantial issues would require wider consultation and engagement to reach favourable solutions
- Review of bus fares was yet to commence.

Items for Staff Follow-up

- If services were consistently underused, this should be identified and taken into considerations
- The matter of bus sizes should be taken into account
- Possible financial contribution to more localised bus service for Tauriko Crossing shopping centre could be considered as part of the review.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Phase 3 Review of Western Bay of Plenty Public Transport Blueprint – Update.**

**Thurston/Bruning
CARRIED**

9.5 Welcome Bay Free School Bus Trial

David Phizacklea – Regional Development Manager and Garry Maloney – Transport Policy Manager presented this item.

Key Points

- Feedback had been positive in that it eased the burden on financially challenged families
- The impact, if any, on traffic congestion appeared to be minimal.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Welcome Bay Free School Bus Trial.**

**Bruning/Winters
CARRIED**

9.6 Performance of Public Transport Services for July 2018 to March 2019

PowerPoint Presentation – Objective Reference A3229101

David Phizacklea – Regional Development Manager and Garry Maloney – Transport Policy Manager presented this item.

In Response to Questions

- Recognised that the patronage increases in the Tauranga urban area could be a result of students using the urban service, as part of the changed Blueprint.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Performance of Public Transport Services for July 2018 to March 2019.

Thurston/Thompson
CARRIED

9.7 Other Matters of Interest

Resolved

That the Public Transport Committee:

- 1 Receives the report, Other Matters of Interest.

Thurston/Bruning
CARRIED

9.8 Public Excluded Section

Resolved

Resolution to exclude the public

Excludes the public 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
Transit Modal Shift Strategy	To protect the commercial position of an individual	Good reason for withholding exists under Section 48(1)(a)
Employment Relations Amendment Act 2018	To carry out commercial and industrial negotiations	Good reason for withholding exists under Section 48(1)(a)

Permits TCC Councillors and the Transit Group presenters (Transit Modal Shift Strategy only) to remain after the public has been excluded.

Thurston/Thompson
CARRIED

The meeting closed at 2.12 pm

Confirmed DATE

Cr Lyall Thurston – Chairperson
Public Transport Committee

Reports

Receives Only – No Decisions



Report To: Public Transport Committee

Meeting Date: 09 August 2019

Report From: David Phizacklea, Regional Development Manager

Achievements of the 2016/19 Triennium

Executive Summary

As the 2016/19 triennium draws to a close it is useful to reflect on some of the achievements over that three year period.

For much of the triennium the focus has been on completing the business case to enable Tauranga and Te Puke buses to be retendered (Western Bay of Plenty Public Transport Blueprint) and new contracts implemented.

Outside of that significant piece of work, Council has made a number of other decisions including not to increase bus fares (2017/18), introduce concession fares in Rotorua (July 2018), implement a school student bus fare free initiative for Welcome Bay, additional bus services for Te Puke and confirming the continuation of the Ruatāhuna to Rotorua trial service for the life of the Rotorua bus contract.

Recommendations

That the Public Transport Committee:

- 1 Receives the report, Achievements of the 2016/19 Triennium.**

1 Introduction

As the 2016/19 triennium draws to a close it is useful to reflect on some of the achievements over that three year period. Many of those actions have been implemented in response to community feedback and are outlined in this report (noting this is not an exhaustive list).

2 2019

As members are well aware, much of the focus for 2019 has been on the new Tauranga and Te Puke bus contracts that began in December 2018. Responding to customer feedback gave rise to:

- Tauranga Network Review Phase 1 (February/March 2019):

- removal of the bulk of Tauranga school bus services from the new contractor and re-assignment to two emergency providers for the 2019 school year, to enable the contractor to focus on the delivery of the BayHopper urban network.
 - An increase in school bus services (an additional seven vehicles above what had been contracted).
 - Numerous adjustments to school bus routes (in excess of a dozen).
- Tauranga Network Review Phase 2 (April – July 2019):
 - addressing the most significant feedback from the community on the new Tauranga bus service in regard to Matua, Maungatapu and Pāpāmoa. This required further engagement with the community (public meetings, etc) and led to the re-establishment of the former Matua route, Pāpāmoa route 36 (both began in early July), and a new route (41) from Maungatapu (commenced in late June).
- Tauranga Network Review Phase 3 (May 2019 -):
 - agreed the scope for the Phase 3 review which will focus heavily on Pāpāmoa/Mount, the Western suburbs and Pyes Pa.
- In addition the Committee recommended to Council that:
 - the current configuration of the Waihi Beach trial passenger transport service continue as a permanent two day a week service (February 2019); and
 - it fund a 12 month trial across the region in 2019/20 to enable free SuperGold Card holder travel on Council-contracted bus services from 9:00 am onwards on weekdays.

Other highlights include:

- the commencement of the bus fare free initiative for Welcome Bay school students that began in January 2019;
- beginning the implementation of the Total Mobility Solution, which is a move away from a paper-based system;
- Council 2019/20 Annual Plan decisions to extend SuperGold Card weekday hours and from 2020, extend the Welcome Bay fare free trial to the whole of Tauranga.

In 2019 the Committee received a range of deputations from such people as Debs Turner (opposed to Pāpāmoa route changes), Janet Tullis (wanting buses from Pyes Pa to The Lakes), and Anna Larsen – Welcome Bay Community Centre (support for the fare free initiative for Welcome Bay school students).

3 2018

Much of the focus for 2018 was about awarding the new Tauranga and Te Puke bus contracts and in response to feedback, varying those (for example, 11 additional school buses were added prior to contract commencement).

Other actions included:

- agreeing to implement and fund CCTV on Rotorua Cityride urban buses and implement and fund passenger Wi-Fi on Rotorua and Eastern Bay bus services (February).
- Continuing the provision of passenger Wi-Fi on Western Bay of Plenty Public Transport Blueprint bus services (May).
- Implementation of concession bus fares on the Rotorua CityRide urban service (July).
- Recommending the inclusion of a proposed Murupara to Rotorua commuter bus service as part of preparing the 2019/20 Annual Plan (approach from the Murupara community).
- Recommending the inclusion of a proposed tertiary student transport bus services as part of preparing the 2019/20 Annual Plan (joint approach from Toi Ohomai and the University of Waikato).

In 2018 the Committee received a range of deputations from such people as Glen Crowther (Sustainable Business Network) presenting on the Tauranga Transport Alignment Project and the Transit Group. James Hughes and Sue McArthur (Greater Tauranga) presented regarding the need to include dedicated bus lanes as part of the Baylink project. Sue McArthur also separately presented on the Farm Street bus interchange.

4 2017

Much of the focus for 2017 was on approving the Western Bay of Plenty Public Transport Blueprint (including decisions on the Living Wage, electric buses, bike racks and travel safe programmes). That included a significant public engagement exercise, which was reflected in design changes of the final Blueprint (especially around school bus services).

Other actions included:

- approving the continuation of the Ruatāhuna to Rotorua bus service (i.e. trial successful) and an additional morning and afternoon express bus service between Te Puke and Tauranga (February).
- Receiving a clean procedural audit from the New Zealand Transport Agency (May);
- Agreeing not to provide a service to replace the existing commercial school bus service between Te Puke and Tauranga Boys and Girls Colleges (June).
- Agreeing not to increase fares for customers of its contracted bus services in the 2017/18 financial year (August).
- New Zealand Transport Agency endorsed Council's Transport Activity Procurement Strategy (November); and
- Council releasing the Western Bay of Plenty Bus Service Request for Proposal (November).

In 2017 the Committee received a range of deputations from such people as Glen Crowther (Sustainable Business Network) and Karen Bern (opposed to buses accessing Ballintoy Park Drive).

5 Budget Implications

5.1 Current Year Budget

There are no current budget implications.

5.2 Future Budget Implications

There are no future budget implications.

6 Community Outcomes

The work of the Public Transport Committee directly contributes to the 'A Vibrant Region' Community Outcome in the Council's Long Term Plan 2018-2028.

Garry Maloney
Transport Policy Manager

for Regional Development Manager

1 August 2019

Report To: Public Transport Committee

Meeting Date: 09 August 2019

Report From: David Phizacklea, Regional Development Manager

2019/20 Annual Plan Deliverables

Executive Summary

In adopting the 2019/20 Annual Plan, the Regional Council made decisions about new public transport initiatives to be delivered. Specifically:

- New tertiary and commuter services, including Murupara
- Extension of Super Gold card weekday hours
- Living wage
- Fare-free bus travel for Tauranga school students
- Change of operating day for Kawerau service
- Mamaku trial service

Those initiatives are being actioned as outlined in this report. Staff will report to subsequent meetings on progress and will also inform users and the wider public.

In regard to the fare-free bus travel for Tauranga school students, Council had decided students would be eligible for free travel between 3:00 pm and 6:30 pm. Staff are now aware that at least two primary schools finish the school day between 2:30 pm and 3:00 pm and those students potentially wouldn't be able to access the fare-free travel. It is therefore recommended the Committee agree that the eligible period should be extended from 2:30 pm. It is not considered this change will have a financial implication.

Recommendations

That the Public Transport Committee:

- 1 Receives the report, 2019/20 Annual Plan Deliverables.**
- 2 Notes progress in implementing the new public transport initiatives for 2019/20.**
- 3 Agrees to extend the afternoon concession period for the fare-free bus travel for Tauranga school students in 2020 from 3:00 pm to 2:30 pm on weekdays during school terms.**

1 Introduction

In adopting the 2019/20 Annual Plan, Bay of Plenty Regional Council made decisions about new public transport initiatives that it wanted delivered in that financial year. This report provides Committee members with an update on progress in implementing those initiatives.

2 New Tertiary and Commuter Services – also Murupara

At the Council meeting on 13 June 2019, the Council resolved to:

- *“fund the introduction in 2020 of new tertiary and commuter services for a one year trial ... subject to confirmed funding from the tertiary providers of 50% of net cost”; and*
- *“directs staff to pursue a cost sharing agreement with the tertiary providers”.*

To give effect to this decision, the Regional Council chief executive has formally written to Toi Ohomai and the University of Waikato seeking their in-principle agreement to Council’s funding condition.

Council has received a response in return, indicating that there may have been some *“misunderstanding and/or miscommunication on this initiative.”*

The institutes have indicated they remain interested in continuing the conversations around what this partnership might look like and are not averse to considering a financial contribution towards this if the agreed transport proposal has value for all organisations.

Council staff are in contact with representatives of the institutes to confirm the services they are seeking and will then jointly then develop specifications for those.

3 Extension of SuperGold Card Weekday Hours

At the Council meeting on 13 June 2019, the Council resolved to:

- *“fund a 12 month trial across the region in 2019/20 to enable free SuperGold Card holder travel on Council-contracted bus services from 9:00 am onwards on weekdays”.*

In order to put the initiative in place, the two current electronic ticketing system fare and tariff structures need amending and inquiries made as to how the initiative will be accommodated by the new INIT system.

Staff have contacted the suppliers of the current systems to get the changes made and also sought clarification through the Regional Consortium as to the impact on the INIT system.

Staff anticipate having that information by the time of the Committee meeting and being able to advise members of the actual go live date.

4 Living Wage

At the Council meeting on 13 June 2019, the Council resolved to *“extend the living wage to Council’s other contracted bus services”.*

Council staff have progressed this action as follows:

- contact has been made with contractors for the eastern Bay and Rotorua bus services to advise them of Council's decision and seek their approval in-principle to implement the living wage; and
- a draft agreement is being prepared.

As the implementation of this decision will require commercial negotiations, Council staff can provide a verbal update in the confidential part of the meeting agenda on the response to date from the two contractors.

5 Fare-Free Bus Travel For Tauranga School Students

At the Council meeting on 13 June 2019, the Council resolved to:

- *“a one year trial of fare-free bus travel for Tauranga school students in 2020 to help reduce congestion”*; and
- *“directs staff to pursue the business case in accordance with NZTA requirements to seek funding for the one year trial of fare free bus travel for Tauranga school students in 2020”*.

Staff are pursuing a business case with NZTA in regard to the Fare-Free bus travel however due to funding constraints there will be no funding available for the 2019/2020 year. The business case will support a funding application for the component of the trial in the 2020/21 financial year as well as any funding applications potentially required beyond the trial period. The business case is required to pursue a range of interventions and as such will also examine other fare arrangements beyond school fares that can be implemented to improve the effectiveness of public transport in Tauranga.

In support of the decision for the one-year trial of fare-free bus travel, staff recommended hours of operation for when fare-free bus travel would apply. In the afternoon, it was agreed that students would be eligible for free travel between 3:00 pm and 6:30 pm. However, staff are now aware of at least two schools that finish the school day between 2:30 pm and 3:00 pm and those students potentially wouldn't be able to access the fare-free travel.

The trial needs to be inclusive of all eligible school students, therefore staff recommend extending the afternoon hours of operation by half an hour, commencing at 2:30 pm. Staff do not believe there will be any additional financial implications from making this change as the cost implications are already included.

6 Change of Operating Day for Kawerau Service

At the Council meeting on 13 June 2019, the Council resolved to:

- *“change the operating days for the Kawerau to Tauranga bus service to Tuesday and Thursday and in the next Annual Plan consult on establishing a new Kawerau passenger transport targeted rate to put in place the additional services requested”*.

Council staff have progressed this action so that from 8 August 2019, the days the bus service runs between Kawerau and Whakatāne will change from Tuesday and Friday to Tuesday and Thursday.

7 Mamaku Trial Service

Members will recall that through the development of the Regional Council's current Long Term Plan (LTP), it agreed to investigate the need for a public transport service connecting Mamaku to Rotorua and staff have previously reported on the progress of that investigation.

Staff have released a closed contest with three local operators to obtain a quote for the provision of this service. We expect the appointment will be made by the end of August with the service commencing shortly after this.

8 Budget Implications

8.1 Current Year Budget

There are no current year budget implications arising from the recommended decisions in this report.

8.2 Future Budget Implications

There are no future budget implications arising from the recommended decisions in this report.

9 Community Outcomes

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

Garry Maloney
Transport Policy Manager

for Regional Development Manager

31 July 2019

Report To: Public Transport Committee

Meeting Date: 09 August 2019

Report From: David Phizacklea, Regional Development Manager

Public Transport Principles

Executive Summary

At the 13 June 2019 Council meeting, staff sought confirmation of core public transport and associated funding principles to direct investment decisions and resolved this be referred back to the Public Transport Committee for review.

The principles in the June report were based on the current Regional Public Transport Plan. Any decisions on the principles to guide public transport should come through a review of this plan. To assist in reviewing the current principles, this report provides background on central and local government agency regulatory/policy approaches to the matter.

When Council's current Regional Public Transport Plan approach to principles is compared to the other regulation/policy documents, there is good alignment.

The one gap apparent however, relates to 'value for money'. Staff recommend the Committee adopt a new principle in this regard and also elevate current plan statements about 'collaboration/partnership' to this level.

Recommendations

That the Public Transport Committee:

- 1 Receives the report, Public Transport Principles.**
- 2 Recommends adopting the following new principles that are in addition to the existing Regional Public Transport Plan planning principles:**
 - a. Partnership - the Council will employ a collaborative approach to planning and investing in the region's public transport network.**
 - b. Value for money - the Council will seek the optimal balance of its spend and inputs in order to deliver optimal outputs and outcomes.**
- 3 Notes that it will include the additional principles in the next review of the Regional Public Transport Plan.**

1 Introduction

At the 13 June 2019 Council meeting, staff sought from the Council confirmation of its core public transport and associated funding principles to direct investment decisions. Council resolved to:

- “refer consideration of public transport funding principles to the Public Transport Committee”.

The public transport and funding principles that were suggested in the June paper related to giving effect to the Government Policy Statement on land transport (GPS) by:

- continuing to deliver frequent, reliable and direct bus services to realise the investments benefits of the Western Bay of Plenty Public Transport Blueprint (the Blueprint);
- doing so in an integrated manner with other pieces of work (such as the Urban Form and Transport Initiative); and
- continuing to collaborate with partners.

Generally speaking, the above is based on the current Regional Public Transport Plan (RPTP or Plan).

To assist in reviewing those principles, the next section of the report provides background on central and local government agency regulatory/policy approaches to the matter.

2 Policy/Operating Environment Context

2.1 Land Transport Management Act 2003

The Land Transport Management Act 2003 (LTMA or Act) sets out the planning and funding framework for central government investment into roading, public transport and traffic safety.

The Act:

- establishes the dedicated National Land Transport Fund (NLTF) that funds the NZ Transport Agency and local government to deliver land transport projects and services;
- sets out the central and local government transport plans that must be followed in order to allocate funds from the NLTF;
- establishes the New Zealand Transport Agency (NZTA);
- sets out the legislative framework for planning and managing public transport, known as the Public Transport Operating Model.

The purpose of the Act “is to contribute to an effective, efficient, and safe land transport system in the public interest” (s3).

2.2 Government Policy Statement on Land Transport

The GPS directs money from the NLTF into activities that central government wants to achieve for New Zealand's transport network. The four strategic priorities of the current GPS are:

- safety (key priority);
- access (key priority);
- environment; and
- value for money.

The GPS contains themes that influence how the results are delivered and they are:

- *“a mode-neutral approach to transport planning and investment decisions;*
- *incorporating technology and innovation into the design and delivery of land transport investment; and*
- *integrating land use and transport planning and delivery”.*

Further detail about the GPS can be found on the Ministry of Transport's website (<https://www.transport.govt.nz/multi-modal/keystrategiesandplans/gpsonlandtransportfunding/>).

2.3 NZTA Planning and Investment Principles

The NZTA manage the NLTF. It is required to give effect to central government's transport priorities (that is, the GPS) and to that end it has developed the following planning and investment principles:

1. a partnership approach to planning and investment;
2. development of a robust, evidence based investment case;
3. an integrated approach to land use and transport planning;
4. optimise the maintenance and provision of the land transport network;
5. right outcomes, at the right time and at the right cost;
6. a risk based approach;
7. a safe system approach;
8. working in a socially and environmentally responsible manner;
9. those who benefit from transport investment should pay; and
10. scrutiny principle.

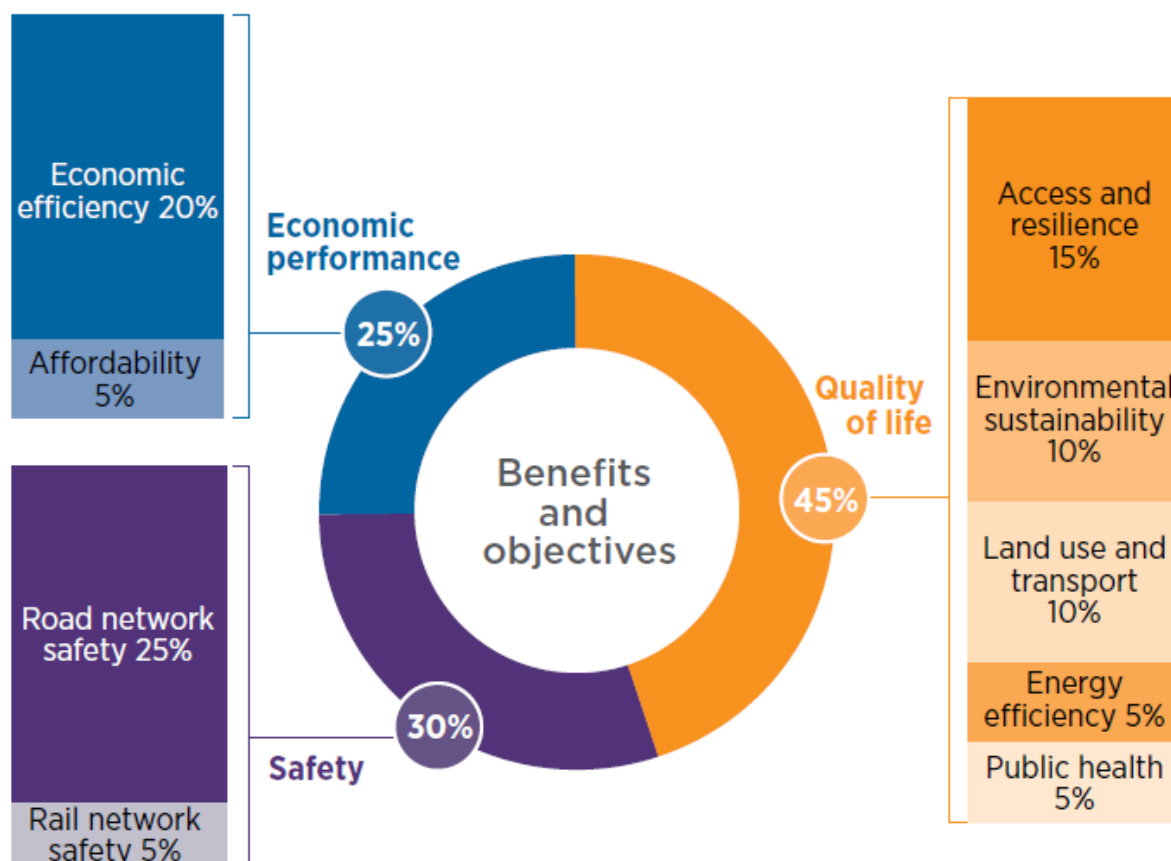
Further detail about these principles can be found on the NZTA website (<https://www.nzta.govt.nz/planning-and-investment/planning-and-investment-knowledge-base/planning-and-investment-principles-and-policies/planning-and-investment-principles/>).

2.4 Regional Land Transport Plan

The Bay of Plenty Regional Land Transport Plan (RLTP) is a statutory document that sets out the aspirations for the region's land transport network and the region's funding

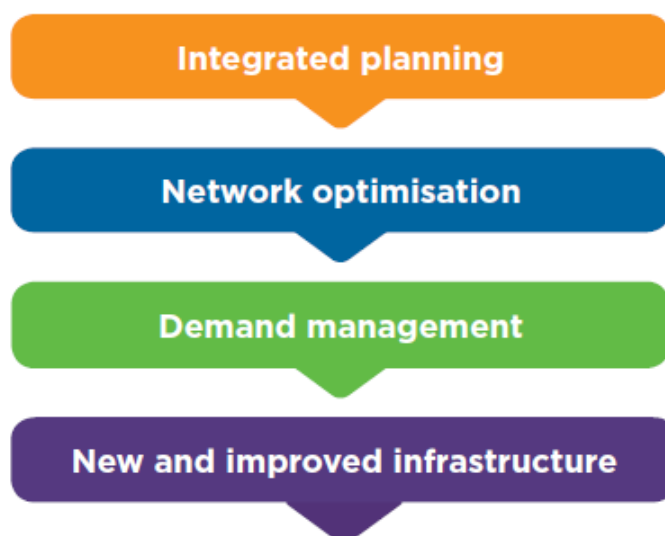
bid (list of activities) to central government investment in that network. It must be consistent with the GPS and for the region's activities to be included in the National Land Transport Programme, the RLTP must be in the form and contain the detail that NZTA may prescribe.

The current Plan 2018 does not contain principles. It does however have a number of objectives:



The region's strategic response to the identified issues and objectives is the Optimised Transport System - a hierarchy of interventions to optimise the performance of the region's land transport system (see below).

Intervention hierarchy for the Optimised Transport System



Further detail about these objectives can be found on the Council's website (<https://cdn.boprc.govt.nz/media/760427/bay-of-plenty-regional-land-transport-plan-2018-web.pdf>).

2.5 Part 5, Land Transport Management Act

The provision of public transport in New Zealand is regulated by Part 5 of the LTMA. The Act contains the following principles:

- (a) *“regional councils and public transport operators should work in partnership and collaborate with territorial authorities to deliver the regional public transport services and infrastructure necessary to meet the needs of passengers:*
- (b) *the provision of public transport services should be coordinated with the aim of achieving the levels of integration, reliability, frequency, and coverage necessary to encourage passenger growth:*
- (c) *competitors should have access to regional public transport markets to increase confidence that public transport services are priced efficiently:*
- (d) *incentives should exist to reduce reliance on public subsidies to cover the cost of providing public transport services:*
- (e) *the planning and procurement of public transport services should be transparent.”*

The LTMA requires that “any public transport service operated in a region must be provided under contract with a regional council as part of a **unit**” (s116). The Regional Public Transport Plan is the mechanism for specifying **units**.

2.5.1 Regional Public Transport Plan 2018

The Bay of Plenty RPTP 2018 is a statutory document that is intended to provide guidance and policies to direct the investment in public transport across the Bay of

Plenty Region. The Plan gives effect to the public transport components of the RLTP and must contribute to the purpose of the LTMA (effective, efficient and safe).

The current Plan contains the following planning principles (summarised below, but in full in Appendix 1):

1. Patronage services - seek to reduce congestion, increase the transport capacity of our cities and operate at high levels of efficiency.
2. Access services – provide communities with a basic level of access to essential goods and services.
3. School services – provide school bus services largely for primary and intermediate school users.
4. Connected journeys - access and Connector Services will converge at interchange locations so that transfers to other services can be achieved to increase access to destinations and improve operational efficiency.
5. Integration with active modes - when our network and stops are planned, consider the needs of walking and cycling trips.
6. Park and Ride - support the development of park and ride facilities (with conditions).
7. Education services - partner with education providers to provide services that meet the needs of students where education providers are willing to share a part of these costs.
8. Integration with land use - promote the integration of transport and land use to reduce the demand placed on the transport system.
9. Review of services - annual and triennial monitoring (and changes) will be undertaken of networks.

While not specified as a principle, the Plan also includes the following statement, which for all intents and purposes, is just that:

“Effective public transport requires a collaborative approach between Regional Council and operators, territorial local authorities and NZTA as well as the input and support of local residents. We’ll keep working with these groups and other stakeholders to ensure the public transport we deliver integrates well with the community, other transport modes and land-use planning processes” (page 23).

Giving effect to the principles are a number of objectives:

1. Reliable and integrated public transport services that go where people want to go.
2. Pursue improved accessibility for isolated communities and for mobility impaired persons where this can be delivered at reasonable cost.
3. Fares, ticketing and information systems that attract and retain customers while covering a reasonable proportion of operating costs.
4. A procurement system that enables efficient and effective delivery of public transport services.
5. High quality and accessible public transport infrastructure that supports safe and comfortable travel.
6. Reduce carbon intensity of transport to assist in meeting greenhouse gas targets.

The objectives in turn, are given effect by policies such as “*high quality (frequent, reliable, convenient, and efficient) urban services*” (Policy 1), “*providing public transport to growth areas*” (Policy 4) and “*investigate, develop and implement bus priority measures in urban areas in conjunction with TLAs and NZTA*” (Policy 20).

Further detail about these planning principles can be found on the Council’s website (<https://cdn.boprc.govt.nz/media/786839/regional-public-transport-plan-december-2018.pdf>).

The Plan is the correct place to prescribe Council’s public transport principles and any changes/additions to the current set should be included there. In order to do so, staff recommend that changes should be included in the next review of the document.

2.6 SmartGrowth

The SmartGrowth partnership is a sub-regional collaboration between Tauranga City Council, Western Bay of Plenty District Council, Bay of Plenty Regional Council and Tangata Whenua working with central Government (particularly the NZTA), businesses, education groups, industry and the community.

SmartGrowth is founded on five key pillars (or principles):

1. partnership
2. collaborative leadership
3. integration
4. evidence based
5. live, learn, work and play.

Further detail about these pillars can be found on the SmartGrowth website (<https://www.smartgrowthbop.org.nz/more-about-smartgrowth/the-smartgrowth-pillars/>).

3 Analysis

The following table tabulates the purpose, principles and objective statements outlined in the previous sections. It is important to note that while a number of the documents give effect to higher level ones, there is no requirement that they all be exactly the same.

With respect to the RPTP, the blue coloured ticks in Table 1 bellow are currently addressed in the Plan as policies. The orange-coloured tick reflects the statement (not currently categorised in the RPTP as a principle) about working together. As such, given partnering/collaborating features in a number of regulation/policy documents, staff recommend that the current Plan statement should be re-categorised as a principle and the wording condensed.

	LTMA 2003	GPS	NZTA Planning & Investment Principles	RLTP	LTMA 2003 Part 5	RPTP	SmartGrowth
Effective	✓				✓		
Efficient (value for money)	✓	✓	✓	✓	✓		
Safe	✓	✓	✓	✓		✓	
Environment (and CO ₂)		✓	✓	✓		✓	
Access		✓		✓		✓	
Mode neutral		✓					
Incorporating technology & innovation		✓					
Land use and transport integration		✓	✓	✓		✓	✓
Partnership (collaboration) approach			✓		✓	✓	✓
Evidence-based			✓				✓
Efficient (optimised network)			✓	✓		✓✓	
Affordable			✓	✓			
Socially responsible			✓				
Risk-based			✓				
Beneficiaries should pay			✓			✓	
Public health				✓			
Encourage passenger growth through coverage and integrated, reliable and frequent services					✓	✓✓	
Transparent processes					✓	✓	
Live, learn, work & play							✓

Table 1: Purpose, Principles and Objectives Matrix

Table 1 shows that when Council's current RPTP approach to principles is compared to the other regulation/policy documents, there is good alignment. The one gap apparent from the table however, relates to 'value for money'. Staff note that principle 5 of the NZTA's Planning and Investment Principles currently addresses this matter in a succinct manner and recommend Council adopt similar wording.

4 Budget Implications

4.1 Current Year Budget

There are no current financial implications arising from the decisions recommended in this report.

4.2 Future Budget Implications

There are no future financial implications arising from the decisions recommended in this report.

5 Community Outcomes

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

Garry Maloney
Transport Policy Manager

for Regional Development Manager

1 August 2019

APPENDIX 1

Public Transport Planning Principles from the Regional Public Transport Plan 2018

Part 3: How we deliver public transport

This section describes how BOPRC intends to deliver a successful public transport service across the Region. It covers the principals for developing a successful network as well as how different technologies and interventions will be used to further passenger uptake in a sustainable manner.

3.1 We're in this together

Effective public transport requires a collaborative approach between Regional Council and operators, territorial local authorities and NZTA as well as the input and support of local residents. We'll keep working with these groups and other stakeholders to ensure the public transport we deliver integrates well with the community, other transport modes and land-use planning processes.

3.2 Public Transport planning principles

3.2.1 Patronage services

Patronage based services seek to reduce congestion, increase the transport capacity of our cities while operating at high levels of efficiency. This requires services that provide travel times and reliability on par with private vehicles and at a lower cost. These services will have high frequencies, bus priority measures at key congestion points and will be supported by the use of pricing tools such as road tolls and parking prices.

Patronage services have a strong relationship with urban form, tending to work better in areas with sufficient population densities to allow significant numbers of people to access services. This relationship is mutually reinforcing because, over time, land use densities tend to increase along corridors supported by patronage services, while at the same time ensuring desired levels of urban amenity can be maintained.

3.2.2 Access services

Access based services generally focus on social objectives, such as providing communities with a basic level of access to essential goods and services (health, education and social support). Access services are typified by a spread of resources designed to maximise the availability of at least some form of public transport to the widest possible population.

3.2.3 School services

Council provides school services only in the Tauranga urban area following the withdrawal of Ministry of Education services for students travelling within the city limits. The services provided are largely for primary and intermediate users whilst secondary school students have been provided with services where the urban bus network does not have sufficient capacity to meet demand.

Ministry of Education provides rural and some urban services in the Region where these meet the eligibility requirements.

Over time it is anticipated that more students will transition to the urban network as it offers more flexibility in where and when they can travel before and after school.



There is likely to always be some need for school services to provide additional capacity on the network during peak periods.

3.2.4 Connected journeys

Every customer's journey is different, public transport needs to recognise this by connecting as many origins and destinations as possible for our customers. To achieve this, Access and Connector Services will converge at interchange locations so that transfers to other services can be achieved, opening up many more destination choices with minimal delay, while allowing for improved operational efficiencies.

	Patronage services			Access services	
	Special	Frequent	Connector	Urban access	Regional access
Description	Orbiter or serving special destinations such as airports or cruise terminal	Fast and frequent services	The work horse of the network.	Services that are provided to ensure minimum level of service to as many people as possible	Typically designed to accommodate commuters and provide access to services in larger centres
Frequency	5-60 min	15 min or less	30 min	60 min	As required
Stop spacing	600 m or greater	800 m or greater	600 m or greater	Approx. 400 m	Typically key destinations only
Livery	Bespoke	Emphasised	Standard	Standard	Standard
Service planning	As required	Uses main arterials with few detours. Connects major attractors. Significant bus priority utilised	Direct routes with deviations for attractors. May have some bus priority measures	May be circuitous to provide maximum coverage	Will be direct with detours for major attractors
Transfer design	Depends on locations served and frequency	Frequency should allow for timetabled connections with minimal delay	May hub or interchange with connector/frequent services	Where possible should connect to frequent services	Should link to main hubs to enable onward journeys
Suggested hours of operation*	As required	6:00 am-9:00 pm* *later on Fri/Sat	6:00 am-8:00 pm	9:00 am-4:00 pm	As required



3.2.5 Integration with active modes

Public transport almost inevitably involves other modes of transport as people need to access stops; very few people can take a bus door to door. When our network and stops are planned, consideration needs to be given to ensuring walk and cycle trips to our stops are possible are supported by:

- cycling and walking paths that allow users to access bus stop safely,
- bicycle facilities at interchanges and other key locations,
- bike racks on buses where ever appropriate, and
- appropriate design solutions to reduce the conflict between cyclists and buses in shared bus lanes.

3.2.6 Park and Ride

Park and ride facilities can enable public transport for users who are too far from a regular bus service and can reduce parking demand in CBD areas where the cost of providing parking is high. To be successful, park and ride facilities must:

- Intercept commuters and other travellers early in their overall trip and prior to congestion points,
- have bus services that provide a time and/or cost advantage over private vehicle,
- have bus services that are aligned with the destinations people want to access, and
- assure the safety and security of people and property.

Bay of Plenty Regional Council will support the development of park and ride facilities by providing appropriate bus services where the facilities:

- make use of existing underutilised parking,
- there is a strong identifiable demand,
- implementation is supported by parking policy changes, and/or
- park and ride is being implemented as a transition towards transit oriented development.

3.2.7 Education services

Bay of Plenty Regional Council recognises that there are significant social benefits to allowing residents to pursue further education and that transport is sometimes an impediment to this. In response to this we will partner with education providers to provide services that meet the needs of students where education providers are willing to share a part of these costs.

3.2.8 Integration with land use

Bay of Plenty Regional Council will promote the integration of transport and land use to reduce the demand placed on the transport system without restricting



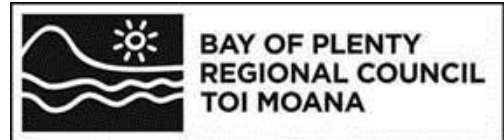
population and economic growth in the Region. This will be achieved by working with territorial authorities, developers and NZTA to ensure best practice integration models are implemented.

Where new developments are planned and built without appropriate consideration for public transport infrastructure, BOPRC will not provide bus services.

3.2.9 Review of services

To maintain a high quality of customer service and the efficient operation of bus services, annual monitoring will be undertaken with minor revisions to the network conducted annually. A more thorough review of contract units will be undertaken every three years.

Receives Only – No Decisions



Report To: Public Transport Committee

Meeting Date: 09 August 2019

Report From: Garry Maloney, Transport Policy Manager

Public Transport Modelling

Executive Summary

Beca staff will present to the Committee on public transport modelling.

Recommendations

That the Public Transport Committee:

- 1 Receives the report, Public Transport Modelling.**

1 Introduction

Members may recall that consultancy firm Beca assisted the Council in developing the Western Bay of Plenty Public Transport Blueprint (the Blueprint). At previous meetings there have been questions about the modelling input to the Blueprint. To answer those questions, Beca staff will attend the Committee meeting to present on that matter. They will also provide an update on the new public transport modelling capabilities within the Tauranga Transport Strategic Model.

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.

Joe Metcalfe
Senior Transport Planner

for Transport Policy Manager

31 July 2019

Report To: Public Transport Committee

Meeting Date: 09 August 2019

Report From: David Phizacklea, Regional Development Manager

Western Bay of Plenty Public Transport Implementation Plan

Executive Summary

This report provides an update on the development of a Public Transport Implementation Plan for the Western Bay of Plenty and seeks any feedback members may have on the draft document. The Implementation Plan coordinates existing projects that are already identified or underway.

The Implementation Plan will provide a structure for collaboratively working together to achieve the desired outcomes from the Western Bay of Plenty Public Transport Blueprint, however the scope is not limited to activities within the Blueprint. The Implementation Plan will also cover activities that need to be implemented to support growth in public transport.

Projects in the plan have been split into confirmed and committed, uncommitted, and those that will either inform, or be outputs from, the Urban Form and Transport Initiative (UFTI) process.

Following any feedback from this meeting the Implementation Plan will be finalised and progressed by the project team of partner organisation staff.

Recommendations

That the Public Transport Committee:

- 1 Receives the report, Western Bay of Plenty Public Transport Implementation Plan.**
- 2 Provides any feedback on the draft Western Bay of Plenty Public Transport Implementation Plan.**

1 Purpose

To advise the Committee on progress with the development of a Public Transport Implementation Plan involving Bay of Plenty Regional Council, Tauranga City Council, Western Bay of Plenty District Council and the New Zealand Transport Agency.

The focus of the Implementation Plan is to improve service provision, address any immediate network gaps (not already addressed) and tell a coordinated story. Public

transport implementation is a key programme under the Urban Form and Transport Initiative for Tauranga and the western Bay of Plenty.

2 Background

Commencing in 2015, Council commenced work with partners to prepare the Western Bay of Plenty Public Transport Blueprint (the Blueprint). The Blueprint determined a preferred programme based on improving services and infrastructure in Tauranga City with high frequencies on key urban bus routes and express bus services to growth areas, e.g. Pāpāmoa East and Tauriko possibly supported by bus priority measures on the main corridors. The first stage of Blueprint implementation has been completed with the bus services in operation. Minor improvements to services and facilities in the Western Bay have also been implemented.

3 Introduction

Staff reported to the last meeting of the Committee that work had commenced on a public transport implementation plan. It is intended that the proposed plan will provide a structure for collaboratively working together between Bay of Plenty Regional Council, Tauranga City Council, Western Bay of Plenty District Council and the New Zealand Transport Agency to achieve the desired outcomes from the Western Bay of Plenty Public Transport Blueprint.

The Public Transport Implementation Plan (2019/20 to 2021/22) coordinates existing projects already identified or underway. These existing projects have been included in various planning and business case documents or agreed through Council decision making processes. It has become apparent since the adoption of the Blueprint that there is some misalignment between partners in regards to the respective parts.

The Implementation Plan provides a structure for collaboratively working together to achieve the desired outcomes from the Blueprint, however the scope is not limited to activities within the Blueprint. The Implementation Plan will also cover activities that need to be implemented to support growth in public transport.

4 Alignment with the Urban Form and Transport Initiative

The Implementation Plan describes an intermediate programme between 2019 and 2021 to coordinate existing projects already identified and others (as approved), whilst UFTI masterplan work (longer term) is completed.

There is a list of projects identified that will be delivered under the Implementation Programme and feed into UFTI decision-making, or is going to be delivered and managed by the UFTI programme.

5 Public Transport Implementation Plan

The Western Bay of Plenty Public Transport Implementation Plan has primarily been developed to collate public transport improvement initiatives into one succinct action plan that is easy for all partners, stakeholders and their communities to understand and monitor progress against. The draft Implementation Plan is attached to this report as Appendix 1.

The draft Implementation Plan has been prepared by Mathew Stewart (Viewpoints NZ) and Ian Morton (M Consulting) working alongside a project team of staff from each of the partner organisations, led by Bay of Plenty Regional Council.

The list of projects has been split into three key lists (refer Section 7 of the Implementation Plan):

- **List 1: Confirmed and committed projects** (*in scope*). These are the various projects to be progressed between 2019-2021 by each partner. There is budget available and resources in place to deliver these improvement projects.
- **List 2: Un-committed projects** (*out of scope*). These are projects that have been identified as good ideas that will improve services, which have not been resourced or budgeted.
- **List 3: Urban Form and Transport Initiative projects**. These are projects, which are either being delivered under this programme and feed into the UFTI decision making, or will be delivered and managed by the UFTI programme.

In addition to the action plan, the Implementation Plan has also been used to:

- reiterate why we are improving public transport;
- clarify our vision and goals for public transport; and
- outline how we will track the delivery of the action plan, make amendments to it and ensure it's delivered in a timely manner.

Staff at each of the partner agencies have been involved in the creation of the Implementation Plan and it has also been approved by the UFTI management groups.

It is intended the Implementation Plan will be finalised and made public. The graphics in sections 4 and 5 'Why do we need to improve public transport' and 'Our vision for public transport', will be used to support communications on a number of public transport projects.

6 Next steps

Following any feedback the Committee may have on the plan, the project team will finalise the Implementation Plan.

The project team will regularly track implementation of the projects within the plan, and report that progress back to the Committee and to the respective partners.

7 Budget Implications

7.1 Current Year Budget

There are no current budget implications from undertaking the Public Transport Implementation Plan. Regional Council has funded consultant assistance to prepare the plan.

7.2 Future Budget Implications

Any future budget implications will need to be considered by the relevant partner organisations for public transport projects not currently budgeted and/or committed.

8 Community Outcomes

The Public Transport Implementation Plan directly contributes to the 'A Vibrant Region' Community Outcome in the Regional Council's Long Term Plan 2018-2028.

Rachel Pinn

Programme Leader - Passenger Transport

for Regional Development Manager

31 July 2019

APPENDIX 1

Draft Public Transport Implementation Plan, July 2019

Western Bay of Plenty Public Transport Implementation Plan

2019 – 2022



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1. About the implementation plan

This implementation plan covers Tauranga and the Western Bay of Plenty District¹ (see Figure 1) and is a joint initiative between Bay of Plenty Regional Council, Tauranga City Council, Western Bay of Plenty District Council and the New Zealand Transport Agency. The implementation plan collates a range of initiatives, and information from other documents into one succinct plan that is easy for our partners, stakeholders and communities to understand and monitor progress against. The implementation plan has drawn from several other documents which have gone through formal public feedback processes and been adopted by Council.

The key points covered by the plan are:

- **Why do we need to improve public transport** – a brief explanation as to why we are investing in public transport improvements.
- **Our vision and goals for public transport** – what we want to achieve by making improvements to public transport.
- **An action plan** – the action plan collates, and lists improvements being made to public transport between 2019 and 2022 by Bay of Plenty Regional Council, Tauranga City Council, Western Bay of Plenty District Council and the New Zealand Transport Agency.
- **Governance and reporting procedures** – outlines the processes we will use to track the delivery of the action plan, make amendments to it and ensure it's delivered in a timely manner.



¹ The combined areas of Tauranga and Western Bay District are referred to as Western Bay throughout this document.

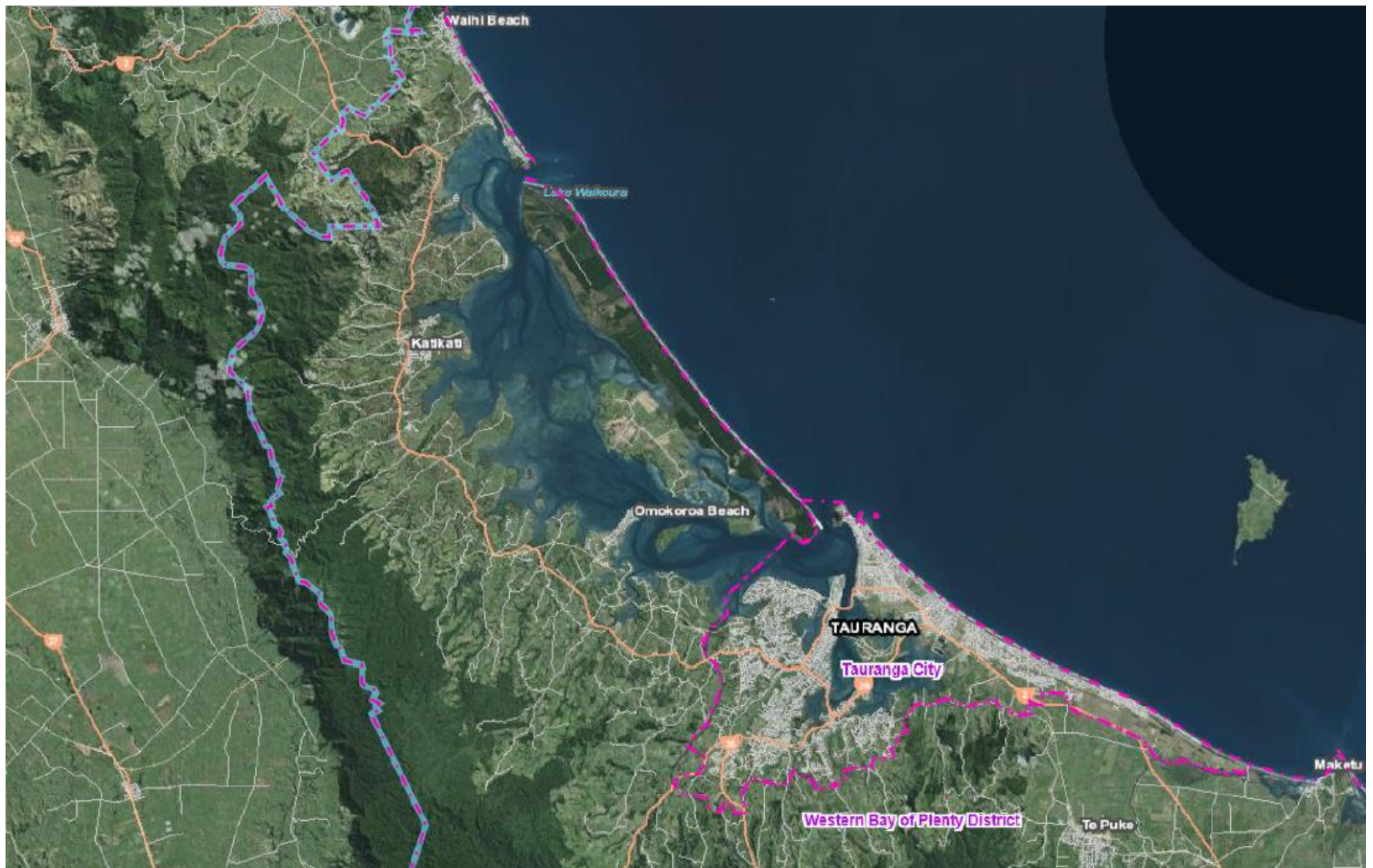


Figure 1 – areas covered by the Public Transport Implementation Plan

2. Who delivers the implementation plan?

Bay of Plenty Regional Council, Tauranga City Council, Western Bay of Plenty District Council and the New Zealand Transport Agency are partners in the implementation plan. Each organisation is responsible for delivering different elements of public transport:


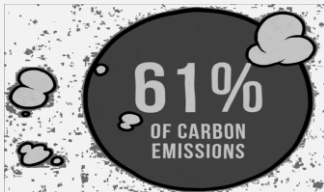
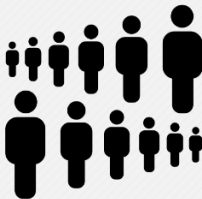
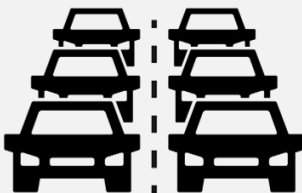




- Bay of Plenty Regional Council is responsible for planning and managing bus services.
- Tauranga City Council and Western Bay of Plenty District Council are responsible for providing and maintaining public transport infrastructure on the local road network, such as bus lanes, bus shelters and interchanges. They also set policies and planning regulations that can have significant impacts on public transport use.
- The New Zealand Transport Agency is responsible for providing and maintaining public transport infrastructure on the state highway network, such as bus lanes, bus shelters and interchanges. They also co-fund public transport initiatives delivered by the Bay of Plenty Regional Council, Tauranga City Council and Western Bay of Plenty District Council.

Please note: the organisations above have initiated a strategic planning process to set the direction for transport and growth in Tauranga and the Western Bay. This is called the Urban Form and Transport Initiative (UFTI). It is anticipated that UFTI will have developed the strategic direction for transport and growth by mid-2020. At this time the Public Transport Implementation Plan will need to be reviewed to determine if changes are required to create consistency with the direction set by UFTI.

3. How will improvements be funded?

- Some improvements in the action plan (see Public transport action plan 2019-2022 below) will be funded through existing budgets; however, others will need to apply for funding as they progress towards implementation.
- Public transport services are funded through a combination of fares, Bay of Plenty Regional Council targeted rates and government subsidies. Currently about one fifth of operating costs are funded through fares that passengers pay as they board, this is predicted to increase to just over one quarter by 2027/28.
- Public transport infrastructure, such as bus stops and shelters, are generally joint funded through local Council rates and central government funding.

4. Why do we need to improve public transport?

			
<p>Tauranga is the most car dependant city in New Zealand with up to 91% of trips being undertaken by car²</p>	<p>Most of Tauranga's carbon emissions come from transport and 30% of the Bay of Plenty's carbon emissions come from transport³.</p>	<p>Tauranga and Western Bay of Plenty District's populations are forecasted to grow to 180,000 and 61,700 by 2047/48.⁴</p>	<p>Traffic congestion will continue to get worse, particularly during peak travel times⁵.</p>
			
<p>Building more roads won't fix congestion. Even if we spend billions of dollars over the next 30 years⁵.</p>	<p>Cars take up a lot of space. The Western Bay has many narrow peninsulas, so we need to utilise our limited space wisely.</p>	<p>More people using public transport frees up road space for those who need it.</p>	<p>There is very strong public support for Tauranga to grow in a way that supports high quality public transport⁶.</p>

Short videos about Tauranga's transport challenges are available at www.tauranga.govt.nz/exploring/transportation-and-roads/transport-challenges-videos

² Tauranga Transport Programme Business Case 2017

³ Tauranga Carbon Footprints Emissions Report 2017; Bay of Plenty Community Carbon Footprint 2015/16









⁴ SmartGrowth population forecast 2017; Western Bay of Plenty District Council Long Term plan 2018-2028

⁵ Modelling of traffic growth and investment programmes for the Tauranga Transport Programme Business Case 2017

⁶ Tauranga Transport Programme – Report on Public Feedback November 2017

5. Our vision for public transport

We want more and more people to use public transport to access everyday activities, such as work, education, running errands and socialising. This means that public transport will progressively take up a greater share of trips on Western Bays transport network. To achieve this, we need to deliver the following goals:

 <p>Public transport is reliable</p> <ul style="list-style-type: none"> • Services arrive on time. • Services have reliable, consistent travel times. 	 <p>Public transport is attractive</p> <ul style="list-style-type: none"> • Travel times are competitive with private vehicles. • Cheaper than travelling by car. • Travel is comfortable and enjoyable e.g. Wi-Fi on buses, comfortable seats, shelters at bus stops. 	 <p>Public transport is convenient to use</p> <ul style="list-style-type: none"> • Takes people where they want to go. • Operating hours suit a varied lifestyle. • Accessible for mobility impaired. • Ticketing system is easy to use. • Connects to other modes of transport e.g. secure bike storage at public transport interchanges. • Investigate Park and Rides. 	 <p>People feel safe</p> <ul style="list-style-type: none"> • People feel safe from crime. • Bus driver error is not the cause of any serious accidents.
 <p>High quality customer service</p> <ul style="list-style-type: none"> • We accommodate our customer's needs. • Provide timely information about, and promote, bus services. • It is easy for customers to share feedback and find out information. 	 <p>Minimises adverse impacts on the environment</p> <ul style="list-style-type: none"> • Move towards zero at point CO₂ emissions and air pollution. • Trial environmentally friendly technology. 	 <p>Land use planning supports public transport use</p> <ul style="list-style-type: none"> • Encouraging public transport use is a fundamental consideration in land use planning decisions. • Significant growth areas are supported by quality public transport services. 	 <p>Cost-efficient provision of public transport</p> <ul style="list-style-type: none"> • Revenue from passengers continually increases and contributes a greater proportion of total funding.

6. Patronage levels and targets

The graph below shows historic patronage numbers and forecasted patronage growth. The graph shows that patronage numbers grew steadily until mid-2016, then they decreased for two years before levelling out during 2018/19. At this stage the new bus network (introduced in December 2018) cannot be credited with turning around the decline in patronage because when including school services overall bus patronage is down 0.4% in March/April/May 2019 compared to March/April/May 2018. However, when school services are excluded patronage is up 4.2% during the same period. Overall, at this stage there are some positive signs for the impact of the new bus network.

It is anticipated that a combination of the new bus network ‘bedding in’ and the array of improvements outlined in the action plan below, will gradually start to increase patronage figures in line with the forecasts in the graph below.

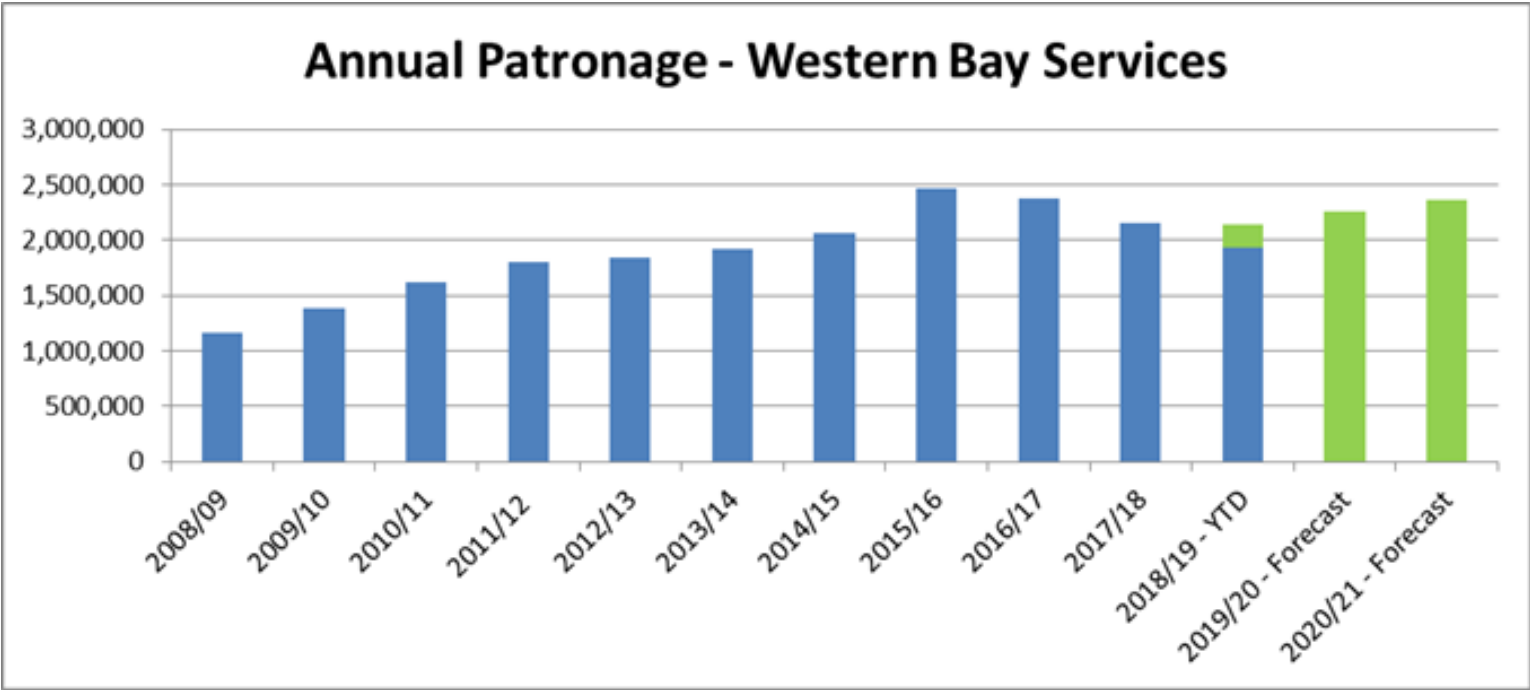


Figure 2 – annual patronage on Western Bay bus services⁷

⁷ Patronage predictions from Bay of Plenty Regional Council Long Term Plan 2018-2028

7. Public transport action plan 2019-2022

The action plan below collates into one place a range of initiatives that are to be delivered by Bay of Plenty Regional Council and our partners. The improvements and actions aim to achieve the goals outlined in Section 5 above. They originate from various sources, the most common sources are:

- **The Bay of Plenty Regional Public Transport Plan 2018 (RPTP)** – much of the content of the RPTP is derived from the Western Bay of Plenty Public Transport Blueprint 2017 (PT Blueprint). Both the RPTP and the Public Transport Blueprint went through formal public feedback processes.
- **Long Term Plans and Annual Plans** – These are produced by Bay of Plenty Regional Council, Tauranga City Council and Western Bay of Plenty District Council. Long Term Plans and Annual Plans go through formal public feedback processes.
 - A Long Term Plan is council's activity plan and budget for the next decade. It identifies projects, priorities and initiatives as well as funding sources.
 - An Annual Plan is mainly derived from the Council's Long Term Plan. It outlines the budgets and activity plans for the year ahead.
- **Council resolutions** – Over the past year or two Bay of Plenty Regional Council, Tauranga City Council and Western Bay of Plenty District Council have passed resolutions requiring actions related to public transport.
- **Staff initiatives** – Actions initiated by staff at Bay of Plenty Regional Council and our partners, these actions often provide more detail as to how higher-level direction from the RPTP is going to be implemented. These actions are frequently focused on customer service, evidence collection and analysis, and communications.

The action plan also includes a 'measuring success' column. This column outlines how we will know that an action has been successfully delivered.

List 1: Actions that are committed and budgeted⁸

Category	Action	Start date	Completion date	Lead (Bold = Lead) (Italics = Supporting)	Scale and complexity (Resource and time implications)	Potential Impact (How much value does the project deliver for the cost and resource implications)	Helps achieve goal...
Infrastructure (implementation)	<ul style="list-style-type: none">New bus stops are installed to service new bus routes in Katikati, Omokoroa and Te Puke.	2019	2019	WBOPDC	Low	High	
	<ul style="list-style-type: none">Ongoing upgrading of priority bus stops to applicable design standards (in accordance with bus stop improvements action plan, once it is adopted).	2019	Ongoing	TCC	Low	Medium	
	<ul style="list-style-type: none">Implement stage 1 of Cameron Road multi-modal transport improvements	2018	2020	TCC <i>BOPRC</i> <i>NZTA</i>	High	High	
	<ul style="list-style-type: none">Implement final aspects of Arataki bus priority improvements (an interim bus clearway between 7.15am and 10.00am (Monday to Friday) along the south side of Grenada Street between Girven Road and Kaimanawa Street).	2019	2019	TCC	Low	High	
	<ul style="list-style-type: none">Implement the secure cycle parking at public transport stops/interchanges action plan	2020	Ongoing	TCC	Low	Medium	
	<ul style="list-style-type: none">Install real time information screens at bus stops in accordance budgets	2019	2020	TCC BOPRC	Low	High	
Infrastructure (planning)	Adopt a bus stop improvements action plan, that includes: <ul style="list-style-type: none">Design standards to be applied across the sub-regionCriteria to prioritise bus stops for improvements.A prioritised list of bus stops for improvements.	2019	2020	TCC <i>WBOPDC</i> <i>BOPRC</i> <i>NZTA</i>	Medium	High	
	Investigate a new public transport interchange facility for Tauranga City Centre (to cater for increases in bus services and passengers).	2017	Early 2020	TCC <i>BOPRC</i> <i>NZTA</i>	High	High	
	<ul style="list-style-type: none">Investigate a new public transport interchange facility near Bayfair (to cater for increases in bus services and passengers)	2017	2019	TCC <i>BOPRC</i> <i>NZTA</i>	High	High	
	<ul style="list-style-type: none">Investigate a new public transport interchange facility in Brookfield.	2022	2022	TCC <i>BOPRC</i> <i>NZTA</i>	Medium	Medium	
	<ul style="list-style-type: none">Monitor the effectiveness of the interim interchange at Hairini to determine whether further improvements to the interchange are required.	2019	2020	BOPRC	Low	Medium	
	<ul style="list-style-type: none">Investigate suitable locations for the establishment of Park and Ride facilities.	2019	2020	TCC <i>BOPRC</i> <i>NZTA</i>	Medium	High	
	<ul style="list-style-type: none">Develop an action plan that identifies and prioritises locations around bus stops and interchanges where pedestrian permeability, road safety and safety from crime needs to be improved.	2020	2020	TCC <i>BOPRC</i>	Medium	High	
	<ul style="list-style-type: none">Monitor bus travel times to identify the causes of unreliable services	Ongoing	Ongoing	BOPRC	Low	High	
	Adopt a secure cycle parking at public transport stops/interchanges action plan that: <ul style="list-style-type: none">Specifies design standardsincludes criteria to identify suitable interchanges/stops for providing secure cycle parkingcontains a prioritised list of interchanges/stops for providing secure cycle parking	2019	2020	TCC	Medium	Medium	
Infrastructure (awareness, education)	Enforce bus priority measures.	Ongoing	Ongoing	TCC	Low	High	
	Run a campaign to educate road users how bus priority measures operate.	2022	2022	BOPRC	Low	Low	
Bus services and fleet (implementation)	<ul style="list-style-type: none">Implement free school bus services across Tauranga.	2020	2020	BOPRC	Low	Medium	
	<ul style="list-style-type: none">Extend operating hours in Tauranga for core bus services to 9pm Monday to Thursday and 11pm Friday and Saturday.	2022	2022	BOPRC	Low	Low	

⁸ Various roading improvements being undertaken, which are not driven by public for multi modal benefits such as efficiency, capacity, safety, development access, etc

List 1: Actions that are committed and budgeted⁸

Category	Action	Start date	Completion date	Lead (Bold = Lead) (Italics = Supporting)	Scale and complexity (Resource and time implications)	Potential Impact (How much value does the project deliver for the cost and resource implications)	Helps achieve goal...
	• Phase 3 timetable review (Western Suburbs, Pāpāmoa, Pyes Pa): Finalise and implement recommendations.	2019	June 2020	BOPRC <i>NZTA</i>	Medium/Large	Low	
	• Extend City loop (CL) bus service to Greerton.	2022	2022	BOPRC	Low	Low	
	• Extend Ōmokoroa bus service to meet the Matakana barge.	2019	2019	BOPRC	Low	Low	
	• Implement Saturday bus services for Te Puke, Katikati and Omokoroa.	2022	2022	BOPRC	Low	Low	
	• Support community events with additional public transport services.	Ongoing	Ongoing	BOPRC	Low	Low	
	Upskill drivers' - continue compulsory annual driver training (minimum 4 hours) to continue to improve driver: <ul style="list-style-type: none">customer service skillsdriving skillsdisability awareness and support skills	Ongoing	Ongoing	BOPRC	Low	High	
	Improve services to Tauranga tertiary education facilities from Rotorua, Whakatāne and Katikati/Omokoroa (will require joint funding from Tertiary providers)	2022	2022	BOPRC	Medium	Low	
	Improve readability of printed bus timetable.	2020	2020	BOPRC	Low	Low	
Bus services and fleet <i>(planning)</i>	• Investigate the feasibility of a ferry service between Ōmokoroa and Tauranga.	2019	2020	BOPRC <i>NZTA</i>	Low	Low	
	• Complete the 3-yearly review of bus services in the Western Bay.	2022	Mid 2022	BOPRC	Medium	Medium	
	• As transport hubs/interchanges are developed, review public transport routes that service the area to ensure the transport hub operations are optimised.	Ongoing	Ongoing	BOPRC <i>NZTA</i>	Medium	Medium	
	• Complete a review of vehicle size and make recommendations (as required) for varying the fleet size.	2019	2020	BOPRC <i>NZTA</i>	Low	Low	
	• Annual review of Western Bay bus services to improve customer satisfaction and operational efficiency.	2019/20	Ongoing	BOPRC <i>NZTA</i>	Small	Small	
Infrastructure <i>(awareness, education)</i> Bus services and fleet <i>(awareness, education)</i>	Promotional campaigns to get more people using public transport. Focused on quality of services and routes with bus priority.	2020	Ongoing	BOPRC	Low	Medium	
Ticketing and fares <i>(implementation)</i>	• Implement the Regional Integrated Ticketing System (Bee Card). <i>The Bee Card is a new travel card that will replace existing bus travel cards on all Bay Hopper services across the Bay of Plenty. Passengers can top up the card and use it to pay for bus travel on any Bay Hopper services in the Bay of Plenty.</i>	2018	2019	BOPRC	High	High	
	• Establish Bee Card issue, balance and reload facilities at a minimum of 5 locations across Western Bay. <i>Bee Cards will also be able to be issued and reloaded on all buses.</i>	2020	2020	BOPRC	Low	Medium	
	• Bee Card issue, reload, transaction and balance enquiries are available online.	2019	2020	BOPRC	Medium	High	
	• Implement Ridewise (electronic operating and records system for Total Mobility Scheme)	2018	2019	BOPRC	Low	Low	
	• Extend SuperGold Card weekday travel hours concession	Now	June 2020	BOPRC	Small	Large	
Ticketing and fares <i>(planning)</i>	• Engage with key stakeholders to identify best locations for Bee Card balance and reload facilities. <i>Bee Cards will also be able to be issued and reloaded on all buses.</i>	2020	2020	BOPRC	Low	Medium	
	• Investigate new fare zone structure for urban centres	2019	2021	BOPRC <i>NZTA</i>	Medium	Medium	
	• Review fare costs, with the aim to strike a balance between incentivising use and recovering some operational costs through fares.						
Ticketing and fares	• Investigate new fare products, which may be more feasible under the new ticketing system.						
	• Launch major awareness campaign to make people aware of the new Bee Card ticketing system, it's advantages and how to use it.	Late 2019	Ongoing	BOPRC	Low	High	

List 1: Actions that are committed and budgeted⁸

Category	Action	Start date	Completion date	Lead (Bold = Lead) (<i>Italics</i> = Supporting)	Scale and complexity (Resource and time implications)	Potential Impact (How much value does the project deliver for the cost and resource implications)	Helps achieve goal...
<i>(awareness, education)</i>	<ul style="list-style-type: none">Awareness campaign targeted on promoting online/phone Bee Card services.	2020	2020	BOPRC	Low	Medium	
Customer service and reporting	<ul style="list-style-type: none">Investigate whether passengers are aware of the feedback channels available. Continue existing awareness campaigns and if necessary, initiative new ongoing awareness campaigns.	2021	2021 Ongoing	BOPRC	Low	Low	
	<ul style="list-style-type: none">Maintain and improve processes to respond to passenger feedback.	Ongoing	Ongoing	BOPRC	Low	Medium	
	<ul style="list-style-type: none">Replace the current call centre contract (to improve the level of customer service)	2019	2019	BOPRC	Medium	Medium	
	<ul style="list-style-type: none">Review and where practical streamline data sources used for performance reporting.	2020	2020	BOPRC	Low	Medium	
	<ul style="list-style-type: none">Create an automated monthly performance report.	2020	2020	BOPRC	Low	Medium	
	Continue to ensure all stakeholders and general public are provided with accurate and timely information about public transport related milestones and upcoming events that can affect public transport operations, such as: <ul style="list-style-type: none">First electric buses start operatingAIMS GamesWorld Car Free Day	Ongoing	Ongoing	BOPRC	Low	Low	
Bus services and fleet <i>(planning)</i> Infrastructure <i>(planning)</i> Ticketing and fares <i>(planning)</i> Customer service and reporting	<ul style="list-style-type: none">Review of the RPTP policies and implementation plan	2021	2022	BOPRC <i>NZTA</i>	Medium	Medium	
Other	<ul style="list-style-type: none">Develop a forecasting model for public transport, active modes and private vehicles that can be used to model the impacts on travel habits of potential projects.	2017	2022	TCC <i>NZTA</i>	Medium	High	

List 2: Actions that are NOT committed or budgeted

Category	Action	Start date	Completion date	Lead (Bold = Lead) (Italics = Supporting)	Scale and complexity (Resource and time implications)	Bang for buck (How much value does the project deliver for the cost and resource implications)	Recommended priority (High, medium or low)	Helps achieve goal...
Infrastructure (implementation)	<ul style="list-style-type: none"> Once the bus priority action plan is adopted, investigate, design and implement <u>minor to moderate</u> bus priority improvements (action plan will determine which projects are minor, moderate or major). Review bus priority measures following implementation and if necessary, improve designs to enhance road user understanding and/or compliance. 	2020	Ongoing	TCC WBOPDC NZTA	Low	High	High	
	<ul style="list-style-type: none"> Ongoing upgrading of priority bus stops to applicable design standards (in accordance with bus stop improvements action plan, once it is adopted). 	2019	Ongoing	WBOPDC	Low	Medium	Medium	
Infrastructure (planning)	<ul style="list-style-type: none"> Develop and adopt a bus priority action plan, that: <ul style="list-style-type: none"> has a criterion to determine when bus priority measures are required. identifies and prioritises locations where bus priority measures are required and locations where bus priority measures are likely to be required in the future. 	2019	2020	BOPRC <i>TCC</i> <i>WBOPDC</i> <i>NZTA</i>	Medium	High	High	
	<ul style="list-style-type: none"> Investigate the feasibility of using solar power at bus stops. Where applicable add recommendations to bus stop design standards. 	2021	2021	BOPRC	Low	Low	Low	
Bus services and fleet (implementation)	<ul style="list-style-type: none"> Ōmokoroa - increase bus frequencies and look at other improvements. 	2021	2022	BOPRC	Low	Low	Low	
Bus services and fleet (planning)	<ul style="list-style-type: none"> Investigate rural hinterland public transport services. 	2021	2021	BOPRC <i>NZTA</i>	Low	Low	Low	
	<ul style="list-style-type: none"> Investigate feasibility of demand response transport and if appropriate recommend trial routes. Focus is largely on improving services for an ageing population. 	2020	2020	BOPRC	Medium	Low	Low	
	Develop and publish criteria: <ul style="list-style-type: none"> for determining which community events BOPRC will service with additional public transport services to determine the number of bus services provided for different events. 	2019	2020	BOPRC	Low	Low	Low	
	Investigate existing and emerging lower emission fuels/technologies and develop/adopt a plan for introducing more environmentally friendly vehicles into the bus fleet.	2020	2020	BOPRC	Medium	Medium	Medium	
Ticketing and fares (implementation)	<ul style="list-style-type: none"> Implement Ridewise 2 region-wide (the next iteration of the national digital solution for the Total Mobility scheme). 	2020	2021	BOPRC	Low	Low	Low	
Customer service and reporting	<ul style="list-style-type: none"> BOPRC to improve processes, so that customer requests for bus shelters and seating at bus stops are properly considered and responded to and/or implemented. 	2020	2020 Ongoing	BOPRC <i>TCC</i> <i>WBOPDC</i> <i>NZTA</i>	Low	Med	Med	
	<ul style="list-style-type: none"> Investigate whether existing customer feedback channels require improving, and/or whether there is a need for new feedback channels. If necessary, improve existing feedback channels or implement new feedback channels. 	2021	2021	BOPRC	Low	Low	Low	
Other	<ul style="list-style-type: none"> Prepare a report that quantifies the impact that increased public transport use could have on CO₂ emissions from transport in Tauranga and Western Bay. 	2020	2020	BOPRC <i>NZTA</i>	Medium	Low	Low	

List 3: Actions that feed into, or are led, by UFTI/Transport Master Plan

Category	Action	Start date	Completion date	Lead (Bold = Lead) (<i>Italics</i> = Supporting)	Budgeted (Yes = has an allocated budget or is part of BAU) (No = No current budget)	Scale and complexity (Resource and time implications)	Bang for buck (How much value does the project deliver for the cost and resource implications)	Helps achieve goal...
Infrastructure (implementation)	<ul style="list-style-type: none"> Once the bus priority action plan is adopted, investigate, design and implement <u>major</u> bus priority improvements (action plan will determine which projects are minor, moderate or major). Review all bus priority measures following implementation and if necessary, improve designs to enhance road user understanding and/or compliance. 	2020	Ongoing	TCC WBOPDC NZTA	No	High	High	
	<ul style="list-style-type: none"> Work with developers and landowners to provide public transport hubs/interchanges in locations identified through the transport hubs/interchanges planning exercise (<i>see below</i>). 	2021	Ongoing	BOPRC TCC WBOPDC NZTA	No	High	High	
Infrastructure (planning)	<ul style="list-style-type: none"> Ensure that high quality public transport facilities are integrated into the planning and design of the TNL. 	2019	When TNL designs are completed	NZTA BOPRC	No <i>Awaiting outcome of State Highway re-evaluations</i>	High	High	
	<ul style="list-style-type: none"> Develop and adopt guiding principles to determine locations where transport hubs/interchanges should be developed (now and in response to growth). 	2020	2021	UFTI / Transport Master Plan	No	Low	High	
	<ul style="list-style-type: none"> Develop a prioritised list of locations where transport hubs/interchanges are required. <i>List can be updated as new land use developments are progressed.</i> 	2020	2021	UFTI / Transport Master Plan	No	Medium	High	
	<ul style="list-style-type: none"> Investigate and design stage 2 of Cameron Road multi-modal transport improvements 	2020	2021/22	TCC BOPRC NZTA	Yes	High	High	
	<ul style="list-style-type: none"> If necessary, once UFTI direction has been confirmed, <i>update</i> the action plan that identifies and prioritises locations around bus stops and interchanges where pedestrian permeability, road safety and safety from crime needs to be improved. 	2021	2021	UFTI / Transport Master Plan	No	Medium	High	
	<ul style="list-style-type: none"> Investigate feasibility of passenger rail. 	2021	2022	UFTI / Transport Master Plan NZTA	No	High	High	
	<ul style="list-style-type: none"> Identify future potential rapid transit corridors 	2019	2020	UFTI / Transport Master Plan NZTA	No	High	High	
Infrastructure (planning) Bus services and fleet (planning)	<ul style="list-style-type: none"> Develop and adopt guiding <i>principles</i> for how public transport should be integrated into new land use developments. 	2019	Early 2020	UFTI / Transport Master Plan	No	High	High	
	<ul style="list-style-type: none"> Where required and practical, ensure that principles for integrating public transport into new developments are included in the next relevant city/district plan change/review. 	Next relevant city/district plan review	Next relevant city/district plan review	BOPRC TCC WBOPDC	Yes	High	High	
	<ul style="list-style-type: none"> Continue to work with developers (particularly during the structure planning process) to facilitate high quality public transport routes and infrastructure, integration with other modes and supporting land use densities and patterns in growth areas. In particular: <ul style="list-style-type: none"> Tauriko Te Tumu Ōmokoroa Where possible ensure planning is consistent with the adopted guiding principles for how public transport and land use planning/integration. Develop and agree public transport use targets for these development areas. 	Ongoing	Ongoing	BOPRC TCC WBOPDC NZTA	Yes	High	High	
Infrastructure	<ul style="list-style-type: none"> Develop, engage on and adopt Western Bay and Tauranga Public Transport Blueprint version 2. Investigations into rapid transit options and protection of future public transport corridors. Will connect work to date on Cameron Rd, Arataki 	2021	2022	UFTI / Transport	No	High	High	

List 3: Actions that feed into, or are led, by UFTI/Transport Master Plan

Category	Action	Start date	Completion date	Lead (Bold = Lead) (<i>Italics</i> = Supporting)	Budgeted (Yes = has an allocated budget or is part of BAU) (No = No current budget)	Scale and complexity (Resource and time implications)	Bang for buck (How much value does the project deliver for the cost and resource implications)	Helps achieve goal...
<i>(planning)</i> Bus services and fleet <i>(planning)</i>	corridors and Te Tumu, Tauriko growth areas.			Master Plan				
Other	<ul style="list-style-type: none">Changes to the Tauranga City Plan to support higher density development in the Te Papa Peninsula (particularly along and near key bus corridors).	2019	2022	TCC <i>NZTA</i>	Yes	High	High	
	<ul style="list-style-type: none">Develop a parking strategy for Tauranga that amongst other issues, considers the relationship between parking prices, the cost of public transport fares and the financial attractiveness of using public transport.	2018	2020	TCC <i>BOPRC</i> <i>NZTA</i>	Yes	High	High	

8. Monitoring, governance and communications

Governance

It is proposed that bi-monthly meetings are held to discuss the progress of projects (against the agreed plan), this will include progress update and risk / issue identification. It is expected that each lead partner provides updates against their projects at these meetings. In addition, any relevant information will be made available, in order to track progress against agreed outcomes.

Following these bi-monthly meetings a brief update will be provided through to the project sponsors (Christine Jones / Namouta Poutasi / Gary Allis), highlighting escalations as required. At these meetings, it will be agreed what reports need to be delivered through to the relevant council meetings / committees.

Relevant decision making around change management / scope management / finance management / quality assurance etc will be in accordance with the respective partner organisational processes.

Reporting

Bimonthly reports will be prepared to feed into the governance meetings (proposed above), it is expected that an updated programme plan (schedule), key risk register and issues, alongside any monitoring of success measures will be reported upon.

Monitoring

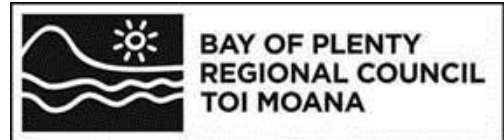
A monitoring approach will be developed upon completion of the scope. It is anticipated that the measures will be reviewed on a bi-monthly basis and tabled with the governance teams.

Communications

This project will require efficient and regular communication internally between the project sponsor, project manager and project team members, as well as to Executive Leadership and Councillors. External communication will also be important to manage expectations from the regional community and address any potential concerns relating to the development of the project.

A Communications and Stakeholder Engagement Plan will be developed. The plan will identify the timing and frequency, target audience, delivery, and responsibility for key communications required for the project. The plan will also detail methods to ensure effective communication and engagement.

Receives Only – No Decisions



Report To: Public Transport Committee

Meeting Date: 09 August 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 progress towards implementing public transport infrastructure in Tauranga.

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**

31 July 2019

Report To: Public Transport Committee

Meeting Date: 09 August 2019

Report From: Garry Maloney, Transport Policy Manager

Western Bay Stakeholder Group

Executive Summary

The Western Bay of Plenty Public Transport Stakeholder Focus Group has an interest in (public) transport in the western Bay of Plenty sub-region and is a group Council established prior to the approval of the Western Bay of Plenty Public Transport Blueprint.

While the Group has met a number of times, it has not met as frequently as the Council's Public Transport Committee meeting cycle. There is some frustration as to how the Group has been operating.

Going in to the next triennium staff recommend that the need and purpose for a stakeholder group be reviewed including its membership and that the review be done with stakeholders and SmartGrowth partners.

Recommendations

That the Public Transport Committee:

- 1 Receives the report, Western Bay Stakeholder Group.**
- 2 Review the need, purpose and membership of the current Stakeholder Group with stakeholders and partners and report that back to Council.**

1 Introduction

The Western Bay of Plenty Public Transport Stakeholder Focus Group has an interest in (public) transport in the western Bay of Plenty sub-region and is a group Council established prior to the approval of the Western Bay of Plenty Public Transport Blueprint.

At the March 2019 Public Transport Committee meeting, the Committee considered and made decisions on the scope of the Tauranga Network Phase 3 Review. As part of that report, Council staff proposed that Council further consider the need and role for such a group.

Staff did note that the need for the Group may be addressed by the Urban Form and Transport Initiative (UFTI). At this time, it would seem that UFTI is calling on the expertise of existing groups, rather than establishing new ones.

It is fair to say that there is some frustration as to how the Group has been operating over the last 18 months.

It would seem therefore, that an opportunity exists to consider the role of the Group going forward and do so in a way that addresses current issues to generate better outcomes.

2 Mandate and Membership

Council's Stakeholder Group was established to enable "*stakeholder input on the planning and delivery of public transport in the western Bay of Plenty sub-region*" (current terms of reference are appended).

While the Group has met a number of times, it has not met as frequently as the Council's Public Transport Committee meeting cycle and this has been especially so in 2019 as staff have focussed on primarily managing the new western Bay of Plenty bus contracts.

Some of the frustration as to Council's apparent lack of engagement has recently been expressed on becoming aware of its technical input to Tauranga City Council on the public transport service needs required at an Arataki bus interchange.

That response raises questions about the Stakeholder Group's mandate/purpose. For example, what does "*stakeholder input*" mean and when is it appropriate (or not)? Does it mean the Group has a decision-making role and what is the need to engage/consult on technical versus general matters?

Going in to the next triennium staff recommend that the need of and purpose for a stakeholder group be reviewed and will start that conversation with the existing Group when it meets on 1 August 2019 (and will update members verbally on that conversation on the day of the meeting).

Staff also recommend that if Council subsequently decides to retain a stakeholder group, it should also review the membership of the Group (for example, there is currently no representation from schools), including how the Group is chaired.

3 Next Steps

In mid-2018 there was a suggestion from a member of the Tauranga Transport Alignment Project Group that a core "Western BOP Transport Stakeholder Group" be formed to enable stakeholder engagement on important transport issues being progressed by the Regional, Tauranga City and Western Bay of Plenty District Councils, the New Zealand Transport Agency and SmartGrowth.

While that proposal did not receive the support it was seeking, staff believe there is merit in working further with SmartGrowth partners to identify potential synergies form a more collaborative approach.

Should those synergies not be realised, at the very least, the Council will be better informed on the need, or otherwise, for its own stakeholder group.

The process going forward is likely to entail the following steps:

- initial discussion with current Stakeholder Group;
- test the opportunity at an operational level with the SmartGrowth partnership to establish the need for a wider stakeholder group;
- seek the views from identified stakeholders on the purpose and membership of such a group;
- report back to Council on the findings of the review to the first Council Committee meeting cycle in 2020.

4 Budget Implications

4.1 Current Year Budget

The decisions recommended in this report do not have any current financial implications.

4.2 Future Budget Implications

The decisions recommended in this report do not have any future financial implications. Those will become apparent and will be highlighted in future considerations on the mandate and membership of a stakeholder group.

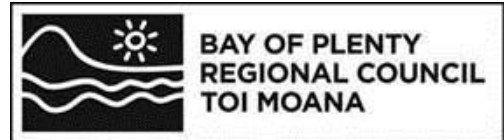
5 Community Outcomes

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

Garry Maloney
Transport Policy Manager

31 July 2019

Receives Only - No Decisions



Report To: Public Transport Committee

Meeting Date: 09 August 2019

Report From: Garry Maloney, Transport Policy Manager

Engaging Older People in Transportation Planning - Progress Report

Executive Summary

Responses to the recommendations and actions in a report aimed at engaging older people in transportation planning by CG Consulting is provided.

In response to an annual plan request, the Regional Council engaged CG Consulting to undertake the project and Ms Gordon duly delivered a research report - 'Today and Tomorrow' which she presented to the 10 May 2019 Public Transport Committee meeting.

Staff have reviewed the report and met with Carole Gordon to discuss the report's recommended actions.

The significant value of the report is contained in its key themes, especially in regard to how Council engages with the senior community. Council needs to take that feedback on board for future engagement with the public (for example, for the next Regional Land Transport Plan and Regional Public Transport Plan). The report also contains recommendations for other agencies and forums, including the Urban Form and Transport Initiative.

For the actions where a road controlling authority is responsible, Council will provide the report to those authorities to peruse and action as they see necessary.

Recommendations

That the Public Transport Committee:

- 1 Receives the report, Engaging Older People in Transportation Planning - Progress Report.**

1 Introduction

During the development of the 2018-2028 Long Term Plan, Council received a request to fund research in to engaging older people in transportation planning (submission available on request).

On 22 May 2018, Council decided to fund the research project, with an estimated cost of \$12,000 in Year One. Subsequently, CG Consulting was engaged to undertake the project.

The research report *'Today and Tomorrow'* (Appendix 1) was provided to staff on 26 April 2019 and Ms Gordon presented an interim report on her key outcomes to Committee on 29 March and the final report at the 10 May 2019 Public Transport Committee meeting.

Staff had not had enough time to review the research conclusions or recommendations in order to provide considered advice to the Committee prior to the 10 May meeting. The Committee subsequently resolved to receive the report and:

- "2 Requests a further report on the how the report could be given effect to and the implications of doing so.*
- 3 Acknowledges the importance of population aging in the planning and delivery of public transport services."*

2 Research report and actions

2.1 Background

The report highlights the need to better plan for an ageing community. It provides insights and identifies issues for further consideration. The issues to be addressed are:

- Issues Today:
 - realignment;
 - increasing patronage;
 - understanding elders;
 - the transport environment; and
 - social equity.
- Issues Tomorrow:
 - policy review;
 - transport ageing strategy development; and
 - embracing innovation and technology – future mobility.

Under each issue are a number of actions aimed at addressing the perceived issue. There are 22 key actions; 24 actions; and a further five summary actions.

2.2 Key Issues

The key issues highlighted by the report author are:

- accessibility;
- patronage is limited by current bus routes;
- extending SuperGold Card timing;
- lack of connectivity to urban community centres; and
- improved and sincere engagement processes.

2.3 Themes

The main themes highlighted in the report are:

- increasing longevity and active ageing means the need for multi-modal accessibility needs to be addressed;
- demographic transformation over time (more older and older-old people);
- seniors need a bus service that links to community amenities;
- a lack of good transport options is a significant barrier to social inclusion and independence;
- the majority of research participants (prefer to) drive their own car as their main means of transport;
- research participants expressed little trust in (local government) engagement processes.

2.4 Actions

As mentioned above, the research report contains 22 key actions, 24 additional actions and five summary actions.

Due to the large number of actions and some overlap and repetition, staff consolidated all of them in to the topics below; and at a high level, have set out the Regional Council's response. Greater detail is provided in Appendix 2.

Topic number	Topic	Regional Council Response
Topic 1 – Vehicles / Network	Put into service smaller buses/ shuttles as complementary urban community focused micro transit service. Also see: Transition to autonomous vehicles – Topic 8.	Tauranga Network Phase 3 review will look at demand/responsive transit, bus right-sizing, and micro transit.
Topic 2 – Advocacy	Advocate for ageing communities at national level and use regional analysis/data to support position.	Regional Council has statutory requirements and responsibilities under LTMA – national level strategy is generally a central government responsibility. A PT or Council decision would be required to advocate a national strategy.
Topic 3 – Socio-economic	Address bias, discrimination, inequality, inequity, exclusion, and ignorance relation to age, ethnicity, socio economic status, and disability. Include social equity/impact assessment in decision-making and transport planning.	Bias issues and community representation addressed through Regional Public Transport Plan (RPTP). Regional Council focus is on health and wellbeing not social equity. Ministry of Transport investigating Community Services Card discount.
Topic 4 – SuperGold	Broaden/extend SuperGold Card benefits.	As part of the Regional Council Annual Plan 2019/20, the time limits for SuperGold Card users have been extended to be free on weekdays from 9:00 am too close of service. Rollout date yet to be confirmed, but likely August.

Topic number	Topic	Regional Council Response
Topic 5 – Multi-modal / Infrastructure	Plan multimodal options better. Focus more on placement and access to options; safety issues both human and built environment; and appropriate type and location of infrastructure for all members of the community. Multimodal includes buses, walking, cycling, scootering 2&4 wheel, skating etc so logistics like park n rides; bus shelters; footpaths, street seating, lighting, and crossings along routes; cycle lanes; and bike/scooter parking all need to be considered.	Regional Council works with TAs regarding planning for multimodal options. Infrastructure is a territorial authority (TA) and New Zealand Transport Agency (NZTA) responsibility. Tauranga City Council has a Park and Ride Project scheduled for later this year.
Topic 6 - Engagement	Better engagement and consultation with elder community in transport planning processes.	Regional Council will address through community engagement plans for consultation events.
Topic 7 – Planning Processes	Regional Land Transport Plan (RLTP), RPTP and Tauranga Network Phase 3 Review considerations (also relevant to other plan/policy reviews) Include ageing population and changing demographics.	Regional Council will use age appropriate language and terms when conducting reviews and implementation to give better visibility to age related considerations. Statistic NZ demographic information is, and will continue, to be used.
Topic 8 - Technology	Plan with future focus – acknowledge and include innovation and emerging technology, including autonomous vehicles.	Regional Council will follow MoT strategic leadership. Transition to new technologies will occur as and when technologies proven, need, and funding align.

Staff met with Ms Gordon on 25 July 2019, to discuss her report and the proposed Council officer response.

As can be seen in the above and appendices, there is a difference in view regarding the necessity and/or appropriateness of the actions proposed in the report. Many of the actions do not seem to relate specifically to engaging the senior community better in transport planning. Rather, they extend to recommending wide-ranging changes throughout the transport programme and more.

Many of the actions suggested also relate to either Tauranga City Council, Western Bay of Plenty District Council, the New Zealand Transport Agency, or central Government areas of responsibility and are either not possible or not appropriate for Regional Council to action.

3 Next Steps

Staff believe the significant value of the report is contained in its key themes, especially in regard to how we engage with the senior community. Council needs to take that feedback on board for future engagement with the public (for example, for the next RLTP and RPTP).

For the actions where a road controlling authority is responsible, Council will provide the report to those authorities to peruse and action as they see necessary.

4 Budget Implications

4.1 Current Year Budget

The recommended decision is that staff report back and the cost of this action will be met from existing budgets.

4.2 Future Budget Implications

The recommended decision is that staff report back and the cost of this action will be met from existing budgets.

5 Community Outcomes

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

Rebekah Waltham
Planner

for Transport Policy Manager

1 August 2019

APPENDIX 1

Today and Tomorrow, CG Consulting, May 2019

TODAY AND TOMORROW

TRANSFORMING PUBLIC TRANSPORT FOR AGEING COMMUNITIES



REPORT ON ENGAGING ELDERLY IN TRANSPORTATION PLANNING
Research commissioned by Bay of Plenty Regional Council 2019
Carole Gordon

What did elders say?

Elders want to stay connected. They want to use convenient and accessible public transport, often instead of their car. They feel that their needs are unrecognized. Bus services do not go where they want to go.

A lack of good transport options is a significant barrier to social inclusion and independence. This study suggests that sincere engagement will increase understanding and expose the outdated social myths about older people that continue to influence discourse and policies, thereby serving to constrain lives and the social and economic wellbeing of communities. Action and funding is achievable in current plan review processes and further negotiation with Government and NZTA on transportation transformation.

Understanding the longevity needs of Elders, means understanding accessibility.

- Bus size and design, signage, low floor fleet, comfort and safety, accommodating mobility walkers, driver behavior.
- The bus environment, route, safety, footpaths, crossings and bus shelter locations
- Joining up options e.g. park and ride, connectivity to urban shopping, medical services.
- Care and respect, appropriate marketing and communication and community awareness.
- Co-design. “We are not listened to.” Ensuring inclusive community-based Elder engagement on planned changes, transport system design and delivery, particularly infrastructure investment and walkability.
- Accessibility can be enhanced as mobility options and innovation in autonomous travel is initiated. Public transport improvements will benefit future generations.

What did Elders say about public transport?

Our research survey and engagement told us that they seek:

- Better public transport infrastructure particularly bus shelters, seating, signage footpath safety.
- Connectivity to places they want to go
- To share their views and be listened to.
- Single routes with no transfers
- Improved bus accessibility and comfort
- Smaller more convenient buses or community shuttles. bus to Airport
- Courtesy and kindness
- Drivers who know the route
- Park and ride
- All time access to Super Gold Card
- Readable bus signage and timetables.
- Better management of disruptions
- Safety and security

"Today's decisions and investments will shape our cities of the future. Public transport could make our cities better places to live, while making mobility cheaper, safer, more accessible and better for the environment. But we can't wait thirty years for that to happen."

Peter Mersi 2018. Public Transport 2045. NZ Ministry of Transport

Advancing Agendas:

A future focused public transport service requires transformative multi- modal transport planning and a tolerant re-thinking of strategies, policies and resource use to provision a transportation plan that is people-centred, inclusive, efficient, safe, affordable, accessible and acceptable.

An urban community linked micro-transit public transport service to better serve vulnerable people without mobility choices, will compliment key transit routes reducing congestion.

TODAY

The insights in this report have potential to enrich a reshaping of a new futures vision for accessible, human-centered mobility as new policy frameworks for regional public transport investment are aligned to regional sustainability, urban development, population-ageing, longevity and livable communities congruent with the Government's national wellbeing agenda.

TOMORROW

People of all ages will be commuters in a smart City, able to travel with ease. A place where the world's leading-edge intelligent technologies will enable safe transportation accessibility and policies will ensure a healthy environment for future generations.

THE PROJECT

The purpose and objectives for this project were clear (P17).

The following actions arise to address an improved transport system and infrastructure for lifetime mobility. Key actions are framed to meet the research objectives and to enable clarity.

- 1 To talk with mature and older people about transport issues.
What did people say? Elder insights from participants are documented in various sections throughout the report and summarized in the Executive Summary (p4 and 5).
- 2 To canvas current and future transport planning challenges.
What current and future transport planning challenges were identified?
- 3 To understand the perspectives of older and older-old people towards public transport and barriers to increased patronage
How did Elders perceive public transport services and what barriers limit their patronage?
- 4 To gain more information to further align 'fit for purpose' public transport provision to the needs of increased longevity, wellbeing, safety, accessibility and connectivity.
What can be changed to better provision public transport services for the wellbeing (safety, accessibility, connectivity) needs of increasing numbers of older people living longer.

Further sections 5, 6 and 7 highlight policy and planning considerations for future development.

Issues Tomorrow

What can be changed to better provision public transport services for the wellbeing (safety, accessibility, connectivity) purposeful and successful ageing needs of increasing numbers of older people living longer?

Communities can actively determine their own vision for transportation—describing an ideal that reflects their values, concerns and priorities.

Recognising the scale and impact of the demographic transformation, and environmental pressures, plans should continuously be responsive to the adoption of new technologies.

CONGRUENT WITH GLOBAL INITIATIVES, BAY OF PLENTY EVIDENCE INDICATES AN ACTION PLATFORM.

5 POLICY REVIEW

- Transport policy and plans need to urgently reflect the dynamics of changing environments and community expectations.
- Super-ageing communities will increasingly become dependent on a reliable age-friendly public transport service that goes where they need, in order to manage their lives.
- Consideration of, and investment in suitable infrastructure provision will be a key enabler of active mobility.
- National NZTA policy guidelines are needed to enable improved Elder access to multi-modal transport

KEY ACTIONS:

- 5.1 Integrate report actions in proposed Public Transport stage 3 review.
- 5.2 Review and adapt the Western Bay of Plenty Transport Blueprint
- 5.3 Review TCC 10year infrastructure plan to progress age-friendly, accessible CBD City transport centre, bus and ride share interchanges, urban and semi-rural community park and ride sites within 2 years
- 5.4 Further align the Tauranga Transport Programme Business Case to recognise demographics.
- 5.5 Fully Integrate outcomes from this report into transformative objectives and actions in the Bay of Plenty Land Transport Plan.

ACTIONS

1. Ensure that Elders are active participants in engagement and consultation processes.
2. SmartGrowth: review settlement pattern structure plans to ensure adequacy of multi-modal elder accessibility.
3. SmartGrowth / BOPRC provide leadership through proactive efforts to include population-ageing impact inclusion in transport and urban planning policy priorities, and responses to GPS statements, with Government.
4. Ensure that the Tauranga Transport Blueprint and Programme Business case, the Western Bay of Plenty Public Transport Blueprint and Bay of Plenty Regional Land Transport Plan include accessibility priorities in public transport infrastructure with connected funding proposals.
5. Draft new demographic transformation policy settings and actions through the BOP Regional Land Transport Plan and the Western Bay of Plenty Public Transport Blueprint.

16. Tauranga City Age-friendly Strategy 2013-2023
17. Global efforts to enhance elder wellbeing, grow silver economies and achieve age-friendly environments, products and services.
18. Access to transport options enables older people to contribute to family and community volunteer organisations.
19. Achieving core Age-friendly City transport goals is interlinked to accessible public transport as a key factor influencing enhanced wellbeing and health budgets.

Simply, this project additionally reflects a regional positioning of transport and population ageing issues as a high priority agenda, to be included in the 2019 Phase 3 of the Regional Council Public Transport Committee and Bay of Plenty Regional Council effort to re-align the Western Bay of Plenty Public Transport Blueprint.

This study and community meeting feedback indicated a vital need for more in-depth consideration of older people who are public transport dependent and their wider needs for multi-modal infrastructural environments.

Optimising transport networks to meet Elder and socially vulnerable people’s needs must become a strategic goal given the demographic transformation and increasing inequality. Despite Tauranga City experiencing booming population growth, Super Gold Card use or patronage data shows minimal increase in the Bay of Plenty. Increased patronage is not relative to the increased structural and numerical ageing of the populations in Tauranga City , Rotorua and wider townships such as Katikati or Kawerau.

Public transport is failing to meet people's service requirements. Rapidly Increasing numbers of older people living longer are an obvious 'customer' for public transport services and long term investment. Bay of Plenty regional data in Fig. 1 shows total Gold Card use over a four year period, from 2014/2015 to 2017/2018.

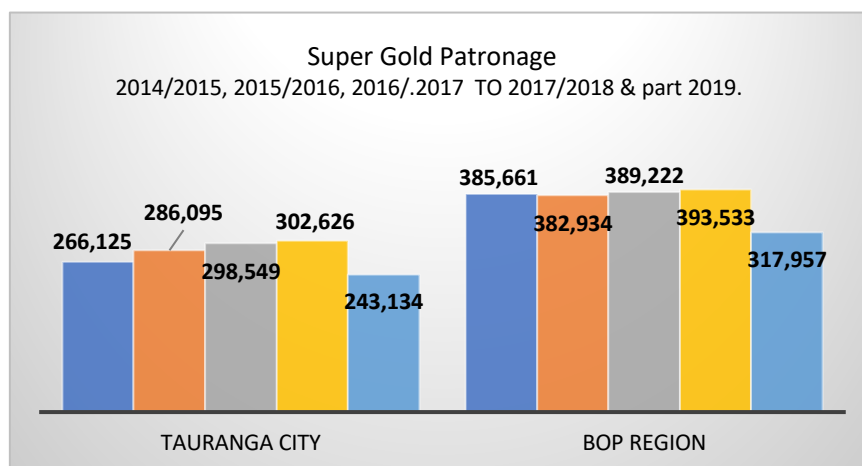


Fig. 1 Public Transport Total Super Gold Card Trip Numbers 2014/15 –2017/18 in Bay of Plenty region and Tauranga City.

The total number of trips in the BOP increased by 7,872 an average of 1,968 per year. In Tauranga the number grew by 36,501 trips or an average of 9,125 per year or 760 per month.

The concern for public transport trends is noted in a 2019 MR Cagney report. It notes, *While the decline of patronage trends can in some part be attributed to external factors such as the economy and slowing rates of population growth, the conclusion may be drawn that the current public transport network and service is falling short in terms of its true potential.*

OVERVIEW

"Our transport system is on the edge of a major transition." ¹²

Most older people who drive a car prefer to continue as long as possible, because it is part of their cultural lifestyle and the landscape of their living environment.

The Bay of Plenty Regional Council recognized that a cultural shift is required in policy frameworks and mobility choices.²¹ Increasing longevity, urbanization and transport congestion challenges are now a feature of growing NZ cities such as Tauranga. In order to reduce travel and parking frustrations, accidents, and carbon emissions, more people of all ages will need access services through walking, cycling and public transport systems.¹³

KEY POPULATION STATISTICS

- Today approximately 137,000 people live in Tauranga. Tomorrow possible 187,000 by 2050
- Structural population growth will only occur in age cohorts over 65 years. Soon there will be more grandparents than grandchildren.
- 29,000 people 65+ live in Tauranga City today 2018 (22%) The number will continue to live longer and increase, reaching 74,000 tomorrow in 2050 (39%)

for

and

to

People are making work, volunteer, shopping, sporting and recreation, holiday, family and lifestyle, transport choices to avoid the hassle of congestion, stress, time and parking cost.

Coming generations of older people will be more technologically intelligent and proficient in managing communication platforms. All will eventually reach the point of longevity where the same age-related limitations of perception, motor and cognitive skills, will be challenging to driving a car or access public transport services. Significant limitations are caused by a lack of age-friendly design features in mobility modes and access to transportation options.

"Parking will not be an issue if TCC gets bus related issues sorted."

"It is all too confusing."

In planning for a twenty or fifty-year transport horizon, evidence indicates that generational difference, longevity and age-related diversity will be influenced by biology and greater technological advancement.¹⁴ It is very clear, that our communities will increasingly have many more, older people living longer, who can no longer drive, and those who choose to drive, because public transport is not yet a preferred accessible and convenient option.

International studies indicate a range of elder concerns and barriers affecting patronage of traditional modes of public transport. These include accessibility, safety, personal security, flexibility, reliability, and comfort concerns.

New systems will need to become elder customer focused in order to support safe, sustainable and accessible urban services. Transformative technological innovation has potential to generate sustainable social value from urban mobility,¹⁵ because global ageing and New Zealand population ageing is a long-term phenomenon where generations of Elders will be dependent on the reshaping of communities and urban transport services for decades to come.

¹² Ministry of Transport 2018.Public Transport 2045.

¹³ SmartGrowth 2018.Draft Future Development strategy.

¹⁴ SPARC 2006. Older People and Transport. Integrating Planning Tools and User Needs.

¹⁵ World Economic Forum. 2018. Reshaping Urban Mobility.

Demographic transformation

How and where will increasing numbers of older people living longer live, including Tangata Whenua, and how will this impact on appropriate infrastructure investment, types of service, levels of travel demand, autonomy and dependency?

This is a key query central to the future dynamics of urban transportation services. Where do older people live today? (see map p.16) Is this pattern of living going to change given a universal desire to live in their own home for as long as possible, and given the growing desirability of segregated aged communities that offer more suitable smaller and newer homes?

Our population is ageing rapidly.

There will soon be more grandparents than grandchildren.

- By 2039 New Zealand will have 1.3m people 65 and older.
- By 2020 Tauranga City will be home to 11,500 elders over 75 years.
- The BOP population is older than the national average with 8.7% of the population being over 75 years compared with 6.4% across NZ
- By 2030 the number of people 80 and over will quadruple
- By 2031 mature, older and older-old will make up 52% of the SmartGrowth population
- By 2048 30% of the population will be over 70 years.
- By 2050, 39% of people living in Tauranga City will be over 65
- 83% of all growth in the SmartGrowth sub-region is projected to be people over 65.

How will transport systems evolve?

Tauranga is New Zealand's fifth largest City. With rapid growth in the Western Bay of Plenty, there is a high dependency on cars. Together with a busy port, the City has high transport emissions.

Transport planning is expected to further align with Government goals through a BOP Regional Transport Plan review and to meet goals of the City Urban Strategy 2018 which includes mobility aspirations:

- More people living within walking distance to shops, services and public transport
- An enhanced public transport network to service growing town centres and
- Investment in infrastructure, facilities, services, amenity, streetscape and quality urban design in and around town centres.

The Bay of Plenty Regional Council is a partner in SmartGrowth, developing collaborative Local Government planning in the Western Bay of Plenty through a Future Development Strategy. It is undertaking a major project in collaboration with the New Zealand Transport Authority. The Urban Form and Transport Initiative (UFTI) 2019, plan will align a sub-regional approach to housing, transport and urban development.

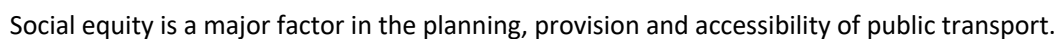
If Elder residents living here do not have a car, could they access family, friends, shops, yoga or exercise classes, the movies, the dentist, a medical centre or access specialist services at the hospital, buy an ice-cream or go to the beach?

It will be challenging to provide accessible public transport to the many ageing communities in the City and Western Bay of Plenty. The Bay of Plenty Regional Transport Plan 2018 states a goal to provide: *Reliable, frequent convenient and efficient public transport*.

However, there is no specific transportation strategy that targets actions to ensure convenient accessible Elder focused transportation services.¹⁶

¹⁶ AARP 2005 developed a comprehensive 5 yr action agenda. *Enhancing Mobility Options for Older Americans*.

Fig. 2 Showing Public Transport Total Super Gold Card Trip Numbers 2014/15 –2017/18 in Bay of Plenty region and Tauranga City.



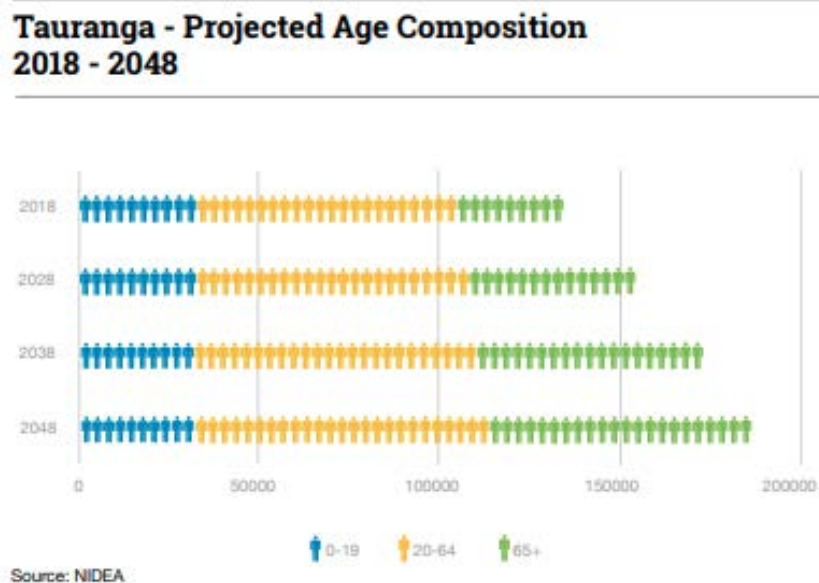
Communities are ageing rapidly. There are now areas in the City where 70% of people are over 70 years, actively living longer. There will be more people over 80 and more people living beyond 100 years.

Transportation and the environments that influence mobility are of critical importance in the landscape of livable communities and lifetime neighborhoods for ageing-in-place.

¹⁸ Miami 2011. *Engaging Older Adults in Transport Planning*.

Are we prepared for tomorrow's complex challenges?

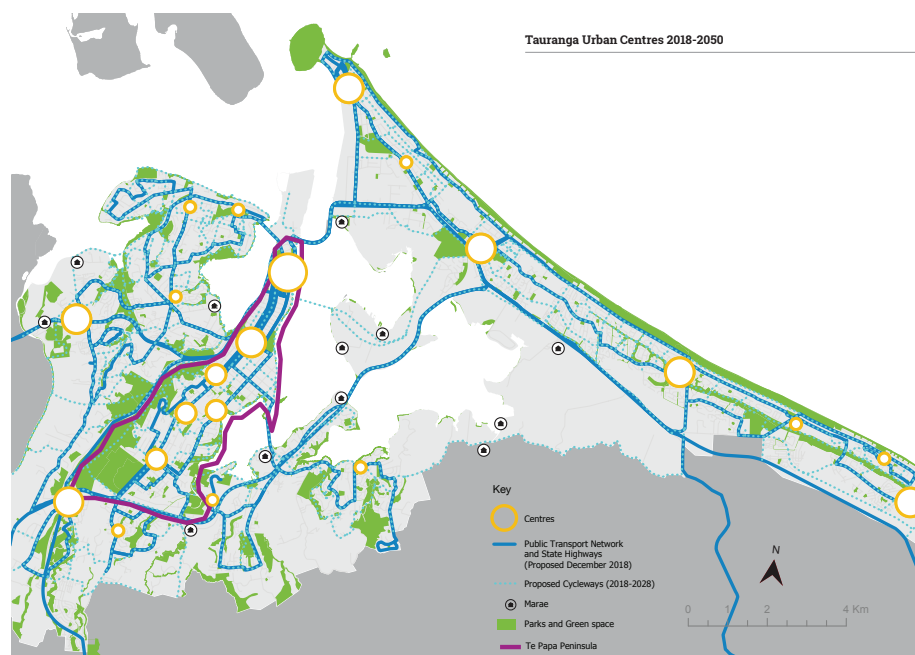
Fig.3 Tauranga City Structural ageing 2018-2045. *Tauranga Urban Strategy* 2019



Are our policies being viewed through an age-friendly lens?

In 2018, 29,000 (22%) of Tauranga's residents were aged 65 years and over, higher than the national average of 15%. The number of Elders is expected to double by 2030. Tauranga City populations are growing and ageing to become home to 60,000 Elders over 65 by 2060 (see Fig. 3)

Map showing Tauranga City Urban Centres and new transport routes.



Evolving policies

Many countries, including those in Europe, Australia, Singapore and America are responding to the challenges of transportation and ageing. An Australian study noted that without significant change to community environments, non-driving Elders would be stranded or have to retreat to age segregated living environments.¹⁹

Nations are engaging older people in shaping age-friendly communities and investing in transforming transport strategies and action plans to meet the long-term impact of longevity and structural population-ageing. The efforts focus on ensuring Elder wellbeing, safety, independence, social inclusion, while maximising the silver economic contribution to society.²⁰

Communities, even Mega-Cities such as New York and London have invested in transport innovation to meet age-friendly guidelines, some of which includes:

PLANNING FORWARD

1. Given Bay of Plenty regional demographic evidence, it is both timely and responsible for transportation plans to recognise the long-term impact of population-ageing in a context of climate change and digitalisation megatrends.

This convergence drives the need to adapt current provision and integrate transitions now, to better provision future transport options.
2. International innovation in the transportation field is available to inform implementation of strategies to ensure mobility inequalities are not exacerbated and new technologies are efficiently integrated in user focused mobility services.
3. A clear vision for our transportation future is needed to mobilise community engagement in transitioning to safe, efficient and accessible public transport initiatives

Enabling Elders to manage bus systems by taking training journeys to build confidence in: reaching the nearest bus stop and suitable route, reading timetables, using local apps, managing to alight and get off in the right place, managing walkers, using stop signals, hand rails, safely being in a moving vehicle and specific personal and local destination challenges.

Adapting environments, and service provisions, through age-friendly assessments with Elders to establish convenient routes, bus park and ride capacity, walkable public places, and seating location.

Transport Innovation. Many cities in Europe and America are now investing in age inclusive accessible energy efficient, safe transportation harnessing rapidly evolving technologies. Autonomous shuttles are integrated with other transport modes to reduce costs and parking.²¹

Opportunity Participants in this research project were keen to share their views and generally agreed that the development of public transport services is vital to the sustainability of our region and for them to continue living well in their community. This report reflects the views of Elders, many in their eighties and nineties, whose voice has not been heard before in regional transport policy engagement and consultation processes.

This project builds on earlier BOPRC reports recognizing the vital place of transport relevance to the demographic transformation.²⁸ The research took place in the midst of local public clamour for Local Government to respect new standards sustainability, of affordable people centered urban housing and transportation service design and delivery. The research process has been undertaken within a City context of implementing a new public transport contract, new bus routes, disruption and a climate of vulnerable bus user ‘abandonment.’

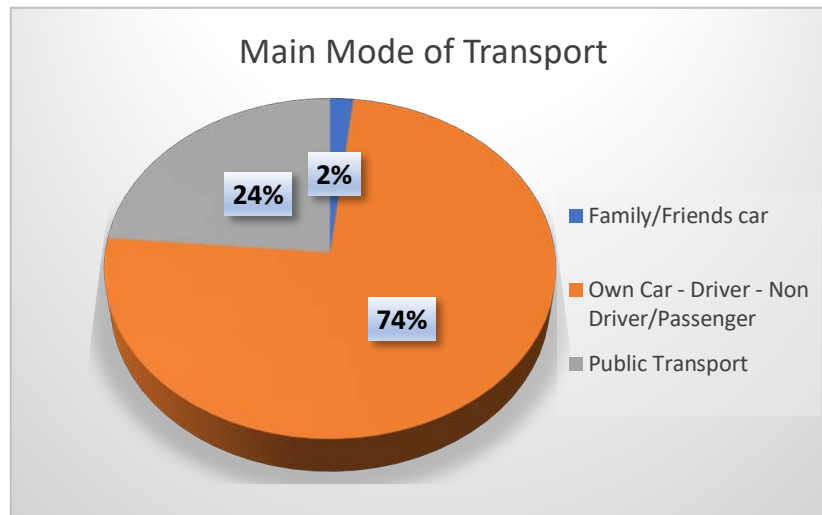
¹⁹ Mackett 2015. *Improving Accessibility for Older People*

²⁰ WHO.2007 *Active Ageing*.

²¹ EU.2009. *A Sustainable Future fir Transport*.

Modes of Transport

The majority of participants drive their own car as their main means of transport. Nearly one quarter of participants regularly use or rely on bus services (see Fig. 5). Older generations are keen car drivers, who speak of adapting time and distance of travel to circumstances and increasing age.



Passing a driver's test is viewed as a later life personal triumph. While this 'fitness' is regarded as a personal achievement, it has been a social and economic necessity in the absence of mobility options and public transport services.

Interviews and discussion with Maori leaders, kuia, kaumatua, and young people, suggested that public transport, 'the buses,' were not considered as a mobility option for Kuia and Kaumatua because it is outside their cultural experience. The safety of elders is highly valued.

"We wouldn't let our Nanny go on the bus because it is too dangerous."

In this study Elder women participant “survivors” living alone, were key users and informers on improving the public transport system and the infrastructure that they use. They spoke of hardship during the ‘bus crisis’. Of waiting for hours in the hot day sun without shelters, waiting for a bus that never came. They spoke about the confusion arising from getting on and off buses to get to their destination; of arriving in places unexpectedly; of having to direct an untrained driver where the route was supposed to go; of buses going past and not seeing them waiting; of having to walk longer distances to the nearest bus stop.

The impact of being abandoned by the current bus service performance, has been extremely stressful. It has upset their ability to confidently manage their lives. Some participants indicated that they had been forced to give up their voluntary services or were considering their ability to continue. Several very older women spoke about now being unable to reach care homes to feed friends or family suffering from dementia.

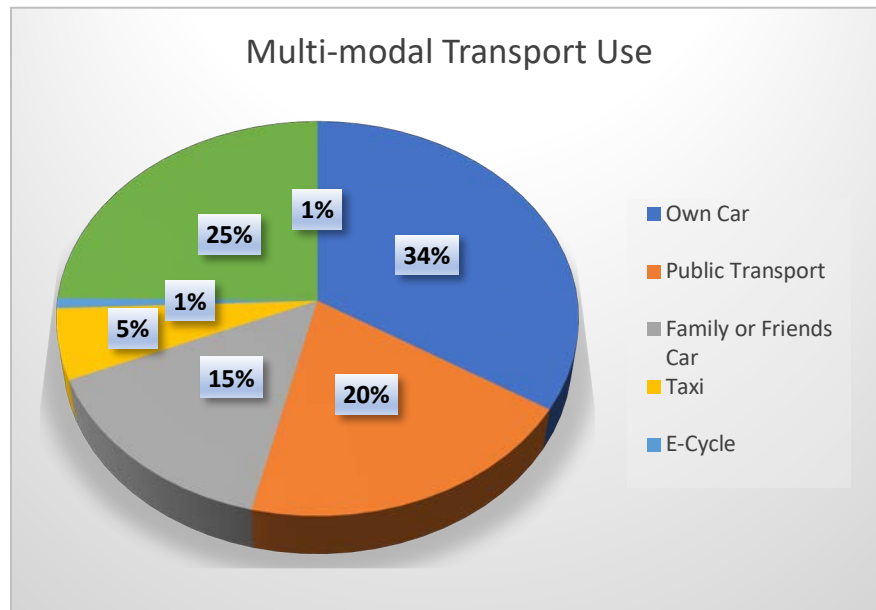
Driving and going out in the car is part of the cultural identity of older New Zealanders.

"A proper City bus station with toilets is needed"

Many participants utilize various mobility options, including public transport, and ride share with friends and family (see Fig. 6). Some use an agency mobility service or a taxi, when really necessary. One participant

uses a mobility scooter, one an e-cycle. Many indicated that they regularly walk in their neighborhood. Some indicated they need to walk a distance to the bus.

Fig.6 Participant use of modal options



Discussion with a representative sample of Tauranga Moana tangata whenua indicated that the use of public transport for older Maori people is limited because current bus routes do not service the Maori semi-rural population centres, thereby reducing independence and autonomy. Areas identified were the Te Puna – Wairoa area, Bethlehem (the Hangarau marae area) and Matapihi (school bus services only) and eastern Welcome Bay/Mangatawa. As a consequence Elder Maori have no choice but to rely on whanau or Hauora vans for their transport needs e.g. getting to hospital and medical appointments. Most Maori communities accept care of elders as a whanau responsibility.

Pacifica elders, Matua, were very clear that going places in a car was the way to go. That their future mobility needs could be met by daughters, family and friends. They indicated that they would be unlikely to try public transport because it was not a familiar context for them. However, they expressed a wish to be more engaged in decision-making.

Participants indicated that they are adapting to the opportunity of using local public transport services. 40% said they have used 'the bus.' Most are travel wise and understand the climate change imperatives for future generations. Many participants indicated their desire to leave the car at home when they can. They strongly seek convenient small bus services that go to the places where they need to go (see key destinations graph p. 29)

The use of large buses that often appear empty or with few passengers is most incongruous to this generation of prudent older people, they were critical of “wasteful” civic dollars.

Choice

The majority of survey participants indicated that they prefer to drive their own car to their key destinations. Some participants were totally reliant on bus services. In general, many were open to, and some do use public transport to go places “once a week” where the bus service is accessible, e.g. going to the Library or visit friends.

Data shown in Figure 7 as public transport bus users also includes people who did use the bus until recently when timetable and route changes occurred. They are now unable to use the service. Some said they don't feel safe.

Participants said that the bus system was not convenient.

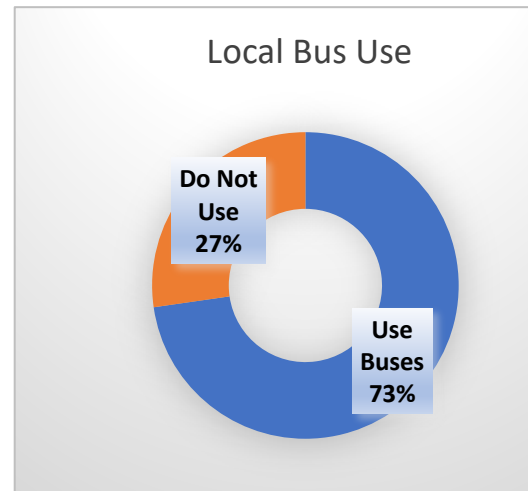


Fig.7 Current, Former, Intermittent PT Use transport

"I use it if I have time."

"Going by car is far quicker."

"Too many changes to get to my destination"

“Stops not close enough”

People using bus services, here in the City and elsewhere used their Super Gold Card on a regular basis (see Fig 8). They plan their travel accordingly. Some participants said the Super Gold Card time restrictions were not congruent with their active lifestyle, social and family and volunteer needs.

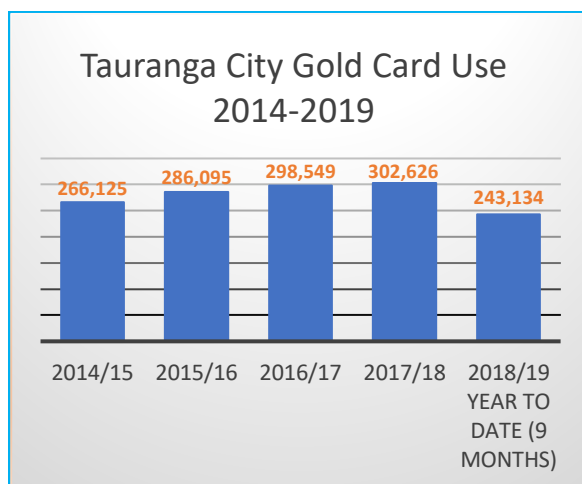


Fig. 8 Showing Super Gold Card Tauranga City patronage

Gold Card time restrictions were perceived as an outdated approach given the traffic congestion pressures, their own budget constraints, volunteer and grandparenting obligations. Comparisons were made with other countries such as the UK and Australian States where 'senior' public transport travel is free and where they felt more respected.

People appreciate using the Super Gold Card when visiting family, friends or events, in other places, such as Wellington, where public transport is more accessible.

Elder commentary on Gold Card travel time frame availability is congruent with international values that regard Elder choice as a human dignity. EU and OECD nations are undertaking strategic planning

efforts to ensure that all policies enhance the well-being, independence, active ageing, and economic contribution of older citizens to curb the cost of increasing elder dependency, health care and social isolation. Some comments related to Gold Card:

“Very helpful”

"Should be all day, every day"

"When I start using the bus, I will use it."

APPENDIX 2

Regional Council response to 'Today and Tomorrow' research report

BOPRC Response to Today and Tomorrow

Action ➤ 22 key actions in red ➤ 24 actions in black ➤ 5 Immediate Actions	Topic 1 – Vehicles/Network	Responsibility: Organisation/ Document	Response to Action
1.1 Advance provision of community-based shuttle / bus services by 2021 in readiness for progressing a transition to implementing AV transport technologies.	Put into service smaller buses/shuttles as a complementary urban community focused micro transit service Also see: Transition to autonomous vehicles – Topic 8	BOPRC TCC (infrastructure) NZTA	<p>As previously advised to Council one action in the Phase 3 review scheduled for 2020 is to investigate the right-sizing of buses.</p> <p>Similarly, staff also signalled the need to investigate demand/responsive transit options particularly in light of feedback from Pyes Pā and Matua.</p> <p>It would be premature to commit to changing out buses, implementing a “shuttle” service, etc, until those investigations are complete.</p>
2.1 Advance provision of community-based shuttle / bus services by 2021.			
2.2 8. Replace some large buses with smaller ones to enable access to urban amenities.			
4.2 Provision smaller buses in non-peak hours to maximise connectivity to community amenity.			
4.7 Change bus sizes on some non-peak routes in 2019/20 to enable route adjustment to serve local urban community centre connectivity			

Action ➤ 22 key actions in red ➤ 24 actions in black ➤ 5 Immediate Actions	Topic 2 – Advocacy	Responsibility: Organisation/ Document	Response to Action
1.2 Advocate for a national strategy on Transport Futures and Ageing Communities.	Advocate for ageing communities at national level and use regional analysis/data to support position	BOPRC	Regional Council has statutory requirements and responsibilities under LTMA – national level strategy is generally a central government responsibility. A Council decision would be required to advocate a national strategy.
3 7. Strongly advocate on population-ageing transformation policy issues to Government.			

Action ➤ 22 key actions in red ➤ 24 actions in black ➤ 5 Immediate Actions	Topic 3 – Socio-economic	Responsibility: Organisation/ Document	Response to Action
2.2 1. Age bias. Develop transportation guidelines for contracts, review and training purposes 3. Cultural bias. Provide public transport routes to Maori and vulnerable communities. 4. Social Equity. Undertake social impact assessment for public transport investments. 7. Convene an Elder/ disability group to undertake an accessibility audit of bus contract compliance with NZTA Requirements for urban buses in NZ, (RUB), and signage standards.	Address bias, discrimination, inequality, in equity, exclusion, and ignorance relation to age, ethnicity, socio economic status, and disability. Include social equity/impact assessment in decision-making and transport planning.	BOPRC TCC (infrastructure)	1 & 3 – addressed within Regional Public Transport Plan (RPTP) policies 4 – social equity is not currently the role of the Regional Council. A Health Impact Assessment undertaken in March 2017. Community profile developed using 2013 Census; NZ Health Survey; BOPDHB 2016 Health Services Plan; NZ Household Travel Survey; and NZ Disability Survey. We also use maps to model walking distance to bus stops. 7 – NZTA is responsible for the national RUB standards. NZTA is also currently developing Public Transport Guidelines (including signage). Expected delivery will be throughout 2019 and 2020.
3 1. BOPRC offers urgent training in understanding age bias and visioning a 100+ life. 4. Advocate for inclusion and social equity.			1 – no evidence to suggest staff or bus operators require additional training at this stage. 4 – a range of government and charity organisations undertaking this work.
4.6. Adapt bus routes to ensure all Maori, low decile and super-ageing communities have public transport connectivity.			Addressed within RPTP policies.
4.8 Assess social equity capacity in and implications for the Western Bay of Plenty Transport Blueprint Business cases and the Bay of Plenty Regional Public Transport Plan.			Not a role for Tauranga Network Phase 3 Review or RPTP. MoT is currently investigating Community Services

Action ➤ 22 key actions in red ➤ 24 actions in black ➤ 5 Immediate Actions	Topic 3 – Socio-economic	Responsibility: Organisation/ Document	Response to Action
			Card bus fare discount.
5.4 Further align the Tauranga Transport Programme Business Case to recognise demographics.			Tauranga City Council is responsible for the Tauranga Transport Programme.
Advocate strongly on May 15th to Minister of Transport Twyford for innovation project funding to: grow public transport confidence and patronage by developing a new 'culture' of complimentary community focussed transportation provision.			Meeting date has passed.

Action ➤ 22 key actions in red ➤ 24 actions in black ➤ 5 Immediate Actions	Topic 4 – SuperGold Card	Responsibility: Organisation/ Document	Response to Action
2.2 2. Remove Gold Card time use barriers.	Broaden/extend SuperGold card benefits	BOPRC NZTA	As part of the BOPRC Annual Plan 2019/20, the time limits for SuperGold Card users have been extended to be free on weekdays from 9:00 am too close of service. Rollout date yet to be confirmed, but likely August.

Action ➤ 22 key actions in red ➤ 24 actions in black ➤ 5 Immediate Actions	Topic 5 – Multi-modal/Infrastructure	Responsibility: Organisation/ Document	Response to Action
<p>2.2</p> <p>5. Infrastructure. Prioritise park and ride in community locations to enable transit to key destinations. Examine crossing locations or bus route deviation in dense traffic areas.</p> <p>6. Evaluate and improve prime neighbourhood walkability and City high quality footpaths.</p>	<p>Plan multimodal options better. Focus more on placement and access to options; safety issues both human and built environment; and appropriate type and location of infrastructure for all members of the community.</p> <p>Multimodal includes buses, walking, cycling, scootering 2&4 wheel, skating etc so logistics like park n rides; bus shelters; footpaths, street seating, lighting, and crossings along routes; cycle lanes; and bike/scooter parking all need to be considered.</p>	<p>BOPRC TCC (infrastructure) NZTA</p>	<p>TCC Park and Ride Project scheduled for this year. Regional Council is part of this project.</p> <p>TCC and WBoPDC lead/responsible for transport infrastructure.</p>
<p>4.1 Assess Western Bay of Plenty Transport Blueprint infrastructure investment planning to maximise Elder connectivity.</p>			
<p>4.3 BOPRC/City/SmartGrowth/UFTI, Strengthen walkability in infrastructure plans (GPS funding)</p>			
<p>4.4 BOPRC Develop regional walkability plan guidelines in collaboration with TLA's</p>			<p>TCC is reviewing its infrastructure development code now and will likely have a multimodal focus which will include looking at footpaths.</p>
<p>4.5 TCC progress plans to establish a</p>			<p>TCC responsible for transport infrastructure.</p>

Action ➤ 22 key actions in red ➤ 24 actions in black ➤ 5 Immediate Actions	Topic 5 – Multi-modal/Infrastructure	Responsibility: Organisation/ Document	Response to Action
pedestrian only CBD environment			
5.3 Review TCC 10year infrastructure plan to progress age-friendly, accessible CBD City transport centre, bus and ride share interchanges, urban and semi-rural community park and ride sites within 2 years			
5 2. SmartGrowth: review settlement pattern structure plans to ensure adequacy of multi-modal elder accessibility.			TCC and WBoPDC lead/responsible for structure planning.
TCC / BOPRC/UFTI collaborate with communities to fast track community-based park and ride capacity and installation of key bus clearways.			TCC Park and Ride Project scheduled for this year. Regional Council is part of this project.

Action ➤ 22 key actions in red ➤ 24 actions in black ➤ 5 Immediate Actions	Topic 6 – Engagement	Responsibility: Organisation/ Document	Response to Action
2.2 9. Engage Elders and social sector agencies in review and priority funding process. 10. Invest in further engagement with Elders in the wider Bay of Plenty high ageing Local Authorities: Katikati, Ōmokoroa, Waihi Beach, Te Puke, Whakatāne, Kawerau, Ōpōtiki.	Better engagement and consultation with the elder community in transport planning processes.	BOPRC TCC (infrastructure) NZTA	Regional Land Transport Plan (RLTP) prepared every three years. RPTP reviewed every three years (or sooner as required). Western Bay of Plenty Public Transport BluePrint Phase 3 review this year.
3.1 2. Talk to Elders everywhere on all transport projects.			Long Term Plan – prepared every 3 yrs.
5 1. Ensure that Elders are active participants in engagement and consultation processes.			

Action ➤ 22 key actions in red ➤ 24 actions in black ➤ 5 Immediate Actions	Topic 7 – Planning Processes	Responsibility: Organisation/ Document	Response to Action
3 3. Set policy age-friendly goal reviews and include principles in standard processes. 5. Critique outdated ageing assumptions and processes.	RLTP, RPTP and Tauranga Network Phase 3 Review considerations (also relevant to other plan/policy reviews) Include ageing population and changing demographics.	BOPRC TCC (infrastructure) NZTA	Consider as part of the next RLTP.
5.1 Integrate report actions in proposed Public Transport stage 3 review.			Where appropriate.
5.2 Review and adapt the Western Bay of Plenty Transport Blueprint.			
5.5 Fully Integrate outcomes from this report into transformative objectives and actions in the Bay of Plenty Land Transport Plan.			Early stage targets and measures work is underway as part of the next RLTP.
5 3. SmartGrowth / BOPRC provide leadership through proactive efforts to include population-ageing impact inclusion in transport and urban planning policy priorities, and responses to GPS statements, with Government.			Will be addressed through the plan/policy review process and submission process for GPS.
5 4. Ensure that the Tauranga Transport Blueprint and Programme Business case, the Western Bay of Plenty Public Transport Blueprint and Bay of Plenty Regional Land Transport Plan include accessibility priorities in public transport infrastructure with connected funding proposals.			UFTI and PT implementation will look at these issues.

Action ➤ 22 key actions in red ➤ 24 actions in black ➤ 5 Immediate Actions	Topic 7 – Planning Processes	Responsibility: Organisation/ Document	Response to Action
5 5. Draft new demographic transformation policy settings and actions through the BOP Regional Land Transport Plan and the Western Bay of Plenty Public Transport Blueprint.			Considered as part of the preparation of the next RLTP.
6 Develop a Bay of Plenty Elder Transport Action Plan by 2022.			The RPTP is Council's public transport implementation plan. It does not differentiate between user groups. All user groups considered.
BOPRC: Engage with PT Stakeholder Group and others to develop a Bay of Plenty Elder Transport and Mobility Action Plan by 2021.			As above
BOPRC: Recommend to the Bay of Plenty Regional Land Transport Committee, A proposal to: Vision and structure a development plan to introduce a staged complimentary urban, community focussed "micro-transit" public transport services, For inclusion in the BOPRC 2019/2020 Annual plan and BOPRC LTP.			Completion of Tauranga Network Phase 3 Review required to inform this. Won't be completed in time to include in 2019/20 Annual Plan. Any changes will require a Council decision, not RTC.

Action ➤ 22 key actions in red, and ➤ 24 actions in black ➤ 6 Action summary - considerations	Topic 8 – Technology	Responsibility: Organisation/ Document	Response to Action
3 6. Early adoption of mobility as a service (MAAS).	Plan with future focus – acknowledge and include innovation and emerging technology, including autonomous vehicles	BOPRC TCC (infrastructure) NZTA	The Ministry of Transport has a strategic leadership role across the transport system, with responsibility to ensure all modes – land, sea, air and rail – continue to meet New Zealand’s needs into the future.
6 1. Make connections with global innovation, trends and implementation. 2. BOPRC invest in events / efforts that: <ul style="list-style-type: none"> • Stimulate community transport awareness in value of public transport • Expand community understanding of new transport technologies. 			MoT Public Transport 2045 working paper explores the long-term future of public transport in NZ cities and includes a summary of prevailing views on public transport, and insights from future scenarios including implications of increasing automation. The Regional Council through ongoing marketing effort pitches to the community the value of public transport. That said, research has shown that it is not a prime motivator in the decisions to use public transport. It is not the Regional Council's role to expand community understanding of new transport technologies. The market tends to more than adequately do this.
7 5.1 BOPRC decides now to begin to transition technology related transport mode environments within 10 years.			Already transitioning. E buses, ticketing, real-time, GPS etc.

Action ➤ 22 key actions in red, and ➤ 24 actions in black ➤ 6 Action summary - considerations	Topic 8 – Technology	Responsibility: Organisation/ Document	Response to Action
7 5.2 Establish a transport innovation and technology working group to provide advice on developing: a 5-year transport innovation and technologies vision & transition plan 5.3 Advocate strongly with NZTA and Minister of Transport for support to this initiative as an Urban Transport Innovation Project.			5.2 – No. Specialised area requiring technical advice. Would be resource intensive and likely not to be effective.
Further to grow patronage, enhance safety and community connectivity, reduce cost, congestion, emissions and parking demand, by transitioning overtime to driverless on demand services.			Not being considered at this time. Will be considered when technology is proven.

Receives Only – No Decisions



Report To: Public Transport Committee

Meeting Date: 09 August 2019

Report From: Garry Maloney, Transport Policy Manager

Western Bay of Plenty 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 provides an update on Council's responses to implementation issues with Tauranga's school and urban bus services.

New route 41 (Maungatapu) commenced on 24 June 2019 and new routes 36, 70 and 71 service changes started on 8 July 2019.

The five brand new electric buses for NZ Bus have been built and are en-route to Auckland from China. These are expected to be in operation following certification by the New Zealand Transport Agency.

Recommendations

That the Public Transport Committee:

- 1 Receives the report, Western Bay of Plenty 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. This report provides an update on matters relating to the implementation of the Western Bay of Plenty Public Transport Blueprint.

The Blueprint represented a significant change in the delivery of public transport in the Western Bay of Plenty sub-region. The new network focused investment in the Tauranga urban area where there is a higher potential customer base. The network redesign has to respond to declining patronage.

At the start of the school term in January 2019 there was a significant number of trips dropped and Council worked to address the service failures and reassure the public. A three phased approach was proposed with phase one focused on stabilising the school bus network; phase two introduced route changes to Matua and Pāpāmoa and phase three proposed to take a broader look at the services.

The Phase One changes to school buses were reported at the previous Public Transport Committee meeting and were implemented with urgency in February and March of this year.

2 Service Performance

The below graph shows missed trips per day (as reported by NZ Bus) and customer complaints of late or not running services. It shows that, overall the number of missed trips have stabilised however there still remains issues on the weekend as demonstrated on Sunday 30 June and again on 27 July where trips have been dropped due to driver absenteeism and insufficient cover.

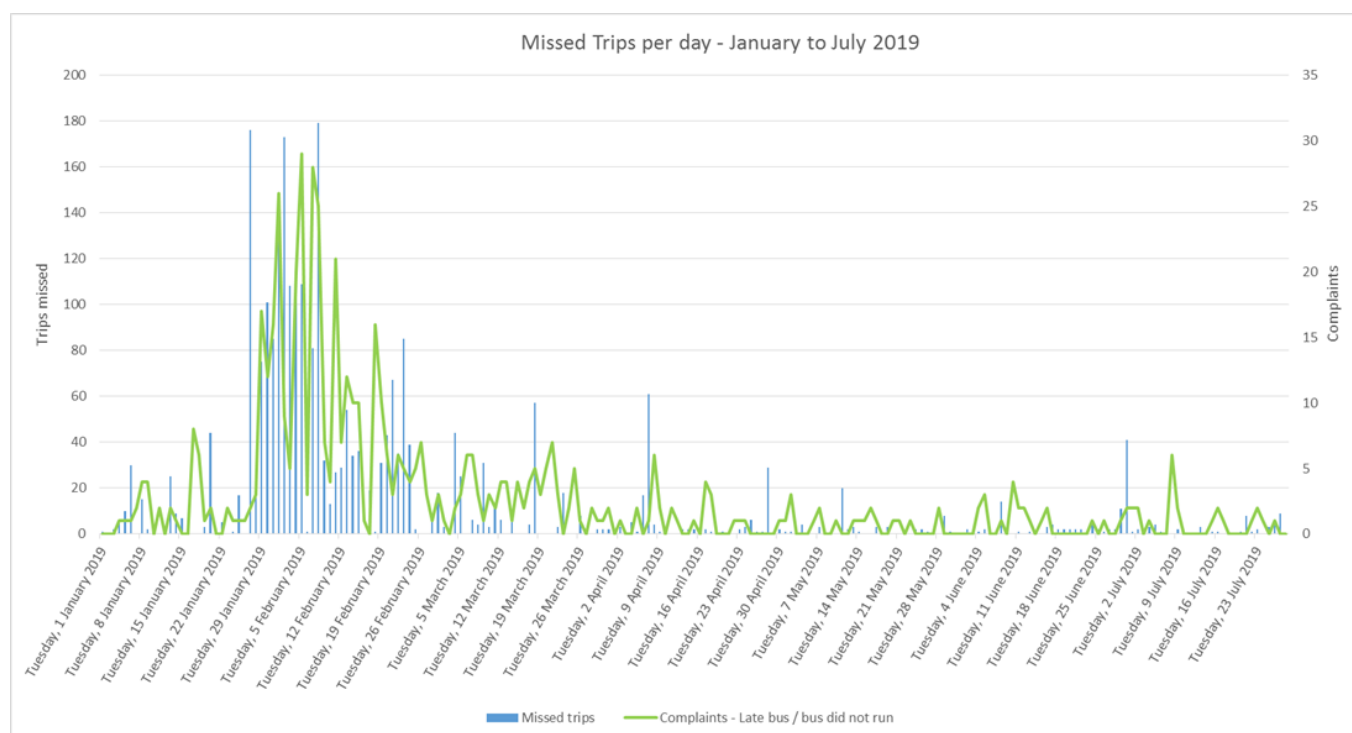


Figure 1 Missed trips per day (as reported by NZ Bus) and complaints

3 Phase Two

At the last Public Transport Committee meeting, Council agreed to implement service changes in Matua and Pāpāmoa/Maungatapu. These route changes had been consulted upon with the community and addressed the main route concerns raised through complaints and other feedback channels.

The new routes were Route 36 Pāpāmoa through Maungatapu to the CBD (peak only); Route 41 Maungatapu to CBD (off-peak); Route 70 Matua via Brookfield (off-peak); and Route 71 Matua to CBD direct (peak) and subsequently an extra two morning and afternoon peak trips on the former Matua 70 route.

Route 41 started operation on 24 June and the remainder of service changes started on 8 July. On Monday, 8 July, there were a number of operational issues across all services. Those issues have now been resolved.

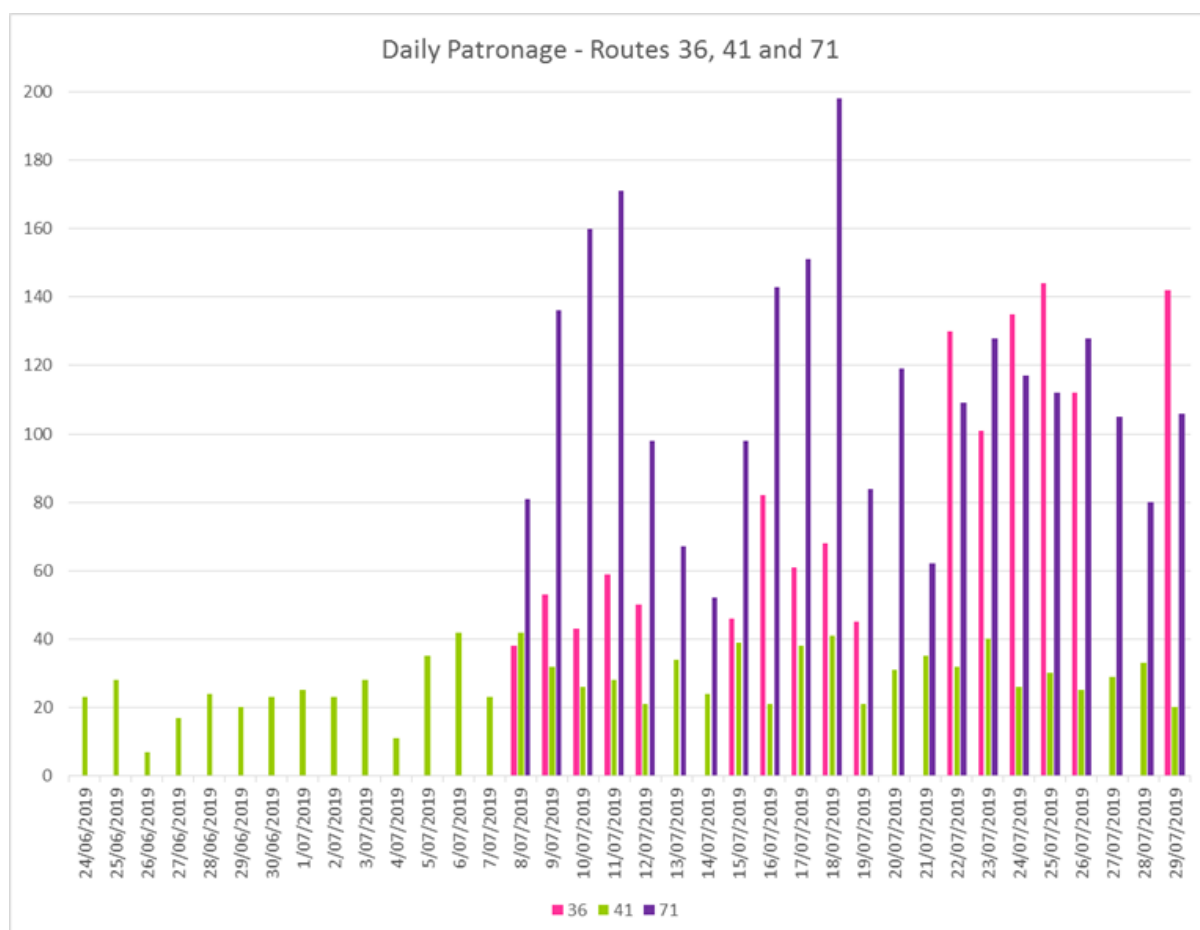


Figure 2: Daily Patronage - Routes 36, 41, 71

4 Phase Three

The Phase three review is covered in a separate agenda item to this Committee meeting.

5 Electric Buses

NZ Bus has provided an update on the production and delivery date of the five electric buses for the Western Bay of Plenty. The production progress in China is complete, however the delivery date has been delayed due to a shipping delay. The buses are now due into Auckland on 17 September 2019, followed by delivery to Tauranga. The branding will be installed, and there is an NZ Transport Agency certification process before they can be put into service.

Photographs mid-production were provided to the Chair and Councillors in July, and an update showing the completed buses in China is below.

The electric buses contribute to Council's recently adopted Climate Change Action Plan. The Plan includes a pathway to investigate options for a more sustainable public transport system (10.b).



Figure 3: Completed EVs in China (provided by NZ Bus)

6 Bike Rack Use

The Blueprint network includes the provision of bike racks on all urban services, and from June 2019, the number of bike rack uses has been collected. The below number graph shows bike rack use across several weeks in June and July 2019.

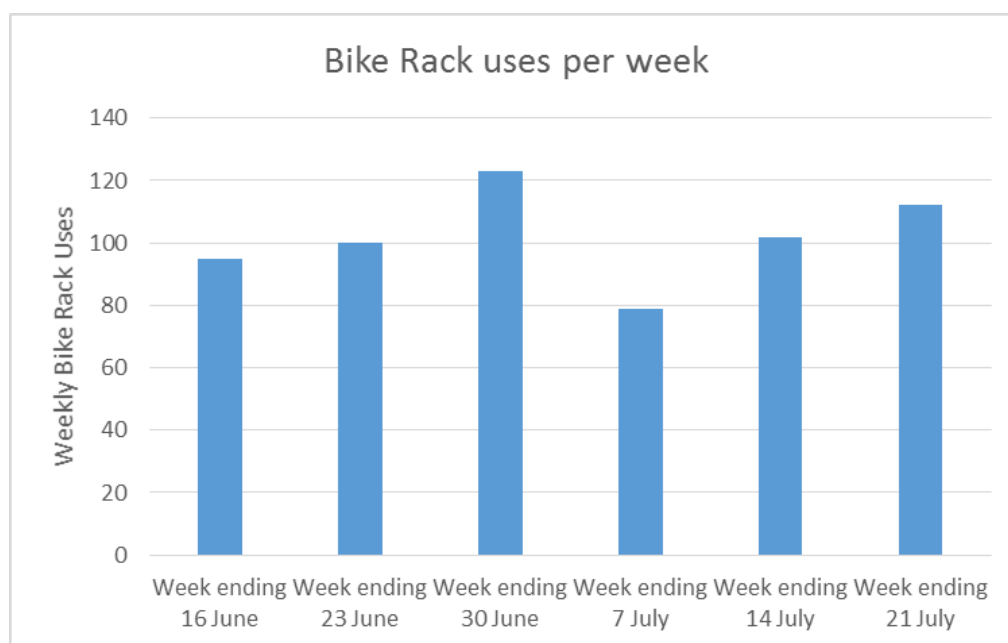


Figure 3: Bike rack use

7 Budget Implications

7.1 Current Year Budget

There are no current budget implications identified.

7.2 Future Budget Implications

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

8 Community Outcomes

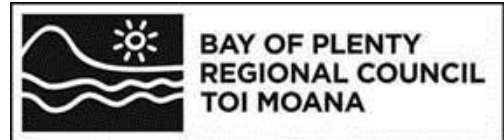
This item/project directly contributes to the Vibrant Region community outcome in Council's Long Term Plan 2018-2028.

Rachel Pinn
Programme Leader - Passenger Transport

for Transport Policy Manager

1 August 2019

Receives Only – No Decisions



Report To: Public Transport Committee

Meeting Date: 09 August 2019

Report From: Garry Maloney, Transport Policy Manager

2018/19 End of Financial Year Public Transport Achievement Report

Executive Summary

The following report updates the Public Transport Committee on the performance of Council's contracted bus services and Total Mobility for the 2018/19 financial year.

Of note is:

- for the year ending the March 2019 quarter, contract price escalation (inflation) for the 12 month period has been 3.9%;
- Tauranga BayHopper patronage for the 2018/19 financial year was 2.1% higher than for the previous financial year; and
- Rotorua Cityride patronage for the 2018/19 financial year was 12.9% lower than for the previous financial year.

The paper also reports on service reliability, complaints and mystery shopper monitoring.

Recommendations

That the Public Transport Committee:

- 1 Receives the report, 2018/19 End of Financial Year Public Transport Achievement Report.**

1 Introduction

The following report updates the Public Transport Committee on the performance of Council's contracted bus services for the 2018/19 financial year.

2 Inflation

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

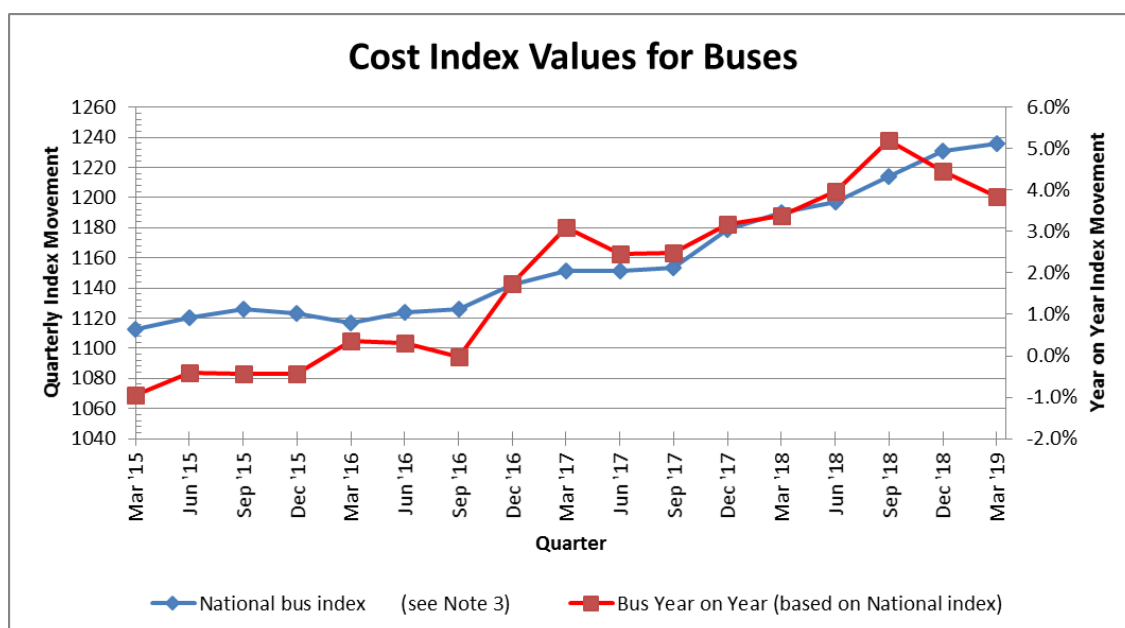


Figure 1: NZTA Cost escalation index for bus service contracts

The graph above shows that for the year ending March 2019 quarter, the index had increased from 1197 to 1236. This means that the cost of operating the service has increased by 3.9% over the last twelve months.

3 Macro-Economic Conditions

Nationwide there are a series of macro-economic headwinds for public transport uptake that include:

- increasing per capita vehicle ownership (Bay of Plenty has the highest per capita ownership in the North Island at 0.9 vehicles per capita);
- the total vehicle fleet in the Bay of Plenty (excluding heavy and buses) has rapidly increased between 2013 and 2017 after a period of relative stagnation (220,000 to 270,000 vehicles representing a 23% increase over the four year period);
- households with access to two, three, or more vehicles is growing significantly nationwide reducing the number of people that are captive, or partially-captive to public transport. The environment is changing from where public transport is required, at least for some trips, to one where almost every trip is in direct competition with use of the private motor vehicle.
- The increase in vehicle ownership is being driven by increased economic activity and employment alongside stable fuel prices and declining vehicle cost (as evidenced by the light vehicle fleet age which is now approaching 15 years as compared with 12 years in 2001); and
- Uptake of micro-mobility solutions and e-bikes is also likely to impact patronage of bus services and will do so more into the future. A recent Tauranga City Staff Survey indicated that those cycling to work had increased from 15% to 21% since 2007 largely as a result of access to e-bikes. The survey also indicated that this shift was coming from modes other than car drivers.

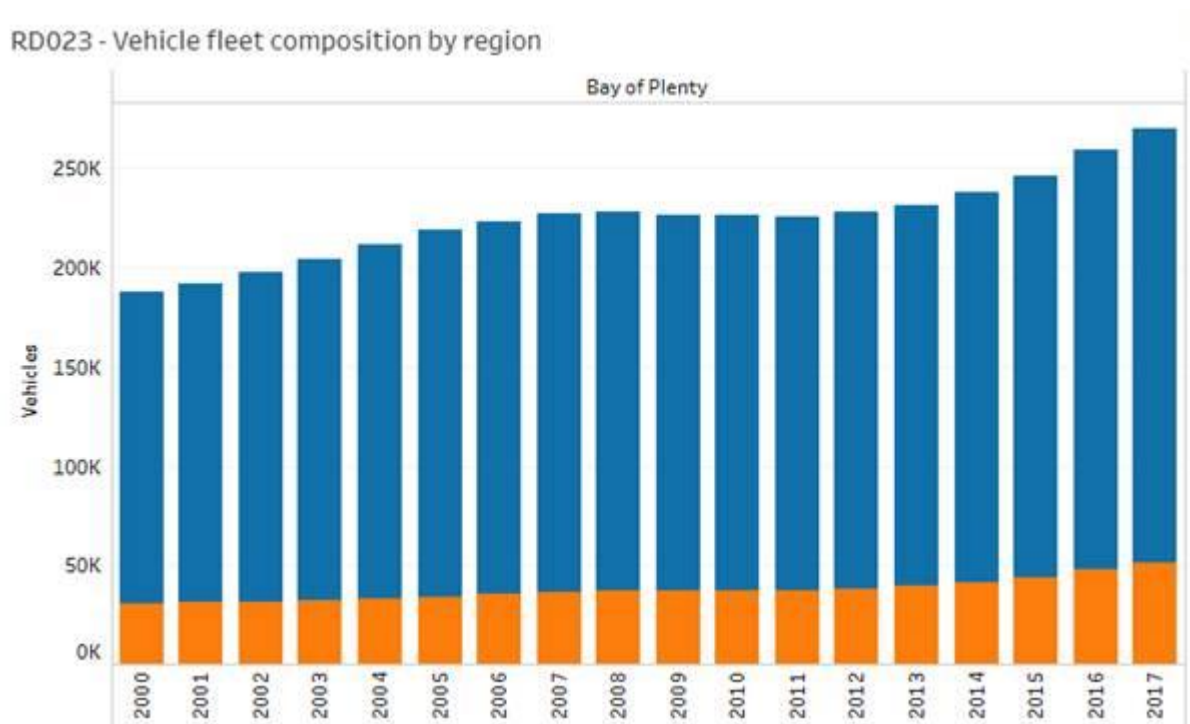


Figure 2: Vehicle fleet composition by region.
Source: NZ Transport Agency Motor Vehicle Register

4 Bus Service Performance

Appended to this report is the patronage report for the Council's contracted bus services for the period July 2018 to June 2019.

Of note is:

- patronage on the Ōhope, Te Puke and Katikati/Ōmokoroa services is growing;
- Tauranga BayHopper urban patronage for the 2018/19 financial year is also growing and was 2.1% higher than for the previous financial year; and
- Rotorua Cityride patronage for the 2018/19 financial year was 12.9% lower than for the previous financial year.

While there is good news with patronage on some services growing including the Tauranga BayHopper urban, the performance of Tauranga BayHopper Schools and Rotorua services is clearly not moving in the right direction.

5 Monitoring

5.1 Complaints

Complaints are entered into the Job Tracker system and reviewed and monitored by staff. The graphs below compare the monthly averages for the current year (July 2018 to June 2019) to previous years.

The increase in "Late bus/bus did not run" complaints in Tauranga is largely attributed to complaints resulting from the new network bedding in and the issues around the shortage of bus drivers discussed in previous papers to this Committee. The number

of complaints peaked in February and has been reducing since as performance has improved.

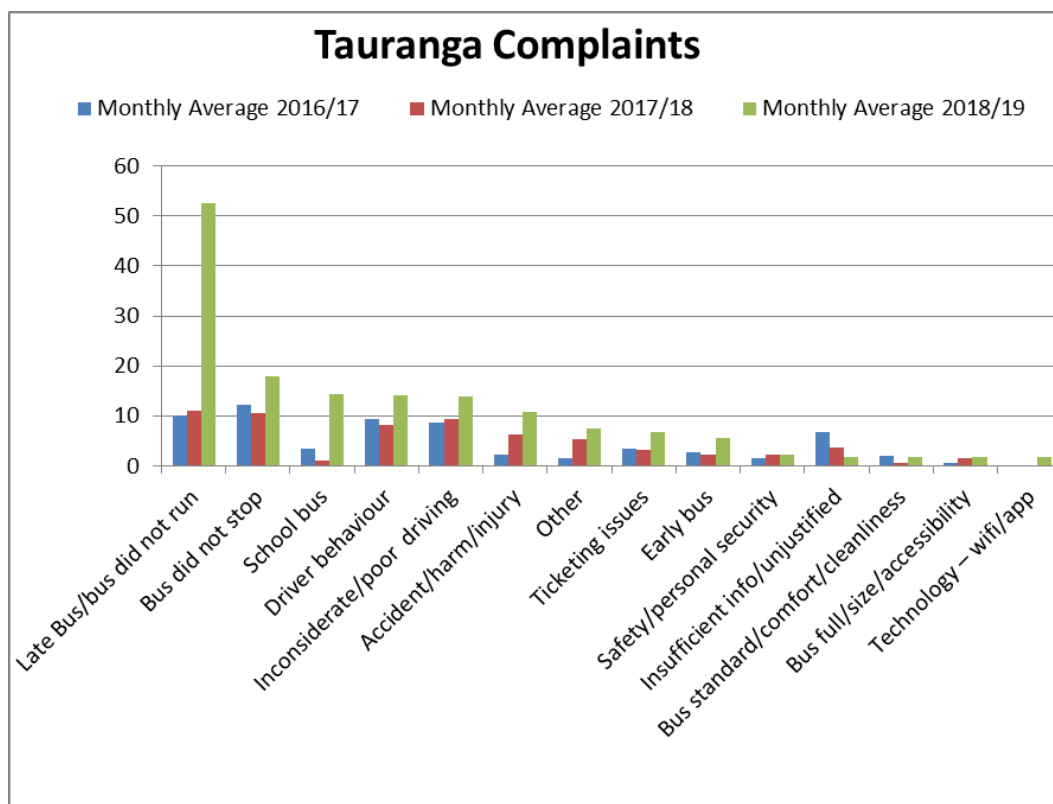


Figure 3: Tauranga Bayhopper average complaints per month by complaint type

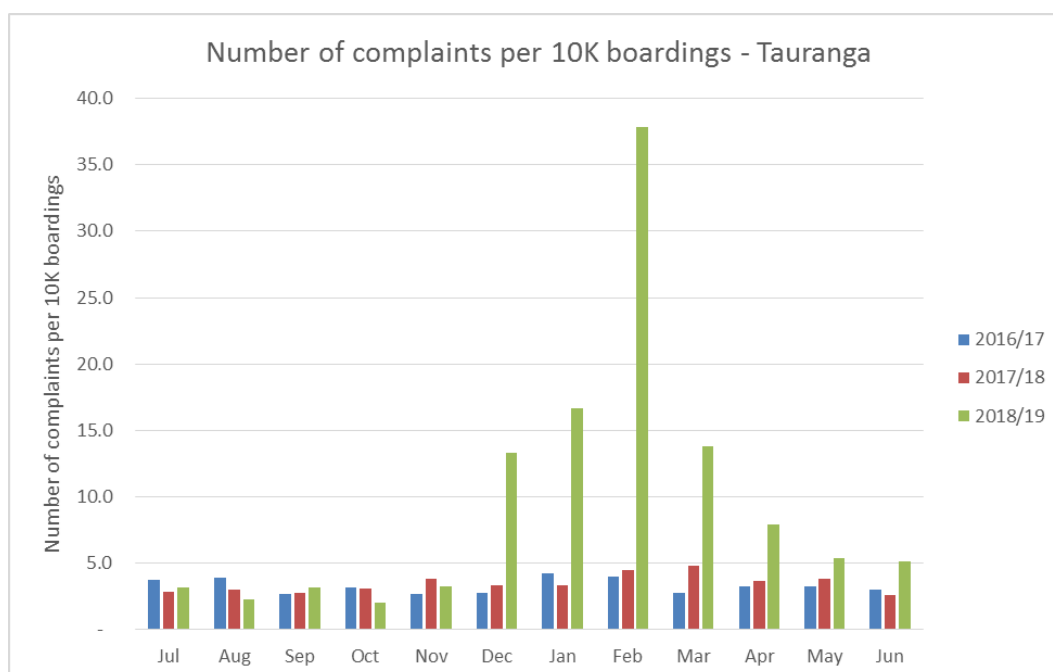


Figure 4: Tauranga Bayhopper complaints per 10,000 boardings annual comparison

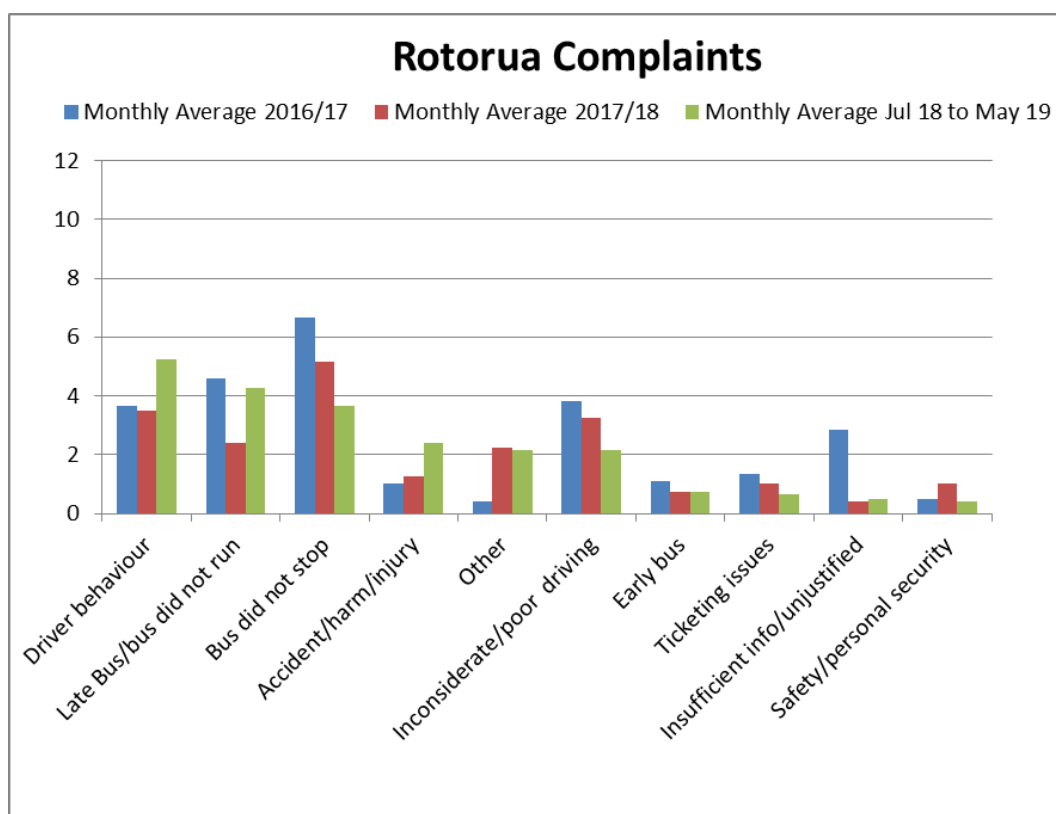


Figure 5: Rotorua Cityride average complaints per month by complaint type

There has been a slight increase in the number of complaints about driver behaviour in Rotorua, however numbers remain low.

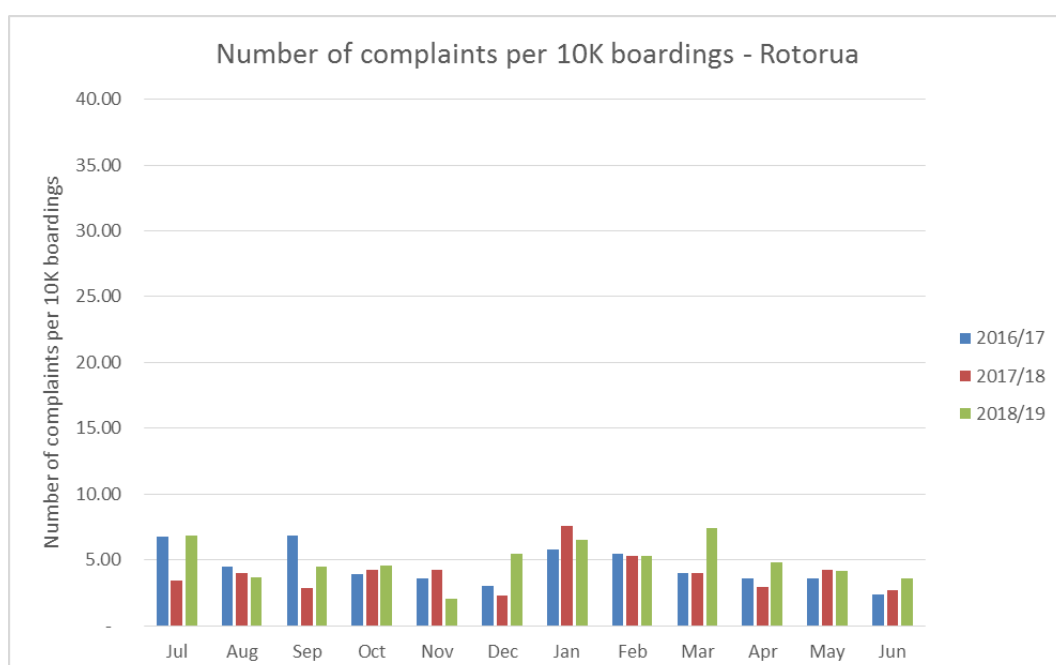


Figure 6: Rotorua Cityride complaints per 10,000 boardings annual comparison

5.2 Mystery Shopper

The Council's mystery shopper surveys regularly monitor the customer experience and a monthly report is received. The following tables are derived from the mystery shopping of the services throughout the 2018/19 financial year.

The surveys can be further investigated and are used to highlight positive feedback and areas for improvement.



Figure 7: Tauranga Bayhopper mystery shopper report annual summary

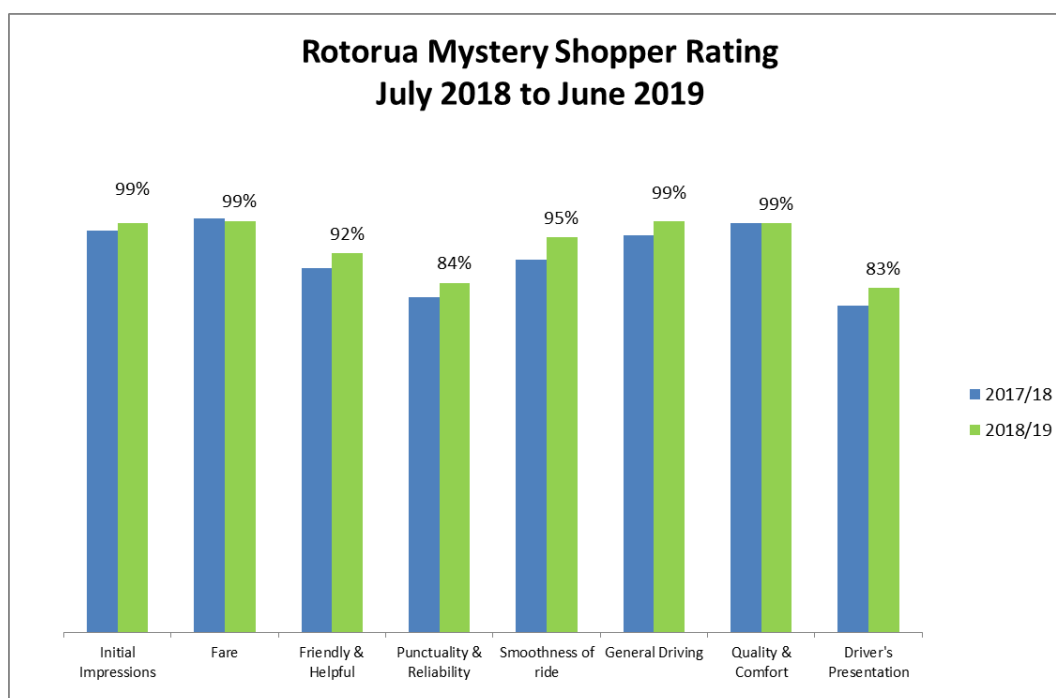


Figure 8: Rotorua Cityride mystery shopper report annual summary

Mystery Shopper reports reflect that the bus operators in both cities are delivering a reasonable level of service. Punctuality and reliability continues to be an issue across the networks.

6 Total Mobility

This report updates the Public Transport Committee on the performance of Council's Total Mobility scheme for July 2018 to June 2019 period.

6.1 Membership

The total number of Total Mobility scheme members in the region is 4,332; the sub regional change of note is the increase of members living in Tauranga.

Sub regionally, in 2018/19 the change in registered Total Mobility scheme members compared to 2017/18 was:

- -10% in Rotorua;
- -13% in Tauranga; and
- +9% in Whakatāne.

6.2 Patronage

The graph below (Figure 9) shows Total Mobility patronage from 2015/16 to 2018/19. Between 2017/18 and 2018/19, the number of Total Mobility Scheme trips rose by 9% to 71,796, compared to 65,701 in 2017/18.

The most significant increase in trip numbers occurred in Tauranga as expected due to the growth of this part of the region.

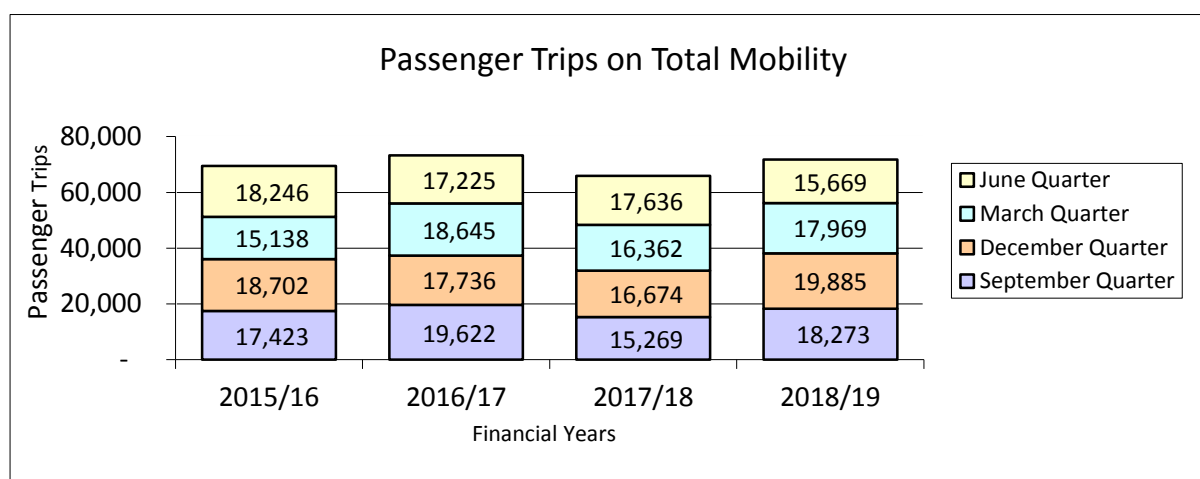


Figure 9: Passenger trips on Total Mobility.

Sub-regionally, in 2018/19, the change in the number of Total Mobility trips was:

- +5 % in Rotorua;
- +12 % in Tauranga; and
- -3 % in Whakatāne.

6.3 Expenditure

The graph below (Figure 10) shows that expenditure on the Total Mobility Scheme for the 2018/19 financial year was \$507,401 (all financial figures are GST exclusive). The total is up by 7% on the 2017/18 financial year.

Transport providers identify congestion, road works and new rest homes being established in outlying suburbs as all having an effect on the cost of taxi travel in and around Tauranga.

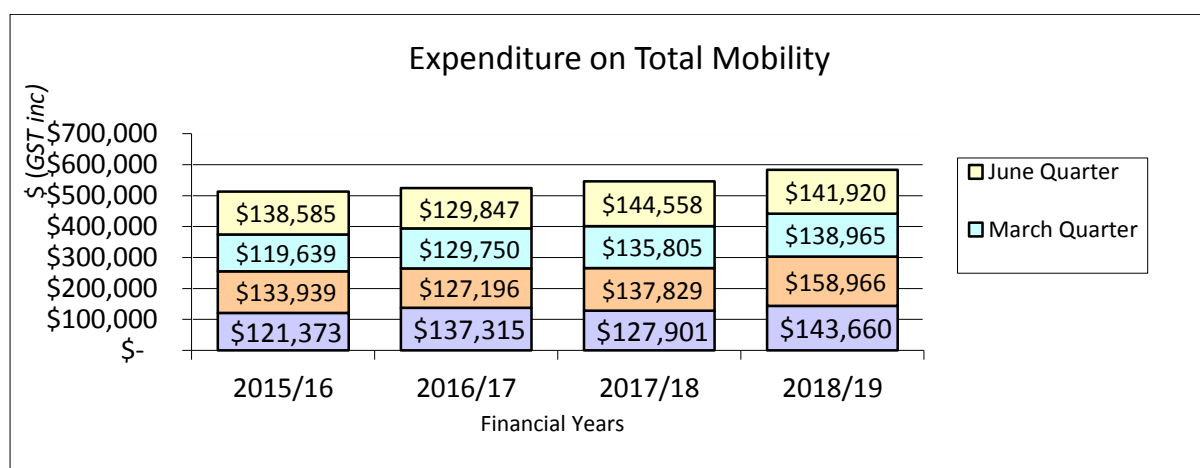


Figure 10: Total Mobility expenditure.

Sub-regionally, in 2018/2019 the change in expenditure compared to the previous year was:

- +6 % in Rotorua;
- +10% in Tauranga; and
- -15 % in Whakatāne.

Dividing the total expenditure by the total number of trips equates to an average total subsidised cost per trip of \$7.06 (GST exclusive) compared to \$7.20 in 2017/2018 and \$6.22 in 2016/17.

The average total cost per trip of \$7.06 means that:

- the full fare for an average taxi trip for a Total Mobility Scheme member during the 2016/17 financial year was \$16.24 (GST inclusive),
- the Council Total Mobility Scheme subsidy of 50% reduced the cost to Total Mobility Scheme members to \$8.12 (GST inclusive), and
- the New Zealand Transport Agency (NZTA) reimbursement to Council, reduced the cost to Council to \$3.25 (GST inclusive).

To enable the Committee to compare the patronage and expenditure trends during the last 12 months, the graph below (Figure 11) combines both sets of data for the past five years.

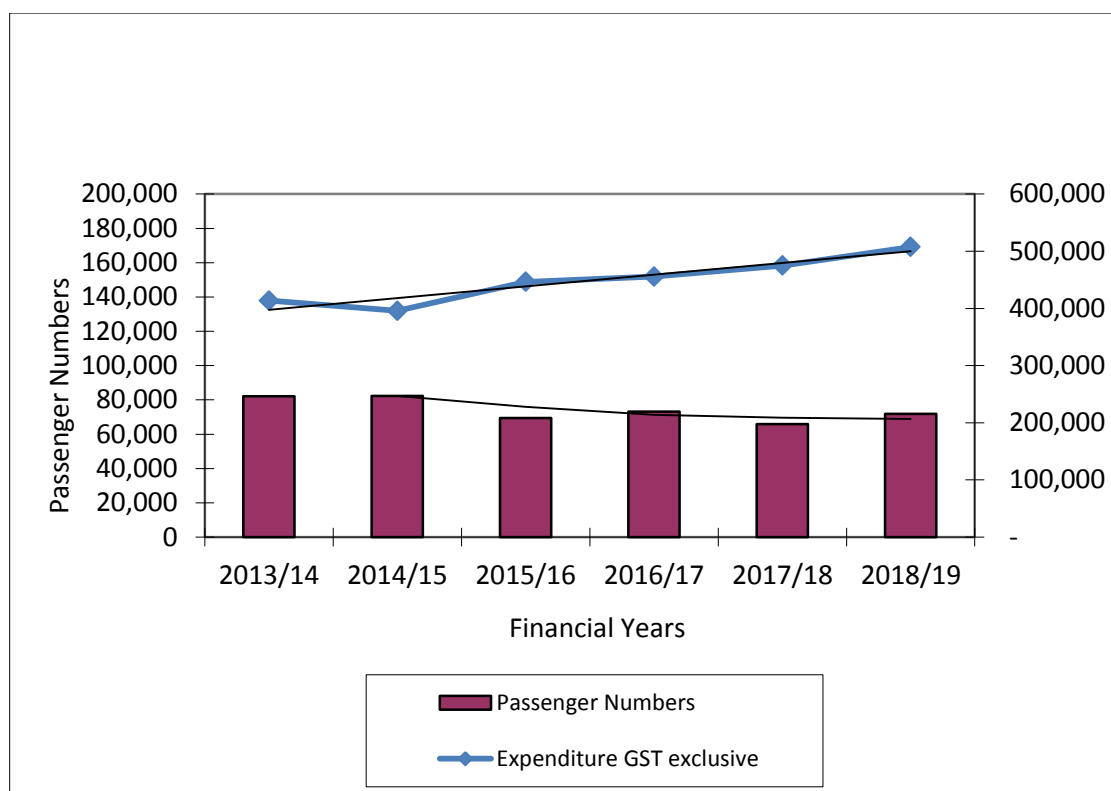


Figure 11: Total Mobility patronage and expenditure

6.4 Additional payment (to hoist operators)

For the 2018/19 financial year, Council paid on behalf of the Transport Agency, an additional payment to transport operators for Total Mobility members using a hoist vehicle. The payment is currently reimbursed 100% by the Agency.

In the 2018/19 financial year, operators were paid \$174,371 compared to \$161,055 in 2017/18.

6.5 Wheelchair hoist installation payment

No applications for wheelchair hoist installations or upgrades were received in the 2018/19 financial year.

6.6 Disability Awareness Training for Taxi Drivers

In July 2018 Council staff implemented the delivery of disability awareness training to Total Mobility scheme transport providers.

The two hour training sessions delivered by CCS Disability Action were facilitated by people with lived experience disability, supported by the CCS Disability Action Access Co-ordinator.

Each session included a visual presentation with interactive question sessions, practical demonstrations, scenario discussions, an experimental learning exercise and a practical demonstration at the vehicle.

The majority of feedback received rated the sessions as either excellent or very good with highlights identified as learning how to guide a vision impaired passenger and how to accommodate their service dogs learning new communication strategies and appreciating that everyone has the same rights.

This is the fifth year disability awareness training sessions have been offered by Council to all transport companies participating in the Total Mobility scheme.

7 Council's Accountability Framework

7.1 Community Outcomes

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

7.2 Long Term Plan Alignment

This work is provided for under the Passenger Transport Activity in the Long Term Plan 2018-2028.

Current Budget Implications

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

Future Budget Implications

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

Mike Furniss
Senior Transport Operations Officer

for Transport Policy Manager

31 July 2019

APPENDIX 1

Public Transport Patronage Report - July 2018 to June 2019

June 2019

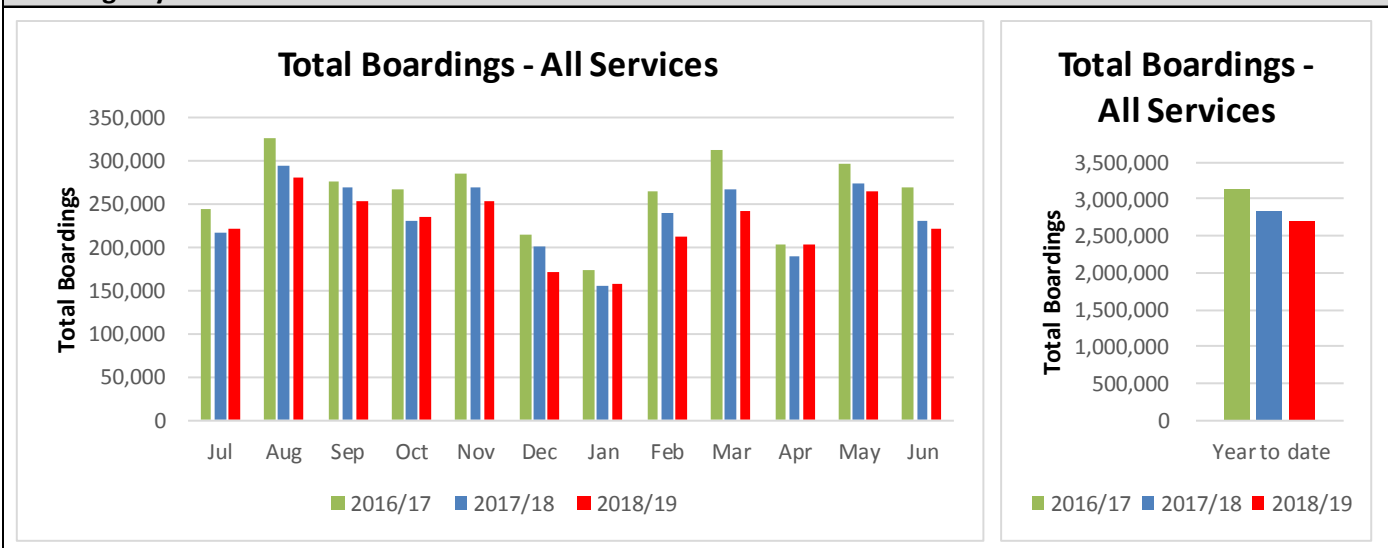


Public Transport Patronage Report

Regional Summary

Area	Monthly Patronage Comparison			2018/19 Financial Year Patronage		2018/19 Financial Year Fare Box Recovery
	Jun-18	Jun-19	% change	To Jun-19	% change	
Total Network¹	230,635	221,162	-4.1%	2,712,930	-4.2%	22.5%
Tauranga BayHopper Urban	121,787	127,066	+4.3%	1,659,944	+2.1%	20.8%
Tauranga BayHopper Schools	53,629	46,252	-13.8%	419,770	-15.1%	23.9%
Rotorua CityRide	48,824	41,307	-15.4%	554,884	-12.9%	27.3%
Murupara/Ruatāhuna	346	265	-23.4%	3,870	-15.1%	
Kawerau, Ōpōtiki and Whakatāne	1,173	841	-28.3%	12,473	-9.7%	28.4%
Ōhope	2,286	2,054	-10.1%	26,121	+6.9%	
Matatā	49	36	-26.5%	471	-34.6%	
Pōtaka	105	96	-8.6%	1,349	-16.7%	21.0%
Te Puke	1,376	2,016	+46.5%	19,870	+21.2%	37.0%
Katikati/Ōmokoroa	1,060	1,229	+15.9%	13,998	+4.7%	25.8%
Ōmokoroa - Matakana Ferry	2,433	1,779	-26.9%	27,182	+7.0%	n/a

Patronage by Month - Year to Date



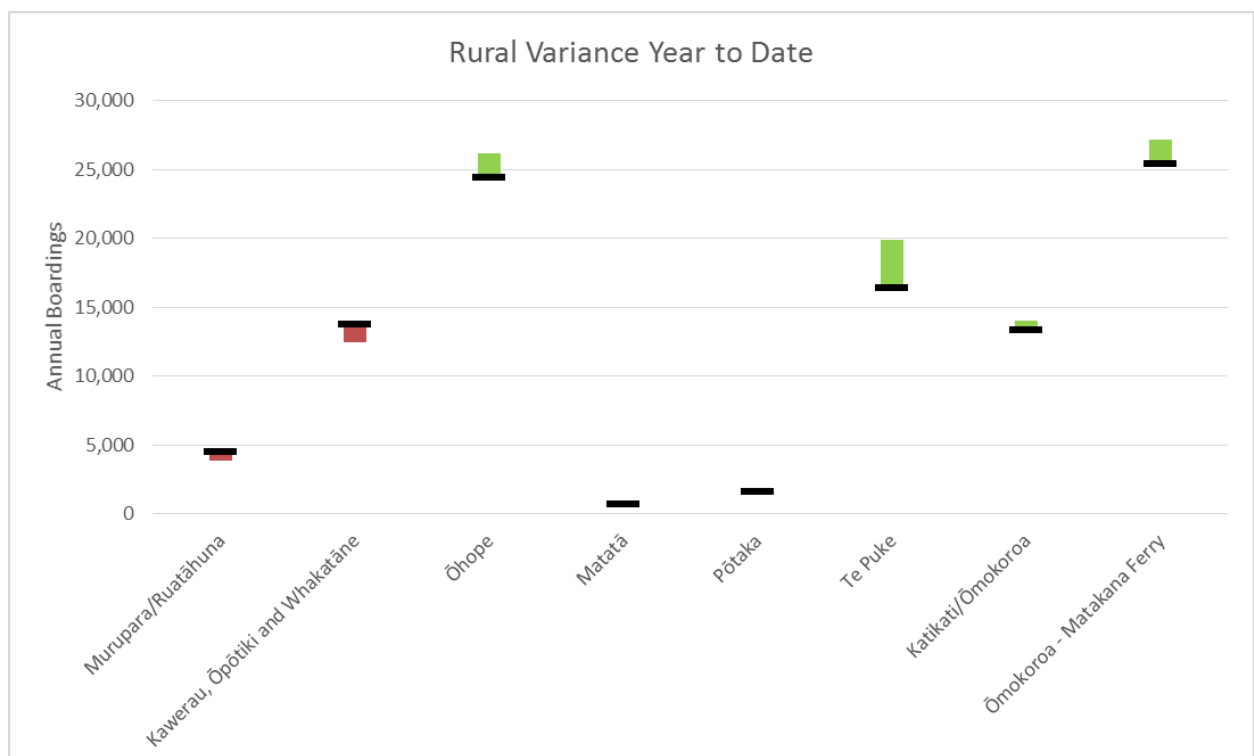
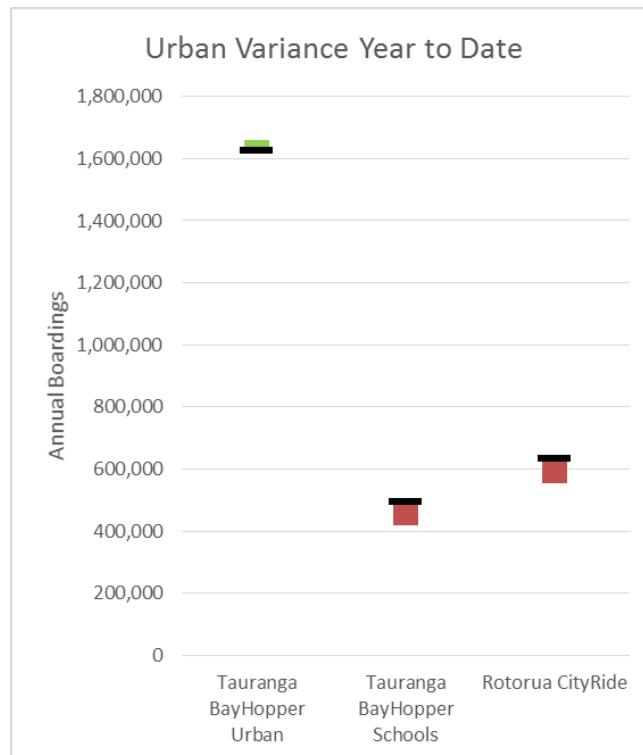
¹ Excludes Ōmokoroa – Matakana Ferry

Comments

Comparing the July 2018 to June 2019 period with the same period for the 2017/18 financial year shows that regional patronage decreased by 4.2%. This was mainly attributable to the Tauranga BayHopper Schools and Rotorua bus services. There were also issues with ticket machines on the BayHopper services during establishment of the new network which prevented capturing all patronage. Ticket machines were removed from the Bethlehem Coachlines services from the start of October to allow for training new drivers. Assuming October to December patronage for 2018 was similar to last year would equate to an adjusted Total Region Year to Date Patronage of 2,724,355 (down 3.8%).

June 2019

Regional Variance

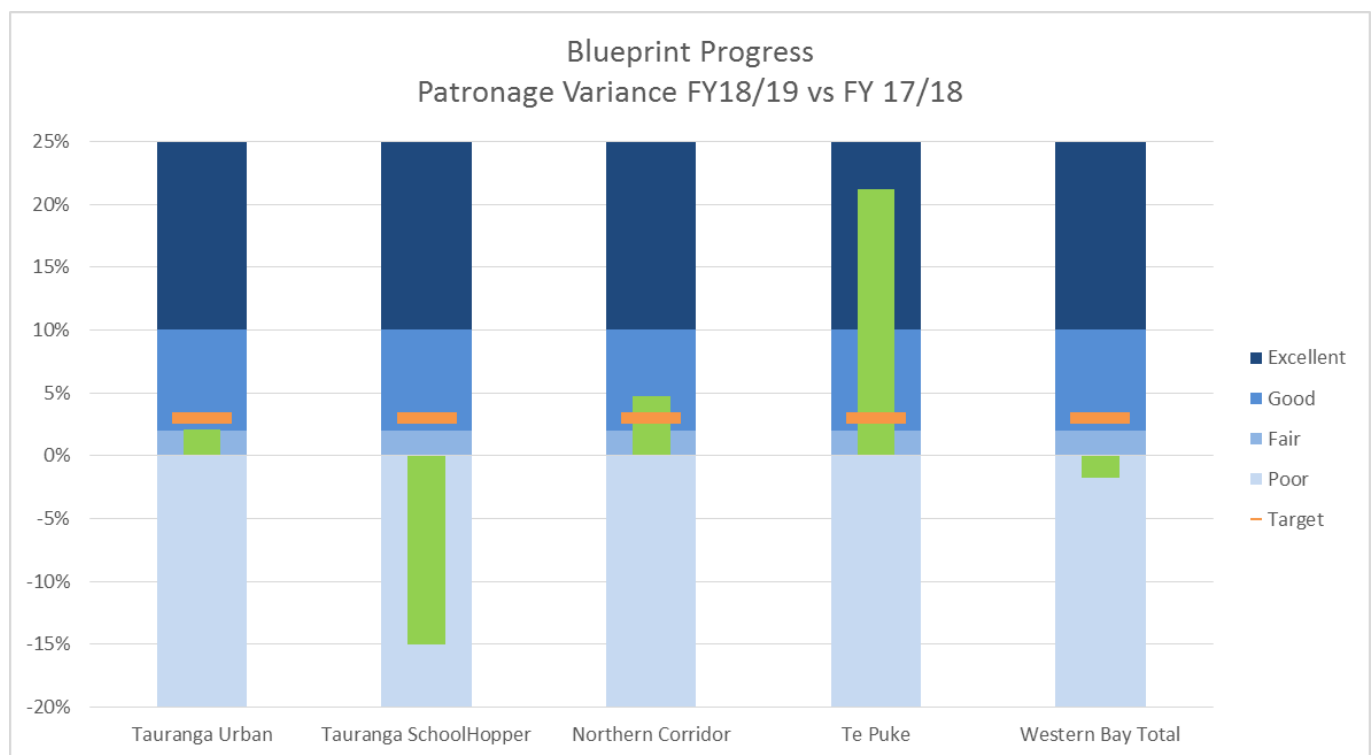


Comments

The charts above show a comparison of variance from last year for urban and rural services. The black lines indicate last year's patronage with the coloured bars showing where patronage has moved to this year.

June 2019

Public Transport Patronage Growth Blueprint Progress Year to Date



Comments

- Western Bay Network Patronage for July 2018 to June 2019 is down by 1.7% compared to last year.
- Year to date SchoolHopper Patronage is down by 15.1% compared to the same period last year. Ticket machines were removed from the Bethlehem Coachlines services from the start of October to allow for training new drivers. October to December 2017 patronage for Bethlehem was 11,425. Assuming similar patronage for October to December 2018 would equate to a 12.8% decline in SchoolHopper patronage year to date and Western Bay Network decline of 1.2% year to date.
- Tauranga BayHopper and Te Puke patronage are up year to date by 2.1% and 21.2% respectively.

June 2019 – Tauranga

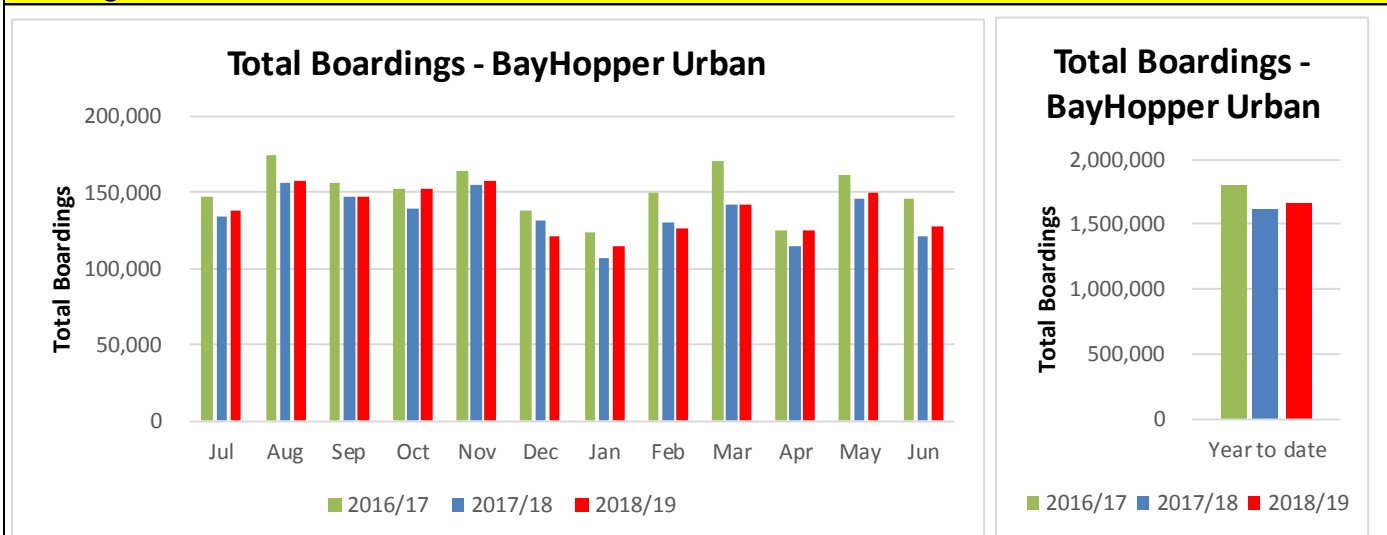


Public Transport Patronage Report

Tauranga BayHopper Urban

Monthly Fare Revenue				Year to Date Fare Revenue		Year to Date Farebox Recovery	
	Jun-18	Jun-19	% change	To Jun-19	% change	To Jun-19	
Cash	\$47,304	\$45,533	-3.7%	\$712,313	-4.8%	20.8%	
Smartcard	\$135,171	\$139,034	+2.9%	\$1,611,324	+2.5%		
SuperGold	\$43,562	\$46,782	+7.4%	\$592,818	+10.6%		
Total	\$226,037	\$231,349	+2.4%	\$2,916,455	+2.1%		
Monthly Patronage						Year to Date Patronage	
	Jun-18	Jun-19	% change		To Jun-19	% change	
	121,787	127,066	+4.3%		1,659,944	+2.1%	

Patronage - Year to Date



Patronage by Passenger Type			Patronage by Time Period			Patronage by Payment Type		
Type	Year to Jun-19	% change	Time Period	Year to Jun-19	% change	Type	Year to Jun-19	% change
Adult	601,904	+1.3%	Mon-Fri Peak	732,400	-1.0%	Cash	287,070	-3.5%
Child	295,397	-17.2%	Mon-Fri Off-Peak	710,172	+3.9%	Smartcard	879,617	+1.5%
Senior	358,737	+8.4%	Sat-Sun	217,372	+7.4%	SuperGold	327,760	+8.3%
Tertiary	403,906	+17.4%				Day Pass	12,470	-3.4%

Comments

Comparing the July 2018 to June 2019 period with the same period for the 2017/18 financial year, the Tauranga urban bus service has performed as follows:

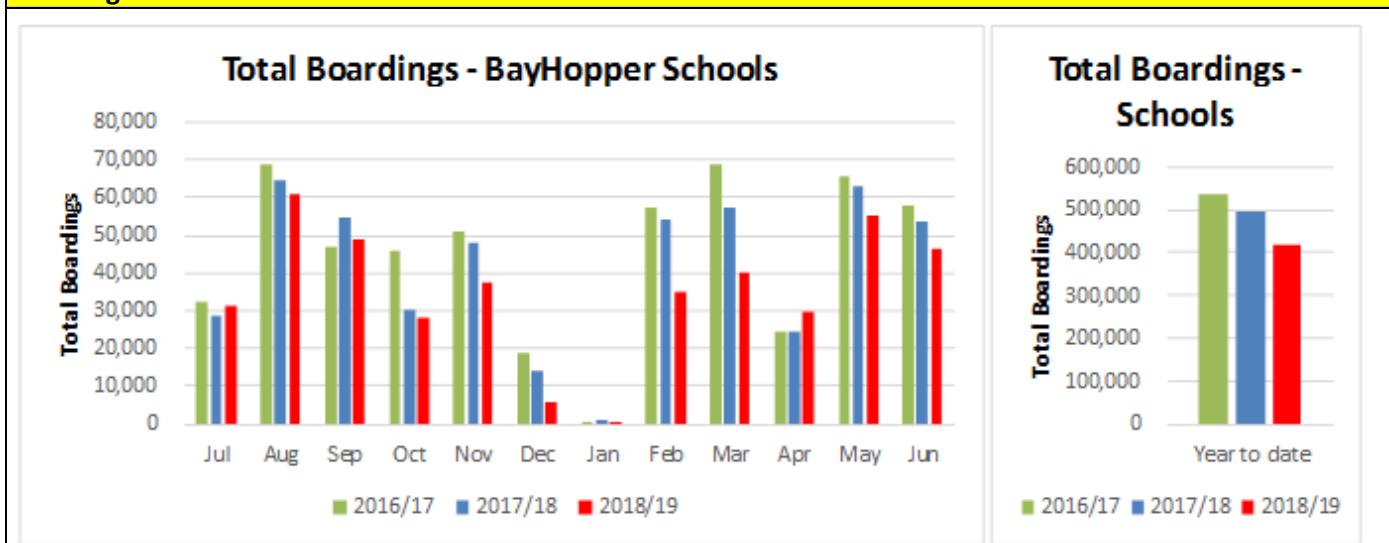
- June patronage and revenue are up by 4.3% and 2.4% respectively.
- Year to date patronage is up by 2.1% compared to the previous year to date.
- Senior patronage is up by 8.4%. Tertiary patronage is up 17.4%, offset by a 17.2% decline in child travel, however it is possible that High School students have been ticketed incorrectly either this year or last.
- Year to date revenue is up from the previous year by 2.1%, led by increases in Smartride card and SuperGold revenue.
- As the hubs in the new network require more transfers than previously, transfer boardings have been excluded from these patronage figures for both years from January onwards.

Tauranga BayHopper Schools

Monthly Fare Revenue				Year to Date Fare Revenue		Year to Date Farebox Recovery
	Jun-18	Jun-19	% change	To Jun-19	% change	To Jun-19
Cash	\$4,383	\$2,351	-46.3%	\$31,581	-24.0%	23.9%
Smartcard	\$70,979	\$38,253	-46.1%	\$453,714	-30.5%	
TCC - Welcome Bay				\$126,511	n/a	
Total	\$75,362	\$40,604	-46.1%	\$611,806	-11.9%	

Monthly Patronage			Year to Date Patronage	
Jun-18	Jun-19	% change	To Jun-19	% change
53,629	46,252	-13.8%	419,770	-15.1%

Patronage - Year to Date



Patronage by Passenger Type			Patronage by Time Period			Patronage by Payment Type		
Type	Year to Jun-19	% change	Time Period	Year to Jun-19	% change	Type ²	Year to Jun-19	% change
Adult			Mon-Fri Peak	400,174	-15.0%	Cash	18,177	-24.0%
Child	419,770	-15.1%	Mon-Fri Off-Peak	19,596	-16.8%	Smartcard	326,048	-30.5%
Senior								
Tertiary								

Comments

Comparing the July 2018 to June 2019 period with the same period for the 2017/18 financial year, the BayHopper Schools bus service has performed as follows:

- June patronage is down by 13.8%.
- June revenue is down by 46.1%.
- Year to date patronage is down by 15.1% compared to the previous year.
- Year to date revenue is down from the previous year by 11.9%. Tauranga City Council funded \$145,488 (incl GST) towards the cost of the Welcome Bay free trial. The GST exclusive figure is included in the Year to Date Fare Revenue and the Year to Date Farebox Recovery sections above.
- Ticket machines were removed from the Bethlehem Coachlines services from the start of October to allow for training new drivers. October to December 2017 patronage for Bethlehem was 11,425. Assuming similar patronage for October to December 2018 would equate to a 12.8% decline in SchoolHopper patronage year to date. Some services also ran without ticket machines during part of March as routes shifted from NZ Bus to other operators.

²Does not include trips for which a fare was not paid.

June 2019 - Rotorua

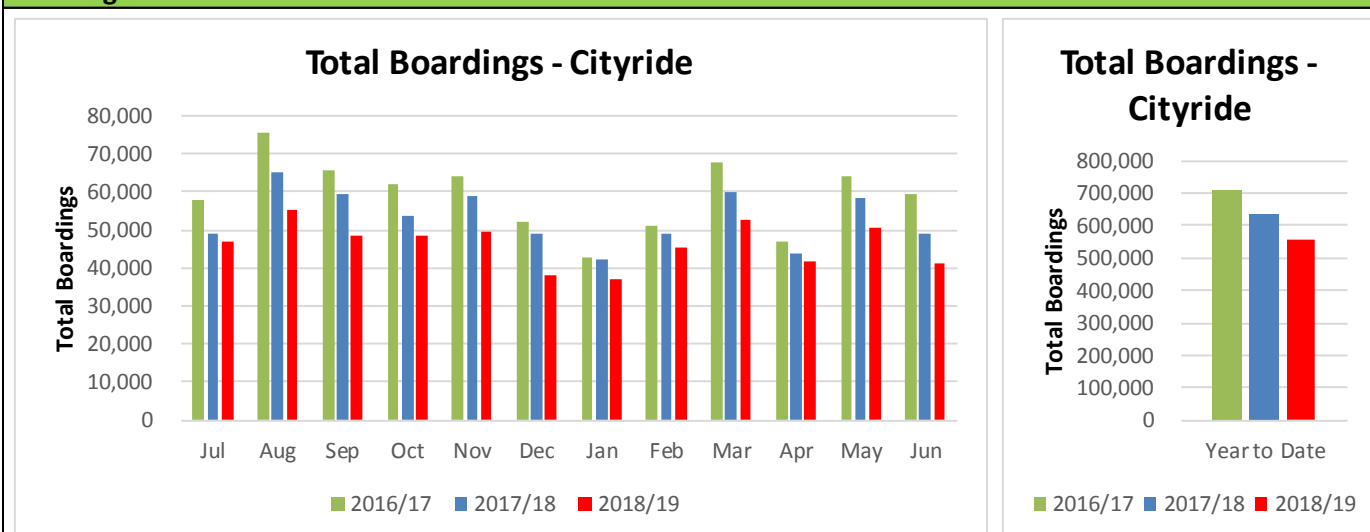
Public Transport Patronage Report



Rotorua CityRide

Monthly Fare Revenue				Year to Date Fare Revenue		Year to Date Farebox Recovery	
	Jun-18	Jun-19	% change	To Jun-19	% change	To Jun-19	
Cash	\$22,112	\$17,984	-18.7%	\$275,941	-18.4%	Rotorua (incl Murupara)	27.3%
Smartcard	\$45,271	\$31,713	-29.9%	\$431,869	+0.1%		
WIT	\$0	\$0	+0.0%	\$0	-100.0%		
SuperGold	\$9,327	\$10,118	+8.5%	\$125,228	+6.8%		
Total ³	\$76,758	\$59,692	-22.2%	\$833,665	-16.8%		
Monthly Patronage						Year to Date Patronage	
	Jun-18	Jun-19	% change			To Jun-19	% change
	48,824	41,307	-15.4%			554,884	-12.9%

Patronage - Year to Date



Patronage by Passenger Type			Patronage by Time Period			Patronage by Payment Type ⁴		
Type	Year to Jun-19	% change	Time Period	Year to Jun-19	% change	Type	Year to Jun-19	% change
Adult	231,008	n/a	Mon-Fri Peak	241,601	-9.6%	Cash	125,010	-13.3%
Concession	186,267	n/a	Mon-Fri Off-Peak	239,827	-15.9%	Smartcard	279,460	+6.5%
Senior	86,252	n/a	Sat-Sun	73,456	-12.7%	SuperGold	85,214	+6.8%
						Transfer/Free	58,879	-4.0%

Comments

Comparing the July 2018 to June 2019 period with the same period for the 2017/18 financial year, the Rotorua urban bus service has performed as follows:

- Year to date patronage is down by 12.9%, with June 2019 patronage 15.4% lower than June 2018.
- Removal of the free travel concession (WIT subsidy), has had a significant impact on patronage.
- Total revenue is down by 22.2% for the month, and down by 16.8% for the year to date.
- Outside of the 100% reduction in tertiary subsidy, year to date revenue is down 6.2%.
- In July 2018, concession fares were introduced which provided more affordable travel for children, students and SGC holders.
- In a bid to encourage tertiary travel in 2018/19, the issuance fee for Smartcards was removed. A higher uptake of Smartcard travel resulted with a 6.5% increase year to date for Smartcard travel.

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

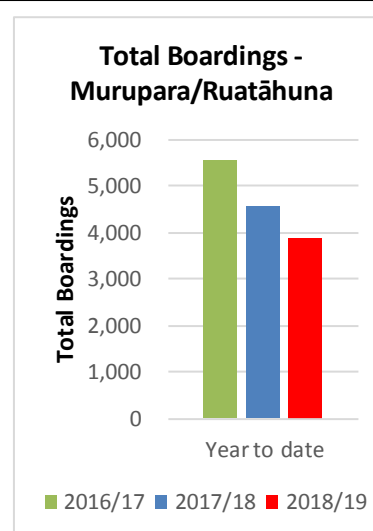
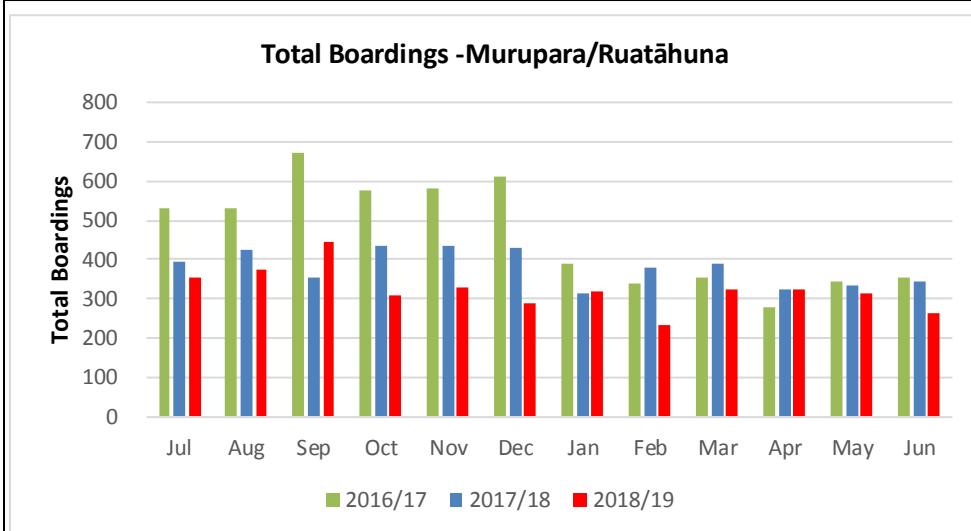
⁴Does not include Day Pass patronage which cannot be separately identified by payment type.

Murupara/Ruatāhuna - Rotorua

Monthly Fare Revenue				Year to Date Fare Revenue		Year to Date Farebox Recovery	
	Jun-18	Jun-19	% change	To Jun-19	% change	To Jun-19	
Cash	\$1,312	\$779	-40.6%	\$14,876	-13.9%	Rotorua (incl Murupara)	27.3%
SuperGold	\$1,308	\$1,153	-11.8%	\$14,350	-15.6%		
Total	\$2,620	\$1,932	-26.3%	\$29,226	-14.7%		

Monthly Patronage			Year to Date Patronage	
Jun-18	Jun-19	% change	To Jun-19	% change
346	265	-23.4%	3,870	-15.1%

Patronage - Year to Date



Patronage by Passenger Type			Patronage by Time Period			Patronage by Payment Type		
Type	Year to Jun-19	% change	Time Period	Year to Jun-19	% change	Type	Year to Jun-19	% change
Adult	1,423	-13.9%	Mon-Fri Peak			Cash	1,643	-14.5%
Concession	247	-12.4%	Mon-Fri Off-Peak	Unable to be reported at this time		SuperGold	2,227	-15.6%
Senior	2,227	-15.6%	Sat-Sun					

Comments

Comparing the July 2018 to June 2019 period with the same period for the 2017/18 financial year, the Murupara bus service has performed as follows:

- June patronage is down 23.4% on last year.
- June revenue is down 26.3% on last year.
- Year to date patronage and revenue have decreased by 15.1% and 14.7% respectively.

June 2019 – Eastern Bay

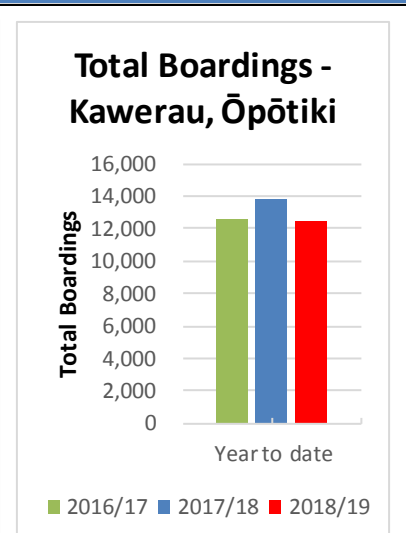
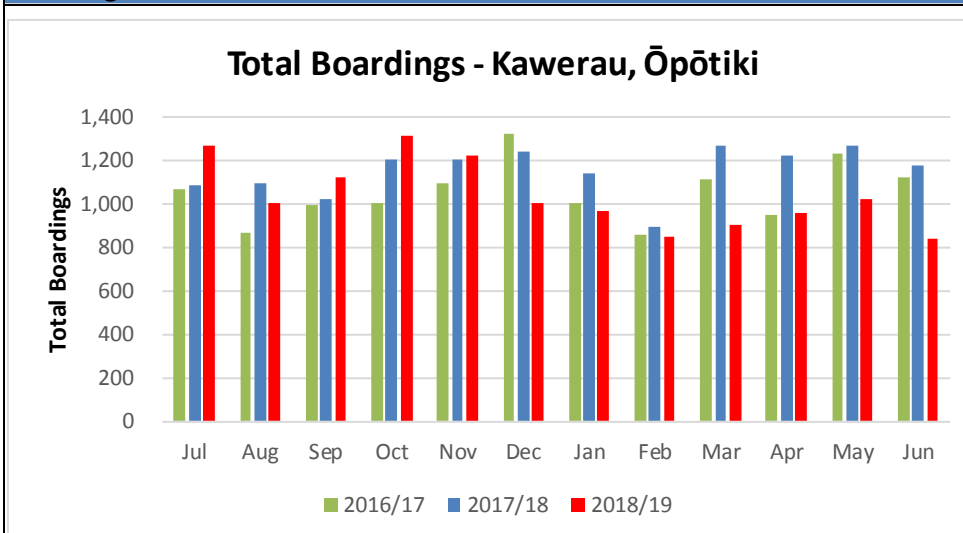
Public Transport Patronage Report



Kawerau, Ōpōtiki and Whakatāne - Tauranga

Monthly Fare Revenue				Year to Date Fare Revenue		Year to Date Farebox Recovery	
	Jun-18	Jun-19	% change	To Jun-19	% change	To Jun-19	
Cash	\$3,132	\$2,148	-31.4%	\$33,562	-18.8%	28.4%	
Smartcard	\$1,143	\$1,154	+1.0%	\$13,844	+25.1%		
SuperGold	\$1,792	\$1,231	-31.3%	\$19,984	-8.3%		
Total	\$6,067	\$4,533	-25.3%	\$67,391	-9.2%		
Monthly Patronage						Year to Date Patronage	
	Jun-18	Jun-19	% change	To Jun-19	% change		
	1,173	841	-28.3%	12,473	-9.7%		

Patronage - Year to Date



Patronage by Passenger Type			Patronage by Time Period			Patronage by Payment Type		
Type	Year to Jun-19	% change	Time Period	Year to Jun-19	% change	Type	Year to Jun-19	% change
Adult	4,735	-7.9%	Mon-Fri Peak	2,035	-1.8%	Cash		
Child	623	-16.8%	Mon-Fri Off-Peak	8,466	-13.4%	Smartcard	Unable to be reported at this time	
Senior	4,599	-8.1%	Sat-Sun	1,972	+0.3%	SuperGold		
Tertiary	2,516	-13.6%				Transfer/Free		

Comments

Comparing the July 2018 to June 2019 period with the same period for the 2017/18 financial year, the Kawerau, Ōpōtiki and Whakatāne to Tauranga bus service has performed as follows:

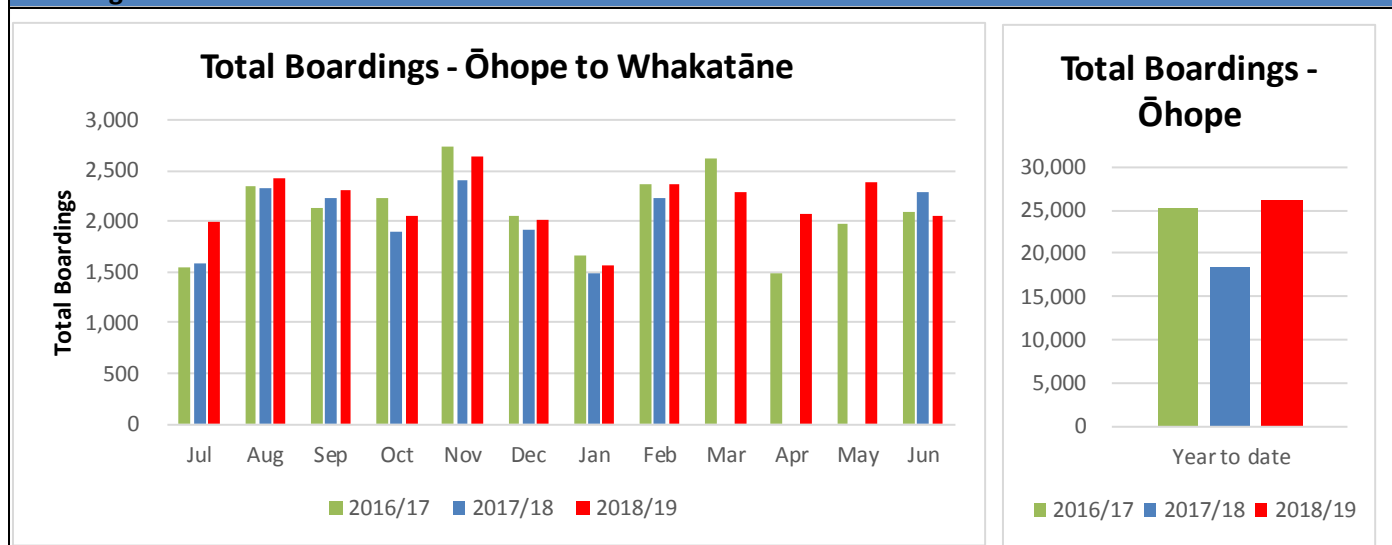
- June patronage and revenue are down 28.3% and 25.3% respectively.
- Year to date patronage is down 9.7% on last year.
- Weekday travel is down but weekend travel is up.
- Total revenue is down by 9.2% for the year to date.

Ōhope – Whakatāne

Monthly Fare Revenue				Year to Date Fare Revenue		Year to Date Farebox Recovery
	Jun-18	Jun-19	% change	To Jun-19	% change	To Jun-19
Cash	\$647	\$488	-24.6%	\$10,775	+29.0%	28.4%
Smartcard	\$2,319	\$2,314	-0.2%	\$26,055	+49.1%	
SuperGold	\$763	\$680	-10.9%	\$8,615	+36.7%	
Total	\$3,730	\$3,482	-6.6%	\$45,444	+41.5%	

Monthly Patronage			Year to Date Patronage	
Jun-18	Jun-19	% change	To Jun-19	% change
2,285	2,054	-10.1%	26,121	+6.9%

Patronage - Year to Date



Patronage by Passenger Type			Patronage by Time Period			Patronage by Payment Type		
Type	Year to Jun-19	% change	Time Period	Year to Jun-19	% change	Type	Year to Jun-19	% change
Adult	5,586	+14.3%	Mon-Fri Peak	9,478	+4.6%	Cash	4,546	+4.6%
Child	12,349	-8.3%	Mon-Fri Off-Peak	14,722	+8.9%	Smartcard	16,459	+9.9%
Senior	5,428	+6.4%	Sat-Sun	1,921	+3.3%	SuperGold	4,763	+4.2%
Tertiary	2,758	+181.1%				Transfer/Free	348	-37.3%

Comments

Comparing the July 2018 to June 2019 period with the same period for the 2017/18 financial year, the Ōhope to Whakatāne bus service has performed as follows:

- June patronage is down 10.1% on last year.
- June revenue is down 6.6% on last year.
- Year to date patronage is up 6.9% on last year.
- Year to date revenue is up 41.5% on last year. Last year's data is incomplete due to ticket machine malfunction.
- Due to a ticket machine malfunction no ticketing data was available March to May last year. To allow comparison with this year's data estimated March to May 2018 figures have been calculated based on average variation 16/17 to 17/18.
- The Ōhope – Whakatāne service is performing well, with year on year growth in revenue and patronage.

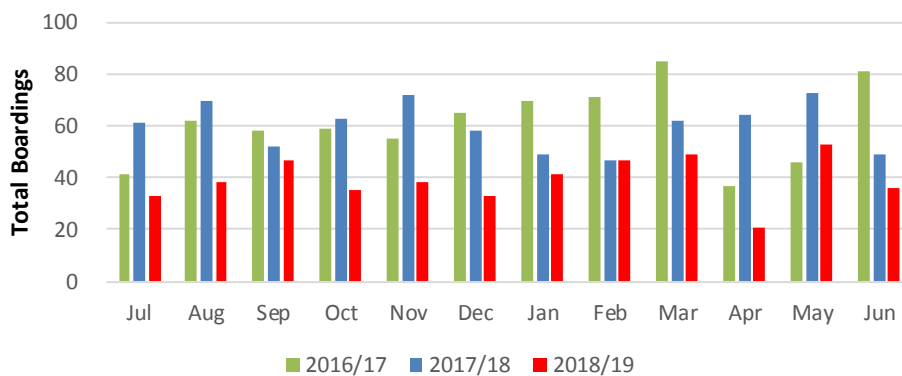
Matatā – Whakatāne

Monthly Fare Revenue			Year to Date Fare Revenue		Year to Date Farebox Recovery
Jun-18	Jun-19	% change	To Jun-19	% change	To Jun-19
Cash	\$30	\$8	\$151	\$151	28.4%
SuperGold	\$109	\$88	\$1,004	\$1,004	
Total	\$139	\$96	\$1,156	\$1,156	

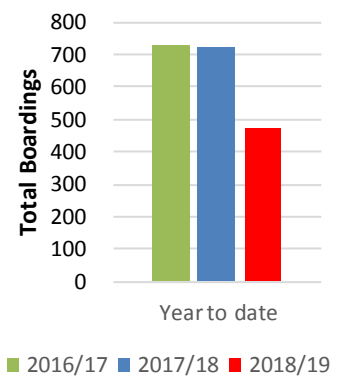
Monthly Patronage			Year to Date Patronage	
Jun-18	Jun-19	% change	To Jun-19	% change
49	36	-26.5%	471	-34.6%

Patronage - Year to Date

Total Boardings - Matatā



Total Boardings - Matatā



Patronage by Passenger Type			Patronage by Time Period			Patronage by Payment Type		
Type	Year to Jun-19	% change	Time Period	Year to Jun-19	% change	Type	Year to Jun-19	% change
Adult	36	-53.8%	Mon-Fri Peak	471	-34.6%	Cash	36	-58.6%
Child	0	-100.0%	Mon-Fri Off-Peak			SuperGold	435	-31.3%
Senior	435	-31.3%	Sat-Sun					
Tertiary	0	-100.0%						

Comments

Comparing the July 2018 to June 2019 period with the same period for the 2017/18 financial year, the Matatā bus service has performed as follows:

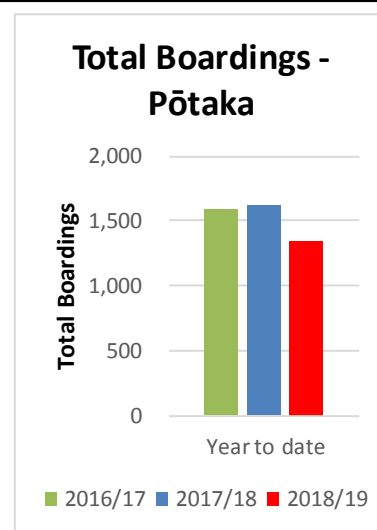
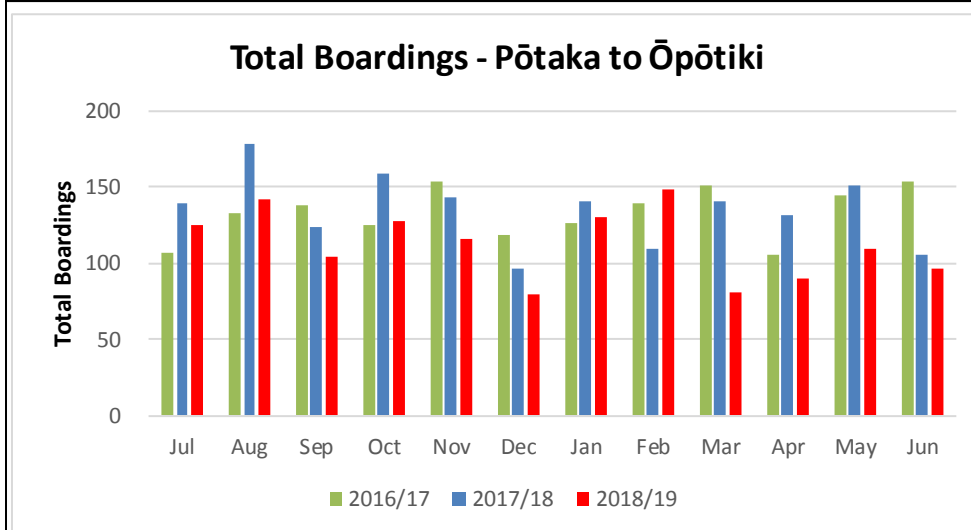
- June patronage is down 26.5%
- June revenue is down 31.2%.
- Annual patronage is down by 34.6% compared to the previous year.
- Annual revenue is down from the previous year by 41.9%.

Pōtaka – Ōpōtiki

Monthly Fare Revenue				Year to Date Fare Revenue		Year to Date Farebox Recovery
	Jun-18	Jun-19	% change	To Jun-19	% change	To Jun-19
Cash	\$623	\$698	+12.0%	\$8,391	-11.7%	21.0%
SuperGold	\$302	\$188	-37.8%	\$3,183	-27.4%	
Total	\$925	\$886	-4.2%	\$11,574	-16.7%	

Monthly Patronage			Year to Date Patronage	
Jun-18	Jun-19	% change	To Jun-19	% change
105	96	-8.6%	1,349	-16.7%

Patronage - Year to Date



Patronage by Passenger Type			Patronage by Time Period			Patronage by Payment Type		
Type	Year to Jun-19	% change	Time Period	Year to Jun-19	% change	Type	Year to Jun-19	% change
Adult	686	-2.0%	Mon-Fri Peak	Unable to be reported at this time		Cash	875	-9.4%
Concession	189	-28.9%	Mon-Fri Off-Peak			SuperGold	474	-27.4%
Senior	474	-27.4%	Sat-Sun					
					n/a			

Comments

Comparing the July 2018 to June 2019 period with the same period for the 2017/18 financial year, the Pōtaka bus service has performed as follows:

- June patronage and revenue are down by 8.6% and 4.2% respectively.
- Year to date patronage and revenue are down 16.7, mainly due to a 27.4% reduction in SuperGold card passengers.

June 2019 – Western Bay

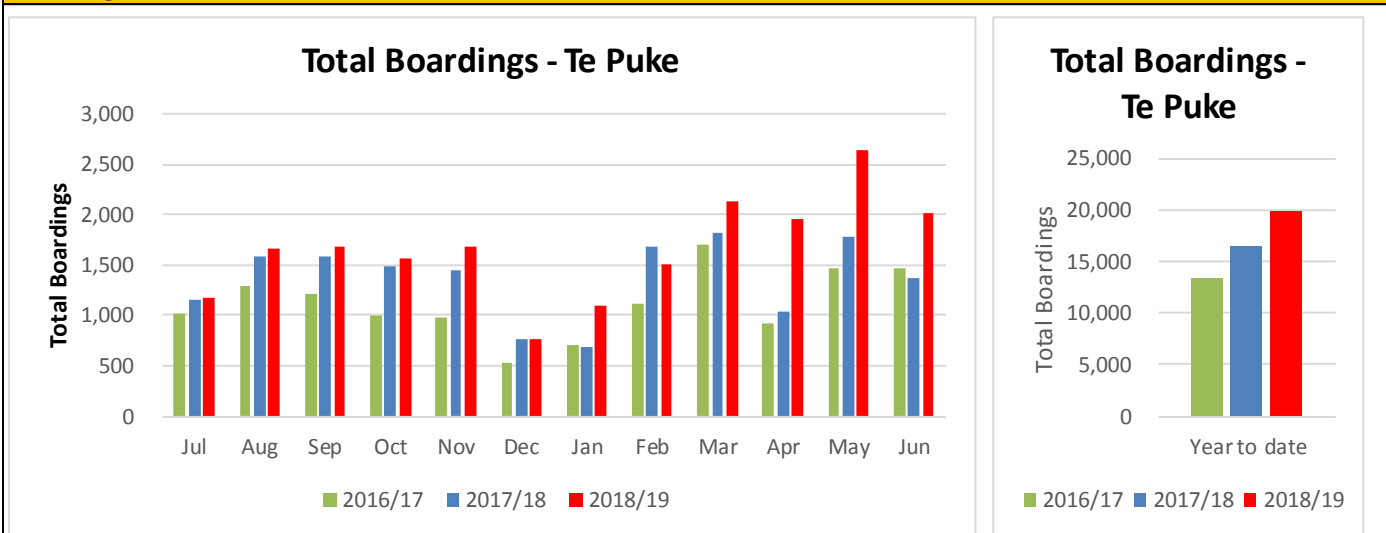
Public Transport Patronage Report



Te Puke - Tauranga

Monthly Fare Revenue			Year to Date Fare Revenue		Year to Date Farebox Recovery
	Jun-18	Jun-19	% change	To Jun-19	% change
Cash	\$542	\$1,461	+169.8%	\$12,933	+89.0%
Smartcard	\$2,747	\$3,931	+43.1%	\$39,681	+26.3%
SuperGold	\$337	\$531	+57.3%	\$4,492	+1.3%
Total	\$3,626	\$5,923	+63.4%	\$57,106	+33.7%
Monthly Patronage			Year to Date Patronage		
	Jun-18	Jun-19	% change	To Jun-19	% change
	1,376	2,016	+46.5%	19,870	+21.2%

Patronage - Year to Date



Patronage by Passenger Type			Patronage by Time Period			Patronage by Payment Type		
Type	Year to Jun-19	% change	Time Period	Year to Jun-19	% change	Type	Year to Jun-19	% change
Adult	5,410	+147.3%	Mon-Fri Peak	13,558	+3.7%	Cash	3,240	+77.4%
Child	289	+331.3%	Mon-Fri Off-Peak	6,312	+90.1%	Smartcard	14,752	+14.5%
Senior	1,787	+9.2%	Sat-Sun	n/a	n/a	SuperGold	1,625	-0.1%
Tertiary	12,384	-1.0%				Transfer/free	251	+304.8%

Comments

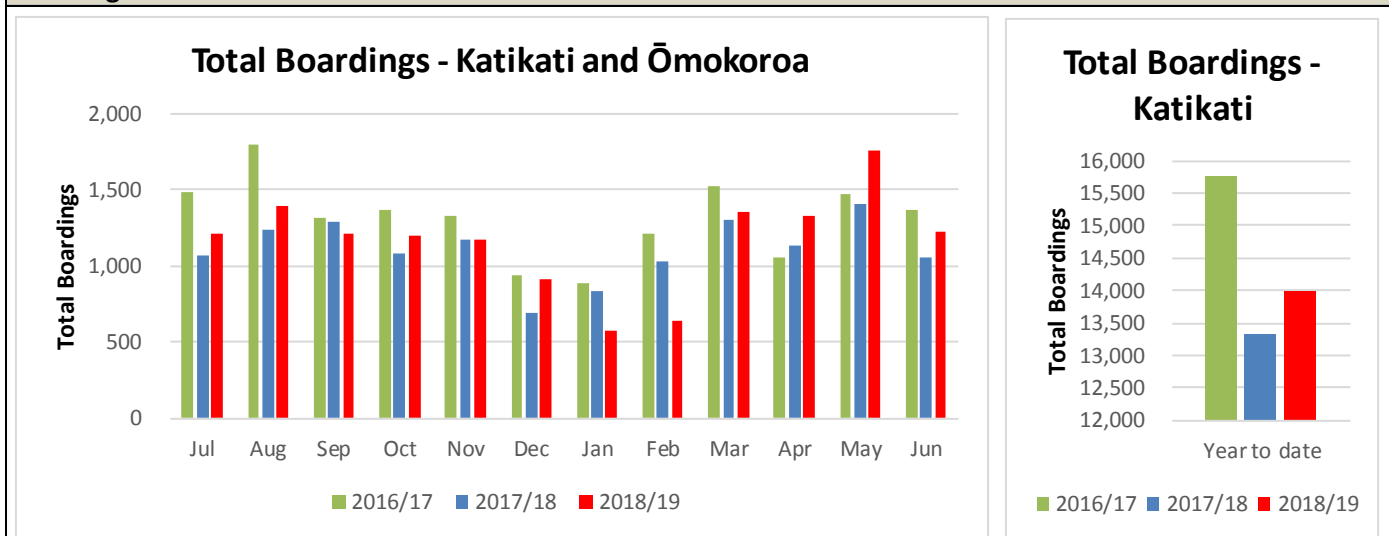
Comparing the July 2018 to June 2019 period with the same period for the 2017/18 financial year, the Te Puke to Tauranga bus service has performed as follows:

- Patronage and revenue for June 2019 are up by 46.5% and 63.4% respectively.
- Overall patronage has increased by 21.2% year to date and off peak time travel has increased by 90.1%
- Adult patronage is up 147.3% however this increase is offset by a 1.0% decrease in tertiary student travel.
- Total revenue year to date has increased by 33.7%.

Katikati and Ōmokoroa – Tauranga

Monthly Fare Revenue				Year to Date Fare Revenue		Year to Date Farebox Recovery	
	Jun-18	Jun-19	% change	To Jun-19	% change	To Jun-19	
Cash	\$923	\$561	-39.2%	\$9,763	-27.8%	25.8%	
Smartcard	\$2,341	\$3,136	+34.0%	\$34,254	+15.9%		
SuperGold	\$1,106	\$1,106	-0.0%	\$11,258	-8.1%		
Total	\$4,371	\$4,803	+9.9%	\$44,017	+2.2%		
Monthly Patronage						Year to Date Patronage	
	Jun-18	Jun-19	% change	To Jun-19	% change		
	1,060	1,229	+15.9%	13,998	+4.7%		

Patronage - Year to Date



Patronage by Passenger Type			Patronage by Time Period			Patronage by Payment Type		
Type	Year to Jun-19	% change	Time Period	Year to Jun-19	% change	Type	Year to Jun-19	% change
Adult	6,222	+28.7%	Mon-Fri Peak	9,574	+8.3%	Cash		
Child	59	-1.7%	Mon-Fri Off-Peak	3,993	+9.8%	Smartcard	Unable to be reported at this time	
Senior	3,477	-7.5%	Sat-Sun	431	n/a	SuperGold		
Tertiary	4,240	-10.0%				Transfer/Free		

Comments

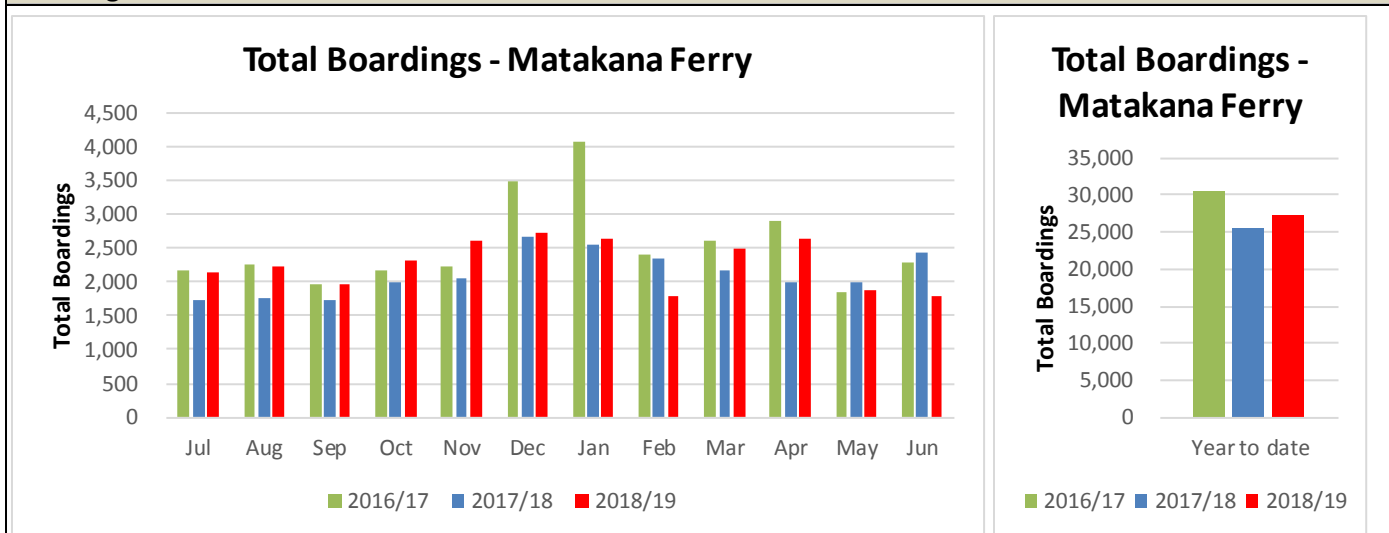
Comparing the July 2018 to June 2019 period with the same period for the 2017/18 financial year, the Katikati and Ōmokoroa to Tauranga bus services have performed as follows:

- June patronage is up by 15.9%
- June revenue is up by 9.9%
- Year to Date Patronage has increased by 4.7%
- Year to Date Revenue has increased by 2.2%
- Issues with ticket machines and data collection in January and February negatively influenced figures.
- Note for Patronage by Time Period that weekend services ceased operating from mid-December.

Ōmokoroa – Matakana Ferry

Monthly Fare Revenue			Year to Date Fare Revenue		Year to Date Farebox Recovery
Jun-18	Jun-19	% change	To Jun-19	% change	To Jun-19
n/a			n/a		n/a
Monthly Patronage			Year to Date Patronage		
Jun-18	Jun-19	% change	To Jun-19	% change	
2,433	1,779	-26.9%	27,182	+7.0%	

Patronage - Year to Date



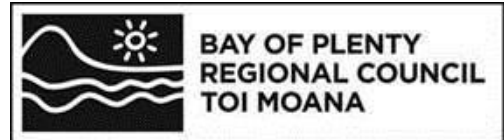
Patronage by Passenger Type			Patronage by Time Period			Patronage by Payment Type		
Type	Year to Jun-19	% change	Time Period	Year to Jun-19	% change	Type	Year to Jun-19	% change
Adult	21,009	+15.0%	Mon-Fri Peak			Cash		
Child	6,173	-13.6%	Mon-Fri Off-Peak	Unable to be reported at this time		Smartcard	Unable to be reported at this time	
			Sat-Sun			SuperGold		
						Transfer/Free		

Comments

Comparing the July 2018 to June 2019 period with the same period for the 2017/18 financial year, the Ōmokoroa to Matakana ferry service has performed as follows:

- Patronage has decreased by 26.9% for June but is up 7.0% year to date.

Receives Only – No Decisions



Report To: Public Transport Committee

Meeting Date: 09 August 2019

Report From: David Phizacklea, Regional Development Manager

Other Matters of Interest

Executive Summary

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

The information covered in this report includes an update on:

- progress towards implementing the national Total Mobility Solution
- the Welcome Bay fare-free school student trial patronage and survey results
- service changes in Katikati and Ōmokoroa
- progress on reviewing the Rotorua bus network
- progress towards implementing the Employment Relations Act changes for bus driver rest and meal breaks, and
- technology updates including the Regional Integrated Ticketing System (RITS) and public Wi-Fi on Tauranga buses.

The report also includes an overview factsheet on school bus transport.

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 Total Mobility Solution

Following Council's approval to transition to the national Total Mobility Solution (TMS), progress continues on track for introduction of the new swipe card system in the 2019/2020 financial year.

Currently staff are ensuring the Total Mobility data is ready for testing, with the next steps being to advise all scheme members of the changes ahead and renew contracts with transport providers and Total Mobility assessing agencies to reflect our new requirements.

Further updates will be provided as project milestones are achieved.

3 Welcome Bay Fare-Free School Student Trial

3.1 Patronage

In collaboration with Tauranga City Council, Regional Council has been offering school students in Welcome Bay access to public transport free of charge as a trial to determine what impacts this would have on congestion in the area.

The trial is running on twelve dedicated school buses, as well as BayHopper route 40 (Welcome Bay). Student patronage from Welcome Bay in 2019 continues to be higher than in 2018.

	Morning	Afternoon
June 2018	227	336
June 2019	405 (+78%)	505 (+50%)

3.2 Survey

A self-completion survey was launched on 27 June 2019, aiming to collect travel mode change information from students living in Welcome Bay. This survey was promoted through schools and social media, and comprised of nineteen questions asking bus users about their travel plans this year and how they may have changed from 2018. 106 responses were received.

While the survey asked how students were travelling to school prior to the free fares being introduced, the results are significantly different from those obtained in the Key Research commissioned by Council in 2017. For example, 88% indicated they used to travel as a passenger in a private vehicle. The Key Research study indicated in the morning that 55% of primary and 37% of secondary students travelled to school by car. However, it is clear from the figures above that bus services are being used more for that school trip.

In response to the question "*if fares were introduced, would you use the bus less often, stop using the bus, or continue with your current travel arrangements*", 82% of respondents said that they would either stop using the bus or would use it less often.

It was also interesting to note that 80% of respondents said that their household had two or more cars available.

Respondents were invited to provide comment on how the free fares trial has affected them. Some of the responses were:

- It's been a great money saver for my family and reduced congestion
- We have a very tight budget and this service helps us budget more for power for winter and food and continue our important after school exercise activities. We would really like it to stay.
- Great relief for the family budget. Makes taking the bus a no-brainer when otherwise the car may make more economic sense.
- If my kids didn't catch the free bus I would no doubt drive them as 3 x bus fares each way each day would add up and it would end up being more cost effective to drive them all
- There is little traffic in Welcome Bay during rush hour since the school buses are free. Keep them going as it greatly improves the traffic congestion.

Clearly, the trial is achieving an outcome around removing the financial burden for families to transport their children to school.

A factsheet providing an overview of school bus transport is attached to this report in Appendix 1.

4 Katikati/Ōmokoroa Changes

4.1 Katikati Express

Minor changes to the Katikati bus route took effect on 17 June 2019. They included changing the 8:35 am departure from Katikati to a 9:00 am departure, which enabled SuperGold Card holders to access this trip for free.

Another change removed the stop on Ōmokoroa Road, as this had been causing safety concerns for the driver and passengers due to the two right hand turns across traffic required on the outbound trip towards Katikati.

4.2 Ōmokoroa

Community consultation in Ōmokoroa commenced on 11 July 2019 with a Social Pinpoint campaign as well as phone and email. The aim of this consultation is to gather more information about how Council's network is performing for customers and staff will look at minor improvements that can be made in the next six to 12 months. This could include changing some routes, adding more services or changing the times of services.

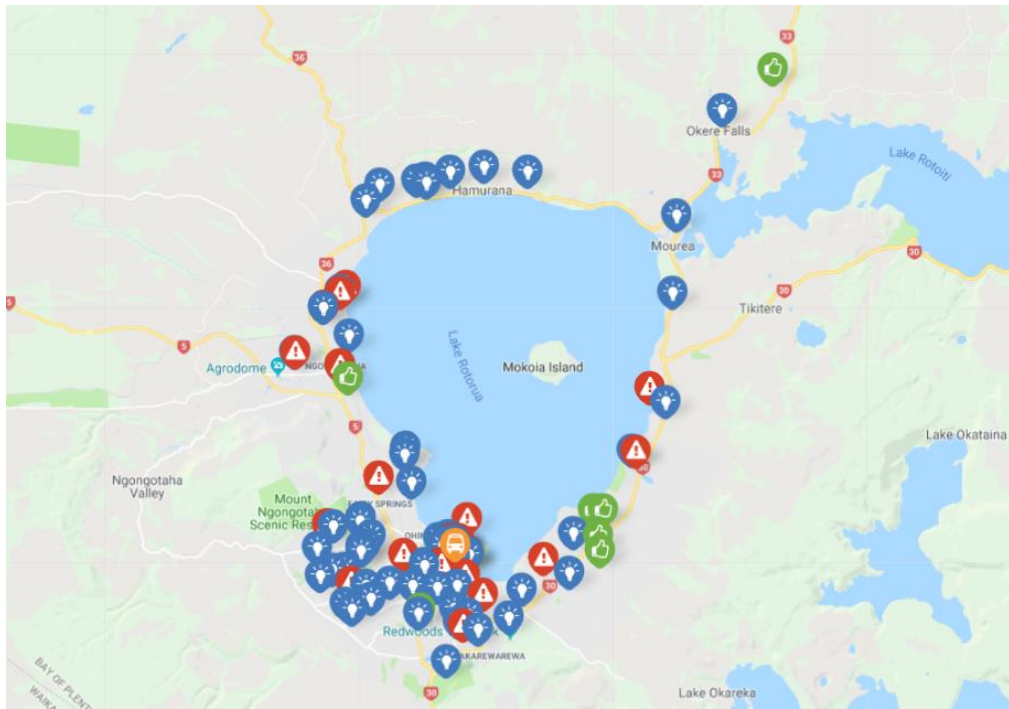
Staff are also seeking feedback on whether the service is a good option for the local primary schools and/or could be used to access schools in Tauranga.

5 Rotorua Network Review

Staff have undertaken a preliminary feedback exercise with bus users in Rotorua gaining over 200 comments through text messages, an online platform, free phone messaging service, stakeholder meetings and bus user interviews.

For the online platform, Social Pinpoint was used providing users with the ability to add ideas or comments to a map as well as options to follow up with users for any further consultation. A total of 120 comments were received through the platform, all of which were highly constructive and many with extensive detail.

The images below show the map after consultation closed and the key statistics from the engagement.



530

Total Visits

315

Unique Users

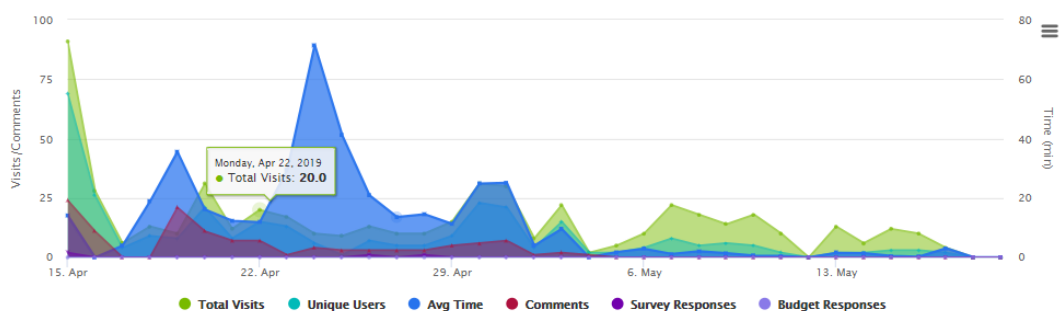
9:23

Avg Time (min)

63

Unique Stakeholders

Stakeholder Engagement by Day



Key issues identified were:

- delays due to services operating through the City Mall
- distance from City Mall stop to the mall entrance and exposure to weather as a result
- preference for more shelters at Arawa Street and other locations around the city

- current city loop is confusing for customers
- parking constraints becoming a significant issue for Rotorua Hospital
- there is a lack of service to SCION despite being a major employment hub
- more through routes are required
- rude driver behaviour, but more compliments about good driver behaviour were received
- unreliability of services
- head signs are currently hard to read when using two lines of text (this halves the size of lettering)
- customer desire for a bus service to Hamurana and around the lake.

The information has been passed on to Rotorua Lakes Council for consideration and operator issues will be addressed by the Regional Council with the contractor.

The next step for this project is to undertake a design process to identify low cost or cost neutral improvements that can be implemented within existing budgets and further improvements that can be considered through the 2020/21 Annual Plan process.

6 Rest and Meal Breaks

The amendment to the Employment Relations Act for rest and meal breaks, has been partially implemented in the Bay of Plenty. In the lead-up to the legislation coming into force on Monday 6 May 2019 and during the transition, Council and bus operators have worked largely one-on-one with each other with a focus on minimising disruption.

National bus companies have typically applied the same approach in different centres for example Ritchies Coachlines has applied the same approach in Rotorua, Queenstown, Dunedin and Auckland and likewise NZ Bus has applied the same approach in Tauranga as it has in Wellington and Auckland. This has resulted in variability in terms of the additional resources needed in Rotorua and Tauranga.

Under the Memorandum of Understanding, central government (the New Zealand Transport Agency), Councils and bus operators will enter into cost sharing discussions to ensure costs are fairly borne and that these costs have been minimised and quantified with certainty.

A working group from across regional councils has been established to share information, agree common positions and discuss issues as they arise. The New Zealand Transport Agency (NZTA) and regional councils have developed a proposal and set of principles for long-term cost sharing arrangements. The NZTA is looking to engage external independent reviewers to provide assurance that:

- scheduling decisions are reasonable and do not over-estimate the additional resources required to maintain service levels; and
- the pricing of additional resources is consistent with agreed cost sharing principles and costs have been quantified with certainty.

The membership of the working group is proposed to be expanded to include the Bus and Coach Association Chief Executive and four or five representatives from individual

operators. The NZ Transport Agency will provide secretarial support and venues to run meetings. Full compliance with the legislation is required by 6 May 2020.

7 Technology

7.1 Tauranga Public Wi-Fi

Usage of the public Wi-Fi system in Tauranga continues to increase as confidence grows in the system. In June there were around 6,500 unique devices that accessed the system, with an average of 683 successful sign-ins per day.

Public Wi-Fi is currently available on 91 buses in Tauranga, with another three units currently being installed. The system will also be available on the five electric buses when they are deployed later in the year.

7.2 Regional Integrated Ticketing Solution (RITS) Update

The nine participating councils: Otago, Waikato, Bay of Plenty, Manawātū-Whanganui (Horizons), Hawke's Bay, Taranaki, Northland, Nelson and Invercargill continue to work together as a consortium (Regional Integrated Ticketing Solution, or RITS) to replace the end of life public transport ticketing technology currently in place.

At this stage, the RITS ticketing system will be in place in the nine regions for around five years while a longer-term solution is developed by all councils throughout New Zealand, with public transport responsibilities.

The project is highly technical and is the first time in New Zealand a consortium has worked together on an inter-regional public transport ticketing project.

The technical complexity of the project requires a commensurate depth of Site Acceptance Testing (SAT) and User Acceptance Testing (UAT) throughout New Zealand to ensure the best level of readiness for customers at the Pilot Phase.

By working together, value for money has been able to be achieved through economies of scale and importantly, improved functionality, choice, ease of use and consistency for public transport customers

At this stage, RITS will be rolled out sequentially through the nine participating regions starting with a Pilot Phase. The date for expected roll-out for the Bay of Plenty is still being confirmed.

8 Budget Implications

8.1 Current Year Budget

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

8.2 Future Budget Implications

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

9 Community Outcomes

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

Garry Maloney
Transport Policy Manager

for Regional Development Manager

1 August 2019

APPENDIX 1

School Transport Overview Factsheet, July 2019

School Transport

- The Ministry of Education (MoE) may provide transport assistance where distance and/or accessibility may be a barrier for students attending the closest school they can enrol at.
- For students to be eligible for MoE assistance, the school they wish to attend must be the closest state or state integrated school the student can enrol at, students must live more than a certain distance from the school and there must be no suitable public transport options.
- The MoE school transport assistance is usually a place on a school bus (for which no fare is payable), but it can be a conveyance allowance to contribute to the cost of transporting them to school.
- The MoE also provide Specialised School Transport Assistance for children and young people with safety and/or mobility needs.
- In late 1986, what little public transport existed in Tauranga at the time was mostly withdrawn. As a consequence and over time, the MoE established a comprehensive urban school bus network in Tauranga.
- In 2001 the Regional Council established the Tauranga BayHopper public bus service. School students were eligible for a fare concession (paying 60% of the adult fare).
- In 2003 the Regional Council established the eastern Bay public bus services. School students using the Whakatāne – Ōhope service were eligible for a fare concession (paying 60% of the adult fare).
- In 2004 the Regional Council contracted for the Rotorua CityRide public bus service. School students paid the same fare as adult passengers (there were no concessions available on this service).
- In 2008 the MoE approached the Bay of Plenty Regional Council indicating that it believed that Tauranga had a suitable public transport network and that it wished to withdraw from providing its services in Tauranga. If a suitable public transport option becomes available, it is the MoE practice to give affected schools at least one full term's notice of the change.
- In 2009, the MoE and the Regional Council agreed to the MoE proposal and to a transition taking place at the end of the 2014 school year (in effect the community received six years grace).
- In 2013 the Regional Council prepared (and it was approved) a business case seeking New Zealand Transport Agency (NZTA) investment in replacement school bus services. The business case needed to demonstrate value for money and a positive benefit cost ratio and that was to be achieved by charging fares.
- From the start of the 2015 school year, the Regional Council contracted a replacement school bus network (called SchoolHopper). As for all other contracted public transport services, the cost of the school bus network was met from passengers (fares), regional ratepayers (known as the local share) and NZTA.

- In July 2018 the Regional Council introduced fare concessions in Rotorua so that school students using the CityRide service were eligible for a fare concession (paying 60% of the adult fare).
- In July 2018 the Regional Council changed how it funded the local share of its contracted bus services, such that the area that benefited generally paid a targeted rate to cover 100% of the local share cost. This means for example, all Tauranga ratepayers pay for the cost of Council-contracted Tauranga public and school buses (there is no longer any contribution from Council's general funds).
- At the start of the 2019 school year, the Regional Council commenced its fare-free bus travel for Welcome Bay school students. The Council's local share cost for that initiative is met 100% from Tauranga ratepayers.
- For the 2020 school year, the Regional Council will widen the Welcome Bay trial to all of Tauranga. The gross cost of that widened trial will at this stage be met 100% from Tauranga ratepayers (that is, no NZTA share).