

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:

Wednesday, 26 February 2020 commencing at 9.30 AM

Fiona McTavish
Chief Executive
18 February 2020



Public Transport Committee

Membership

Chairperson	Cr Andrew von Dadelszen
Deputy Chairperson	Cr Lyall Thurston
Members	Cr Norm Bruning Cr Jane Nees Cr Stacey Rose Cr Paula Thompson
<p>External Members</p> <p>Two Tauranga City Council representatives</p> <p>One representative each: Rotorua Lakes Council Western Bay of Plenty District Council Whakatāne District Council</p> <p>All of whom are voting members.</p> <p>One NZTA non-voting representative</p>	<p>Mayor Tenby Powell Cr Heidi Hughes <i>Deputy Mayor Larry Baldock (Alternate)</i></p> <p>To Be Confirmed Mayor Garry Webber Mayor Judy Turner <i>Deputy Mayor Andrew Iles (Alternate)</i></p> <p>To Be Confirmed</p>
Ex Officio	Chairman Doug Leeder
Quorum	Six members, consisting of more than half the number of voting members of which four must be BOPRC members.
Meeting frequency	Quarterly

Purpose

Set the strategic and operational direction for approved Regional Council public transport policy and strategy and monitor how it is implemented.

Role

- Prepare and review the Bay of Plenty Regional Public Transport Plan.
- Implement, monitor and review operational public transport policy and plans.
- Implement, monitor and review the Western Bay of Plenty Public Transport Implementation Plan.
- Advocate for public transport with NZTA, territorial authorities and central government.
- Set and monitor targets for public transport in the region.
- Receive reporting on the performance of the Passenger Transport Activity.
- In coordination with the work programme of the Regional Transport Committee, guide and review the public transport components of the Regional Land Transport Plan (RLTP) and make recommendations to Regional Transport Committee for incorporation into the RLTP.

Power to Act

To make all decisions necessary to fulfil the role and scope of the committee subject to the limitations imposed.

Power to Recommend

To Council and/or any standing committee as it deems appropriate.

The Public Transport Committee reports to the Regional Council.

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.

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

Agenda

- 1 Apologies**
- 2 Acceptance of Late Items**
- 3 General Business**
- 4 Confidential Business to be Transferred into the Open**
- 5 Declarations of Conflicts of Interests**
- 6 Previous Minutes**
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- 7 Reports**
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 - APPENDIX 2 - Bay of Plenty RC FINAL Audit Report 2019 41
- 8 Public Forum**

Confirmation regarding two speakers for the Public Forum section is yet to be received.
An update will be provided closer to the date of the meeting
- 9 Reports - Continued**
 - 9.1 10.00am: Presentation - Commuter Ferry Investigation** 53

Priority One will attend the meeting at 10.00am to provide a presentation for this item.
 - 9.2 Public Transport Committee Work Programme** 55
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 - 9.3 Public Transport Arotake Tuatahi 2019/20-Performance Monitoring Report July to December 2019**

This report will be circulated under separate cover.
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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
Presentation by the Transit Group	To carry out commercial activities	Good reason for withholding exists under Section 48(1)(a)

10.1 Presentation by the Transit Group

Max Lewis will provide a 15 minute presentation on behalf of the Transit Group.

11 Confidential Business to be Transferred into the Open

12 Readmit the Public

13 Consideration of Late Items

14 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 Tuesday, 10 September 2019 commencing at 9.30 a.m.

Present:

Chairman: L Thurston

Deputy Chairman: N Bruning

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

Appointees: Cr T Molloy (Tauranga City Council), Cr M Gould (Rotorua Lakes Council)

In Attendance: TCC: Cr Larry Baldock, Cr John Robson, Cr Catherine Stewart, Christine Jones – General Manager Strategy and Growth, Claire Cassidy – Principal Transport Planner

BOPRC: Cr David Love, Cr John Cronin, Fiona McTavish – Chief Executive, Namouta Poutasi – General Manager Strategy & Science, David Phizacklea – Regional Development Manager, Joe Metcalfe – Senior Transport Planner, Rachel Pinn – Programme Leader Passenger Transport, Tone Nerdrum-Smith – Committee Advisor

Deb Turner – Public Forum speaker

Apologies: Cr D Thwaites (Western Bay of Plenty District Council) and Chairman D Leeder (Ex-Officio)

1 Chairperson’s Welcome

Resolved

That the Public Transport Committee:

- 1 Invites the Tauranga City Councillors to sit at the Committee table; have full speaking rights, and to remain at the meeting after the public have been excluded.**

**Thurston/Bruning
CARRIED**

2 Apologies

Resolved

That the Public Transport Committee:

- 1 Accepts the apologies from Cr D Thwaites (Western Bay of Plenty District Council) and Chairman Doug Leeder Ex-Officio tendered at the meeting.

Thompson/Winters
CARRIED

3 Public Forum

Deb Turner – Public Transport in Tauranga (5 minutes)

Key Points

- Sought more bus shelters for public transport users
- Recognised the positive and supportive way enquiries and complaints were handled by BOPRC staff
- Would like to see more direct routes to minimise the need for transfers
- Suggested route changes to the current network that would better meet the needs of the community
- Would like to see the establishment of a public transport 'hub' in Pāpāmoa.

Items for Staff Follow-up

- Copy of presentation notes to be provided to the Committee (**tabled item 1**).

4 Acceptance of Late Items

Nil

5 General Business

- Request for Free Buses on Climate Change Strike Day
- Recognitions at the end of the 2016-19 Triennium

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 - 09 August 2019

Resolved

That the Public Transport Committee:

1 Confirms the Public Transport Committee Minutes - 09 August 2019**Gold/Winters
CARRIED**Matters Arising**1. SuperGold Card Communication Update by Matt Hunt – Communications Team Leader***PowerPoint Presentation – Objective Reference A3360972*Key Points of Presentation

- SuperGold Card Communications
- Channels Used
- Advertising
- Outcomes.

In Response to Questions

- Data regarding patronage in the extended hours would be gathered and analysed by staff
- The short timeframe between the decision to extend and the go-live date, meant there were some limitations on the advertising and communication opportunities
- The extended hours ensured peak travel times were covered
- Ministry of Transport was in the process of developing the parameters for the Transport Green Card.

Resolved**That the Public Transport Committee:****1 Recognises the effort of Carole Gordon in the implementation of the extended SuperGold Card hours.****Thompson/Thurston
CARRIED****2. Petition for Free Bus Fares for School Children - Update by Namouta Poutasi – General Manager Strategy & Science**Key Points

- Noted that the petition had been formally received at the previous Committee meeting
- Next step would be to consider all request for changes to the service, e.g. free fares; reduced fares; concessions for the disabled as part of the regional fare review in 2020
- Any recommendations with financial implications as a result of the regional fare review would form part of the Annual Plan 2020-21 discussions.

Items for Staff Follow-up

- Information regarding provision of CCTV and free wifi on the Rotorua buses to be provided to the Committee.

9 Reports

9.1 Public Transport Principles

David Phizacklea – Regional Development Manager and Namouta Poutasi – General Manager Strategy & Science presented and responded to question on this item.

Key Points

- A workshop of the Committee would take place in the new triennium to form a plan around the public transport principles.
- Community engagement would be guided by direction provided by the Committee at the workshop
- A report regarding the composition of the Western Bay of Plenty Public Transport Stakeholder Focus Group would be presented to the Committee in the new triennium.

Key Points – Members

- Public transport principles had to align with planned infrastructure developments
- Important that development of the principles be driven by the Committee to ensure all partner councils were involved
- Critical to liaise with 'all' users in the development of the principles to ensure a balanced and comprehensive representation of views
- Prioritisation of the principles was a critical issue
- Increased patronage should be the overriding principle and direct the discussions.
- A strong set of guiding principles was already included in the Public Transport Implementation Plan

Resolved

That the Public Transport Committee:

- 1 Receives the report, Public Transport Principles.**
- 2 Agrees that a Public Transport Committee workshop be scheduled to refine a set of public transport principles to guide future investment decisions and seek feedback on the refined list through the next Regional Passenger Transport Plan review, and/or Annual Plan or Long Term Plan.**
- 3 Ensures that the NZBus new leadership be involved in the Committee workshop and/or discussions regarding the public transport principles.**

**Winters/Nees
CARRIED**

9.2 Phase 3 Review of Western Bay of Plenty Public Transport Blueprint

PowerPoint Presentation – Objective Reference A3353458

Namouta Poutasi – General Manager Strategy & Science, Joe Metcalfe – Senior Transport Planner and David Phizacklea – Regional Development Manager presented and responded to questions on this item.

Key Points of Presentation

- Transfers and shorter routes within the networks design will improve reliability
- Improved frequencies and reduced journey time increases passenger uptake
- Interchange Boardings
- Interchange Assessments
- Low Cost, Low Risk
- Grace Avenue
- Route 30 – Te Okuroa Drive
- Welcome bay – Ranginui Road
- Additional Pāpāmoa Express service
- Additional Hospital Link Service
- Next Steps for Substantive Changes
- Pāpāmoa and Mount Maunganui
 - Issues Identified
 - Papamoa Patronage
 - Transfer at Bayfair
 - Options considered
- Removing transfers at Bayfair
- What would change
- Service Frequencies
- Risks and Mitigations
- Pyes Pa and The Lakes
 - Issues
 - Current Network
 - Option 1
 - Option 2
 - Option 3 – on-demand service
 - Cemetery Extension
 - Goldline Extension to Te Puke.

In Response to Questions

- Due to the lack of interchange facilities in Brookfield, the network services in this area had been altered to minimise the bus changes required
- Low cost/low risk network changes would be advertised through Council's normal channels
- A route change to include the Pyes Pa Cemetery loop would require significant changes to the existing timetable and this would be furthered considered in 2020
- The stagnation of patronage in Mount Maunganui/Pāpāmoa was attributed to the lack of bus facilities at Bayfair
- BOPRC staff had provided detailed information to TCC staff with regards to its facility requirements
- The majority of complaints from the Bayfair area related to the lack of suitable interchange facility
- 70% of travellers to Bayfair as a destination, rather than transfers, and this needed to be reflected in consideration of options
- The gradient of Kennedy Road, Pyes Pa was challenging for the buses, however using smaller buses would mean a loss of accessibility for those with special needs; prams etc.
- A direct service between the CBD and the Airport was not being pursued at this stage due to the infrequency of flights and limited demand.

Claire Cassidy – Principal Transport Planner TCC - In Response to Questions

- There was at this stage no confirmed site for the Bayfair facility and TCC was working with local residents and property owners towards reaching a resolution.

Key Points – Members

- Noted that bus ‘interchanges’ were now referred to as ‘facilities’ to recognise their combined purpose as an interchange and a terminal
- Direct services were perceived by some as being more popular by users
- TCC had provided clear direction that a bus facility in Tauranga CBD was required, however discussions were ongoing regarding its location
- Encouraged the inclusion of Kennedy Road in a bus service to The Crossing at The Lakes
- Important that conversations between BOPRC and TCC continued with regards to the Bayfair facility and its interaction with the bus service, to ensure that the two needs aligned
- A two year or more wait for the Bayfair facility was considered too long and changes to the network in this area would be required earlier
- TCC was addressing the urgent need for more bus shelters at Bayfair
- Encouraged a trial service/loop in The Lakes/Kennedy Road/Barkers Corner area.

Items for Staff Follow-up

- Total patronage increases in the CBD to be provided to the Committee
- The cost of ‘doing both’ i.e. adding a new service, rather than amending an existing service, to be calculated for the Pāpāmoa/Mount Maunganui network.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Phase 3 Review of Western Bay of Plenty Public Transport Blueprint.**
- 2 Notes that the Western Bay of Plenty Public Transport Blueprint assumptions have been reviewed and the current performance of the network supports the assumptions.**
- 3 Notes the following low cost, low risk route changes will be implemented by NZ Bus from 14 October 2019:**
 - a. removal of buses from Grace Avenue**
 - b. extension of Route 30 Papamoa to Te Okuroa Drive**
 - c. inclusion of Ranginui Road in Route 40 Welcome Bay**
 - d. additional Route 30x Papamoa direct service at 6:30 am**
 - e. additional peak period trip on Hospital Link at 8.37am.**
- 4 Agrees to engage with the community on options around the substantive changes to the network, including alternative options, set out in this report, through targeted engagement and the Draft 2020/21 Annual Plan process.**
- 5 Requests TCC and BOPRC staff assess all practical options to increase patronage from the Pāpāmoa/Mount Maunganui area and report back to the respective councils in December 2019.**

**Gould/Winters
CARRIED**

9.3 **Region Wide Fares and Ticketing Review Proposed Scope**

PowerPoint Presentation – Objective Reference A3353292

Namouta Poutasi – General Manager Strategy & Science, David Phizacklea – Regional Development Manager and Rachel Pinn – Programme Leader Passenger Transport presented this item.

Key Points of Presentation

- Introduction
- Regional Public Transport Plan
- Current fares
- Impact of fare review 2017
- Increasing operating costs
- Central Government fare initiatives
- Review scope
- Consultation with stakeholders
- Desirable review outcomes.

In Response to Questions

- “\$1 spent on public transport = \$4 benefits” was a premise as part of the Public Transport Blueprint review
- Behavioural change and modal shift was a key part of UFTI’s considerations for public transport.

Key Points – Members

- Comprehensive data from the Regional Integrated Ticketing System would assist if available before a fare review was undertaken
- Recognised that fares were just one of many considerations when reviewing public transport services
- Simplified principles, e.g. ‘patronage targets’ would provide more clarity and guidance for the review.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Region Wide Fares and Ticketing Review Proposed Scope.**
- 2 Notes the scope of the regional fare review to commence in early 2020 and the desired outcomes in section 8 of the report to guide the review.**

**Thurston/Winters
CARRIED**

10 **General Business**

Request for Free Buses Climate Change Strike Day

- BOPRC was considering options around providing free buses for the Climate Change Strike Day on 27 September 2019
- Noted that free buses would be provided for Car Free Day on 22 September 2019.

Recognitions at the end of the Triennium

The following were highlighted and thanked by the Committee:

- Cr John Cronin for his valuable contribution during his time as Chairman and Councillor for BOPRC
- The input and support by Committee Members and staff, in particular Transport Policy Manager Garry Maloney
- The interaction with and contribution by the community
- Chairperson Cr Thurston for his inclusive leadership.

10.1 **Public Excluded Section****Resolved****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
Public Excluded Public Transport Committee Minutes - 09 August 2019	Refer the relevant minutes	Good reason for withholding exists under Section 48(1)

**Thurston/von Dadelszen
CARRIED**

The meeting closed at 11.57 am

Confirmed 24 September 2019



Cr Lyall Thurston
Chairperson – Public Transport Committee



Fiona McTavish
Chief Executive – Bay of Plenty Regional Council

Reports



Receives Only – No Decisions

Report To: Public Transport Committee
Meeting Date: 26 February 2020
Report From: Mat Taylor, General Manager, Corporate

Committee Chair's Report

Executive Summary

This report highlights matters of interest that the Committee Chair considers to be of relevance to the business of the Public Transport Committee.

The report includes an update on the current operating environment and an overview of the national transport context from Henley Hutchings (Appendix 1), the results of the 2019 Waka Kotahi NZTA Investment Audit (Appendix 2), the Public Transport Operating Model review, the Employment Relations Amendment Act 2018 implementation, and updates on mode shift and the development on the Bay of Plenty Regional Council's Annual Plan 2020/21.

Also included in the report are highlights on public transport services including trial services, the Total Mobility Scheme, as well as public transport infrastructure.

Recommendations

That the Public Transport Committee:

1 Receives the report, Committee Chair's Report;

1 National context

1.1 Current operating environment

Since the Committee's last meeting in September 2019:

- The timeframe for the Urban Form and Transport Initiative (UFTI) final report has been confirmed for May 2020.
- An Urban Growth Partnership will be formed in the Western Bay with the SmartGrowth partners and Central Government.
- Central government has required regional mode shift plans in the high growth regions, which need to be delivered by June 2020 (refer to the separate report in this agenda for more information).
- The Government Policy Statement (GPS) on Land Transport is likely to be released in March 2020.

- Infrastructure funding has been confirmed for the Tauranga Northern Link.

An overview of the national transport context from Henley Hutchings is appended to this report (refer to Appendix 1).

1.2 Waka Kotahi New Zealand Transport Agency – Audit

NZTA undertook an Investment Audit of the Bay of Plenty Regional Council (BOPRC) in 2019. Summarised below are the findings of that audit. Appendix 2 sets out the full report.

NZTA Extract

Approved Organisation (AO):	<i>Bay of Plenty Regional Council</i>
NZ Transport Agency Investment (2018 – 2021 NLTP)	<i>Budgeted programme \$36,663,700</i>
Date of investment audit:	<i>2-5 September 2019</i>

Report executive summary

Council has well established procedures in place for ensuring it is getting value for money from its investment in the region's bus services. Good processes were evident for monitoring and managing the delivery of these contracts. It also has effective financial processes to manage the land transport disbursement account.

All contracts examined complied with the Transport Agency's procurement procedure requirements and were consistent with Council's procurement strategy.

The Total Mobility Scheme continues to be well managed given the constraints of the current manual system. The introduction of Ridewise will enable Council to better monitor the performance of the Scheme as well as reducing the administration requirement on Council staff.

NZTA – Audit rating assessment

	Issue	Rating assessment
1	<i>Financial processes</i>	<i>Effective</i>
2	<i>Procurement procedures</i>	<i>Effective</i>
3	<i>Contract management</i>	<i>Effective</i>
4	<i>Total Mobility and SuperGold Schemes</i>	<i>Effective</i>
Overall rating		Effective

1.3 Public Transport Operating Model review

In 2011 Cabinet approved the introduction of a new framework for the provision of urban bus and ferry services, known as the Public Transport Operating Model (PTOM). The Ministry of Transport has engaged KPMG and Mott MacDonald to conduct an independent evaluation into the impact of PTOM. The scope is to report to the Ministry on:

- How well has PTOM achieved its intended outcomes?
- How has the introduction of PTOM affected service provision, service users, and service providers and employees?
- How could the PTOM framework and/or its implementation be improved?

Councils, operators, trade unions and other stakeholders will be engaged in early 2020 to understand the impact of PTOM to date, using both quantitative and qualitative information. Currently the evaluation is developing the proposed framework for the analysis and checking that it is feasible and useful.

Staff are already working with KPMG and Mott McDonald to provide input into the review.

1.4 **Employment Relations Amendment Act 2018 – rest and meal breaks**

Minister Twyford, NZTA and Ministry of Transport are continuing to actively engage with Councils, operators and trade unions to achieve compliance with the legislation and continue to work together to optimise outcomes for bus drivers, users and tax payers.

Some regions are finding that strict implementation of the legislation is providing perverse outcomes to drivers which was not the intent of legislative change.

BOPRC held a forum with NZ Bus and First Union late last year and were able to agree principles to be applied and worked through. The next forum is scheduled, between the parties, on 18 February.

Staff will continue to work closely with NZ Bus and First Union and are on track to achieve statutory compliance by 6 May.

The main challenge that is presenting in Tauranga is locations for layovers for the drivers' rest and meal breaks. The location of breaks is largely determined by timing which means that locations may be in places that do not have any facilities. While it is not expected that facilities will be provided by the compliance date of 6 May, Minister Twyford does expect Regional Councils, Territorial Authorities and operators to work together to find suitable solutions as soon as possible.

An additional matter that has come to light is that the demand for layover space to take rest and meal breaks in Tauranga CBD is looking to outstrip the spaces currently available.

One positive outcome in this region is that NZ Bus will not require any new buses to achieve compliance. Other regions are seeing increases of 10% in fleet to achieve compliance.

1.5 **Mode Shift**

The Government has signalled that it expects Waka Kotahi (NZTA) and regional and district councils to make significant progress with mode shift – reducing dependence on single occupancy car journeys in favour of increased shared mobility (including public transport) and walking and cycling. This stems from the Keeping Cities Moving initiative.

A mode shift plan would be based around three pillars: shaping a supportive urban form, making shared and active modes more attractive, and influencing demand and transport choices. In the Western Bay, a mode shift plan aligns with UFTI, and in Rotorua it would align with the work intended in the Rotorua Network Review, as it also would in the Eastern Bay for the Eastern Bay network review.

A preliminary report on a Mode Shift Plan is included in this agenda.

1.6 **Annual Plan 2020/21**

A key focus of the Public Transport Committee is to ensure that Council effectively engages our communities to ensure our work reflects community views on how we can best contribute to the provision of our Public Transport services.

Council's work is governed by what has been agreed to in the Long Term Plan 2018-2028, however through the Annual Plan process, Council has an opportunity to engage with the community on its plan for the coming year, including on specific Public Transport matters.

Staff will develop public transport consultation topics and questions for inclusion in the draft Annual Plan 2020/21 Consultation Document based on recommendations from the Public Transport Committee. A separate paper is included in the agenda recommending the following topics for inclusion in the Annual Plan 2020/21 or Long Term Plan 2021-2031 consultation programmes:

- Mode Shift
- Regional Fare Review
- Network Changes (Pyes Pa, Tauranga; Kawerau on-demand service one year trial; Ōpōtiki/Kawerau health shuttle).

2 **Public transport**

2.1 **Welcome Bay school bus services fare-free trial 2019**

BOPRC offered school students in Welcome Bay access to fare-free public transport in 2019 as a trial to determine what impact this would have on congestion in the area. The trial received funding support from Tauranga City Council (TCC).

An examination of school bus use between June and December 2019 and the same period in 2018 indicated that there was a significant uptake in the use of the school buses by students. There was estimated to be around 700 students living in Welcome Bay. During 2018, approximately a third used the school bus service and this increased to over half during the introduction of free fares. As with previous years, patronage during Term 4 decreased.

There are also a small number of students (around ten) using Route 40 free of charge.

	2018		2019		Variance Increase %	
	Morning	Afternoon	Morning	Afternoon	Morning	Afternoon
Average boardings per day						
June	227	336	405	505	78%	50%
July	225	344	397	529	76%	54%
August	196	307	423	540	115%	76%
September	201	317	381	487	89%	54%
October	217	320	239	331	10%	3%
November	162	248	205	277	27%	12%
December	42	48	110	157	166%	226%
Total Average	184	280	320	416	70%	47%

Figure 1: Comparison of patronage on Welcome Bay school services during 2018 and 2019

Original estimates for the scheme estimated that 460 students in total would use the school buses should the free fares be introduced.

The decision to expand on this trial by commencing the Tauranga school bus services fare-free trial has meant that a full review of the impact of free-fares will occur toward the end of the 2020 school year.

2.2 Tauranga school bus services fare-free trial 2020

There has been a strong start to the school year, with the vast majority of services operating without any issues. The full school network was operational on 4 February with 57 vehicles operating on 54 school routes.

Initial numbers are showing that overall student travel is up around 60% from the same period in 2019. However, the number of students using buses continues to increase as more parents and students are moving to public transport for travel.

As expected, the increases are causing some trips on both the school and urban network to have high loading. Capacity issues are being looked at - particularly in the Bethlehem and Pyes Pa areas. Staff are aware of these and are investigating options to alleviate capacity issues.

There have been some issues with school bus bays not having room to cope with the increase in the number of buses needing access but most bus bay issues are now resolved or are in the process of being resolved. Staff are working to improve the way that drivers enter and exit bus bays as well as how they collect students.

NZ Bus still remain very tight for drivers due to the national driver shortage. NZ Bus have run a recruitment process throughout the last year which has seen drivers recruited from around NZ and a targeted recruitment process in the Philippines. Drivers from the Philippines are being processed under the Essential Skills visa category, which allows people to enter the country on a temporary basis to fill shortages. NZ Bus continues its recruitment regime and are expecting this to ease with more drivers being available from 1 March.

BOPRC approved the one year trial of fare-free bus travel for Tauranga school students at an estimated net cost to Council of \$1.8 million (excluding confirmed funding from the NZTA) in 2020.

2.3 Regional tertiary/commuter bus services trial 2020

A fare-free regional bus service for tertiary students was launched in 2020 across the Bay of Plenty region. The service is a joint venture between the University of Waikato, Toi Ohomai Institute of Technology and BOPRC, with each organisation contributing funds to make the service available, along with a subsidy from the NZTA. The service is also available to the public at a cost.

The service will mean students from around the Bay in Katikati, Rotorua and Whakatāne will be able to travel into Tauranga and back on weekdays from 3 February 2020 to 20 December 2020.

This will be a one year trial initially and will be reviewed at the end of 2020.

Tertiary services commence toward the end of February. At that time we will begin to see the uptake in the service and staff will be in a position to report back patronage details.

2.4 Tauranga network re-timetabling

Staff have completed a draft set of revised timetables for the Tauranga network. The new network has had sufficient time to bed-in with travel times and route reliability stabilising. This allows timetables to be adjusted to reflect actual travel times as opposed to predicted travel times when initially developed in 2017.

Timing of implementation will be dependent on network change freezes resulting from the rest and meal break implementation and the Regional Integrated Ticketing System project in addition to operator scheduling and resourcing. Staff will continue to work through the timetable adjustments and provide an update at the next committee meeting, to ensure that the planning of our services meets passenger needs.

3 Regional Integrated Ticketing System

The national Regional Integrated Ticketing System (RITS) has now been rolled out in Northland and in part of Horizons Regional Council. The implementation of the new software continues to be a challenge and is taking longer than expected. As one of the Regional Council partners, along with NZTA, the Bay of Plenty Regional Council is preparing for implementation later this year and is working closely with the national project team to schedule in our region wide roll out.

4 Total Mobility Scheme

BOPRC converted the paper voucher based Total Mobility system to the new national online management system called Ridewise. During November 2019 there was a successful conversion to the Ridewise system with 3,106 clients already in the new system.

The NZTA Audit noted that the Scheme continues to be well managed by BOPRC given the constraints of the previous manual system. The introduction of Ridewise

will enable BOPRC to better monitor the performance of the Scheme as well as reducing the administration requirement on staff.

One matter that is currently being addressed is the low number of five Total Mobility transport providers in the Bay of Plenty region. Over the past three years, BOPRC has been approached by another 12 companies seeking to be Total Mobility transport providers. The formal process (using good practice from other regional councils) for transport providers will add to the Total Mobility transport providers list.

This is consistent with direction provided in the Regional Public Transport Plan and in particular Objective 8.

“Objective 8 – Support the operation of the Total Mobility Scheme (subject to Government funding) in the Bay of Plenty using a variety of transport providers that are able to meet Council requirements and demonstrate a gap in service levels.”

Staff intend to undertake further work with NZTA around the opportunities for growth of the service in the Bay of Plenty region.

5 Infrastructure

In December 2019 Tauranga City Council considered an update on the provision and location of 29 new bus shelters across the city and objections from nearby residents. Those land owners with frontage to the proposed bus shelters have been written to, to determine their support or objection to the proposal. Tauranga City Council will consider a further update in March 2020.

Additionally, TCC has been trialling e-paper (electronic timetable/next bus) signage. The e-paper signage trial at Willow Street, Tauranga experienced some teething issues which were resolved in December 2019. We have been receiving positive feedback from bus users and provided this feedback to TCC. TCC will now extend the e-paper trial to another 10 bus stops in early 2020.

6 Budget implications

6.1 Current year budget

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

6.2 Future budget implications

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

7 Community outcomes

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

Jessica Easton
Commercial Manager

for General Manager, Corporate

18 February 2020

APPENDIX 1

Transport - National Policy Context

Transport – national policy context

Client: Bay of Plenty Regional Council
Subject: Quarterly update on national transport policy and other contextual matters
Version date: Version 6 December 2019

Introduction and purpose

This quarterly report gives an overview of national transport contextual and policy matters that have surfaced in the last three months. Similar reports were delivered on 24 May and 28 August this year.

Overview

Political and economic context

- A number of economic forecasts together paint a picture of **muted optimism**.
- **Two polls give divergent views on election outcome** – the Stuff/YouGov placed Labour ahead (with a reduced chance of NZ First's role as 'kingmaker') but the more recent Colmar Brunton has National out in front.
- The DIA will review the Act governing local government elections following **recount appeals and 'controversial' outcomes in October's elections**.

Infrastructure, transport and spatial planning

- Finance Minister Grant Robertson will be announcing a Budget Policy Statement on 11 December –major borrowing is expected (taking advantage of low interest rates) and will focus on major **investments in infrastructure**.
- UFTI gains velocity with a positive meeting between Minister Hon **Phil Twyford and Bay of Plenty Mayors / Chair**.
- Helen Clark and Sir John Key waded into the discussion on the Auckland Port move to Northland. Ports of Auckland have released their own report which says cost of imports could rise by \$600m a year. Cabinet is looking at the issue now.
- The **RMA Review Panel issues and options paper** envisions enabling a new role for spatial planning.
- The Infrastructure Commission has calculated transport projects make up a third of the **\$21.1b in the pipeline**.
- **Kāinga Ora**, bringing together Housing New Zealand and its development subsidiary HLC, and the KiwiBuild Unit was established and is gaining momentum.
- The Prime Minister's focus is on **infrastructure**, which looks like a hot election topic.
- Wellington's new mayor Andy Foster, regional council Chair Daran Ponter and Hon Phil Twyford **disagree on congestion charging and the approach to rapid transit and roading for 'Let's Get Wellington Moving'** – but they say they are all going to work together on the business cases ahead.

Related activity

- The Productivity Commission proposes a new labour-market model - "**flexicurity**" – a blend of technology adoption and policies that focus on income security over job security. Their final report on **Local Government funding and financing** is also due to be delivered to Ministers in December. The funding focus for local government, however, is said to largely remain on rating properties for income.



Political and economic context

General economic outlook – recent forecasts

Our economy is forecast to grow between 2.4% and 2.7% across the three years of 2019-2021, according to the **OECD's latest Economic Outlook**. While the OECD group of economies is forecast to grow between 1.6% and 1.7%.

NZIER's latest forecast maintains the optimistic mood, with a positive outlook. Principal Economist Christina Leung says they do expect growth to slow further over the coming years as uncertainty here and abroad makes businesses and households more cautious about spending. *"We now expect annual GDP growth to average just over 2% over the next five years. Businesses report softening demand, and persistently weak profitability is leading to increased caution about investment."*

But while growth is slowing, the outlook remains positive. The New Zealand economy is currently in its longest stretch of growth on record since 1947, having gone through 34 consecutive quarters of growth. Although the unemployment rate has picked up from its 11-year low, households are feeling more positive about their own financial situation relative to a year ago.

NZIER says lower mortgage rates have supported renewed interest in housing. House sales lifted across the regions, with house price increases recorded in recent months particularly in North Island regions including Northland, Waikato and Wellington. Interestingly NZIER sees no further interest rate cuts in the medium term, another vote of confidence in the economy.

Also, in November, **Westpac's November Economic Overview Forecast** said we've hit the bottom of the current slow spot and the economy is about to pick up again. Chief Economist Dominick Stephens said the slowdown intensified in the September quarter, but recent data tentatively suggests we are past the worst of it.

ExportNZ DHL Export Barometer said New Zealand exporters have experienced a slight softening in their orders over the past 12-months and they're cautious about the global marketplace. They're still worried about the level of the dollar and the cost of exporting.

50% of Kiwi exporters surveyed experienced an increase in export orders, down from 52% in 2018 and 55% in 2017. Despite the softening of exports, expectations for 2020 are positive, with 61% expecting an increase in orders. This could indicate demand for quality Kiwi products from international markets will always be there, but Kiwi exporters need to be nimble in their approach to get their products out globally.

Current political polling

We have two visions of the future with vastly different political polling. This month's 'One News Colmar Bruton' poll puts National ahead on 46%, while last month's 'Stuff/YouGov' put them at 38%, with Labour on 41% and both its support parties on 8%. Critically, these polls showed Labour and the Greens could govern without NZ First.

In the preferred leader stakes - Ardern is still way out in front on 36%, Simon Bridges will be pleased with 10%, Winston Peters is on 3%, while Christopher Luxon, who hasn't even got to Parliament yet is on 1%.



Local Government Elections

October elections saw mayoral ranks receiving a boost from women and candidates under 40. A quarter of Mayors elected in 2019 were women, up from 19% in 2016.

Minister of Local Government Nanaia Mahuta said she has asked officials at the Department of Internal Affairs to investigate a review of the Act after one recount appeal kept Wellington waiting and another led to a controversial outcome. The review would include examining whether recounts should be required before a coin toss.

Low voter turnout again saw calls for a move to online voting in 2022. This came from the leaders of the two private companies running the majority of our local elections, and the general manager of democracy services at Auckland Council.

Finance Minister Grant Robertson will be announcing a Budget Policy Statement on 11 December – the major borrowing (which will take advantage of low interest rates) will bring forward major investments in New Zealand’s infrastructure.

Infrastructure, transport and spatial planning

Big spend up promised

Finance Minister Grant Robertson will be announcing (announced by the time you read this) a Budget Policy Statement on 11 December – the major borrowing (which will take advantage of low interest rates) will bring forward major investments in New Zealand’s infrastructure. The exact details are not yet available but, Robertson has promised that the package will provide certainty to the construction industry about upcoming infrastructure projects. Education is an early big winner with a focus on school infrastructure. Roads and housing may be at the centre of the 11 December announcements.

Auckland port move discussion

Cabinet are currently reviewing plans on the proposed move of Auckland’s used-car and container port to Whangarei while former Prime Ministers Helen Clark and Sir John Key came out publicly to endorse plans.

The involvement of luminaries such as Key and Clark pits them against former Key Cabinet Minister Steven Joyce who wants the port retained in Auckland. [An NZIER report](#) (commissioned by Ports of Auckland) also poured cold water on the move, stating if imported goods were transported by rail from either Northport or Tauranga back to Auckland, national GDP would fall by approximately \$1.3 billion.

Mayor Phil Goff is in favour of the move, but also wants evidence it would work. [The Government’s Upper North Island Supply Chain Strategy Working Group’s](#) preferred option is to progressively close the CBD used-car (with the exception of the cruise ship operation), for the **Port of Tauranga** to grow to capacity and the deep water port at Marsden Point south of Whangarei be developed.

To support this, a new inland port would be established in West Auckland, which would be a magnet for support industries and distribution centres. The Government’s role would be to invest in modern rail and roading between Auckland, **Tauranga**, Whangarei, Marsden Point and the new and existing inland ports. It is understood all this would come with a cost of perhaps \$200m - \$300m a year over the next decade above the cost of propping up the failing status quo.



We find it interesting to note that the **Port of Tauranga** has not yet 'publicly' entered the fray with a position on the cost/benefit of a further enhancements of Tauranga, rather than Northland.

Resource Management Review – Issues and Options Paper

The Resource Management Review Panel released its [issues and options](#) paper on 13 November.

The review has a dual focus - improving outcomes for the natural environment and improving urban and other development outcomes. The Panel said its *"review is expected to resolve debate on key issues, including the possibility of separating statutory provision for land use planning from environmental protection of air, water, soil and biodiversity"*.

The document emphasises *"enabling a new role for spatial planning"*.

The report sets out 14 areas which the panel believes could be addressed – they include how Māori values might be better integrated into a future RMA, how to get consistency and better quality planning processes and plans, and seeing whether some incentive system could be devised to get local authorities to collaborate more effectively.

Issues of particular relevance to this committee are:

Urban areas are struggling to keep pace with population growth. It says, *"the system needs to deliver necessary development capacity for housing and enable urban land markets to operate effectively within environmental limits."*

Capability and capacity challenges in central and local government. *"While there are some clear problems with the legislation, a significant contributor to the problems with the RMA has been insufficient capacity and capability in central and local government to fulfil the roles expected of them."*

It seems everything will be up for reassessment. The net effect appears to be a move away from the management of the effects of resource use toward planning for a sustainable future. There is also the possibility of separating out 'natural resource 'use' effects from planning'. (PS we found it somewhat disturbing to see NO acknowledgement anywhere in the discussion document of anything positive about the regime which has existed since 1991).

Responses are due by February 3 with a final report to Environment Minister Hon David Parker by May 31 2020.

Infrastructure Commission

More than 500 investments in public infrastructure with a total value of \$21.1 billion are in the [pipeline](#) over the next 10 years, according to a refreshed estimate published by the Infrastructure Commission, Te Waihangā.

Transport projects make up the largest proportion of the \$21.1b of projects tallied so far, counting for about a third of the forecast spending.

Government spending on infrastructure has become a sensitive topic. Some commentators have argued economic growth has hitched a ride on increased migration, without the required investment yet having been made to support the country's higher population.



Kāinga Ora, a new Crown agency

October 1 2019 saw the official establishment of Kāinga Ora, bringing together Housing New Zealand and its development subsidiary HLC, and the KiwiBuild Unit. Under the Ministry of Housing and Urban Development (MHUD) umbrella, Kāinga Ora is soon to have a portfolio of powers and forms a big part of the reforms in the Government's ambitious Urban Growth Agenda (UGA), and billion-dollar Housing Infrastructure Fund plans.

Urban Development Minister Phil Twyford says "*Kāinga Ora will be a world-class public housing landlord and work in partnership to enable, facilitate and build urban development projects of all sizes. The new agency will be the Government's lead developer for urban development, to create a one stop shop that will build thriving communities with a diverse mix of public, affordable and market housing.*"

Infrastructure – a key election issue

The Prime Minister has signalled her commitment to infrastructure spend, telling business leaders at the Trans Tasman Business Circle in November that the Government is heavily involved in building greater resilience into the economy and addressing long-term challenges. She says one of the major ways the Government is doing this is by focusing on infrastructure.

She said, "*a priority for us to ensure that we have the modern infrastructure we need to boost productivity and enable our transition to a low emissions economy.*"

However, we see conflicts on the details across the coalition.

Transport Minister Phil Twyford and his associate from the Greens, Julie Anne Genter are wedded to priorities of public transport and associated "good to haves," such as cycleways, while others, including Infrastructure Minister Shane Jones, see economic and practical justifications for addressing the need for enhanced highway construction. Caught in the middle of this ideological debate, tinged with elements of climate change requirements, is the road contracting industry hampered by financial uncertainties over forward capital expenditure on plant and equipment to meet likely demand.

Robertson's December announcement needs to clarify and give certainty to the industry in this area: much of the plant and equipment needed for a focussed highway construction programme is being offloaded to Australia where new roading infrastructure provision has a political and economic priority.

National's coupling of the finance and infrastructure portfolios under the stewardship of Paul Goldsmith is indicative of the importance it attaches to the issue. It looms as a significant point of difference in election campaigning next year.

Let's Get Wellington Moving

New Mayor Andy Foster wants to renegotiate the timing of a second Mt Victoria tunnel and congestion charging for the capital. After a meeting with regional council chair Daran Ponter and [Transport Minister Phil Twyford](#) late in November, the trio said "*we all agreed to move forward with the business cases for both rapid transit and roading, including the second Mt Vic tunnel*". But Twyford says mass rapid transit remains the Government's priority.



Wellington leaders will continue to lobby the Government for congestion charging even though Twyford previously ruled out a congestion charge in Wellington in July 2019.

Speaking at a Wellington Chamber of Commerce before the meeting, Foster was sharply critical of Let's Get Wellington Moving, claiming it lacked specific details, was released before it was ready and was presented as final even though the public had not been consulted on it.

Productivity Commission

The Commission has been examining how New Zealand can maximise the opportunities and manage the risks of disruptive technological change and its impact on the future of work and the workforce in a series of draft reports. The new draft report looks at [Employment, labour markets and income](#) (three more are due in December).

- The main problem facing New Zealand today isn't too much technology, it's not enough. New Zealand needs to embrace technology, not treat it as a threat. Technology adoption is a key means of enhancing labour productivity to achieve higher incomes and living standards.
- The Commission proposes a new labour-market model for New Zealand - "flexicurity" - a blend of technology adoption and policies that focus on income security over job security (portable individual redundancy accounts, unemployment insurance, or changes to benefits & tax credits) for a dynamic labour market.

Other news to note:

- **The 'Sustainable New Zealand'** party was launched - a possible ally for national as Vernon Tava's political views are to the right of centre. National is showing its green credentials to a much higher degree as the election approaches.
- Climate mitigation - the **Zero Carbon Bill** was passed through the House in November.
- **Building Act** - The Government has cut through some of the red tape of the Building Act, removing what Building and Construction Minister Jenny Salesa describes as old inefficiencies which make building slow and expensive. She says the rule changes will make high-quality, large-scale manufacturing of prefab houses a reality.
- **Surplus** - The country is now running its biggest surplus since before the Global Financial Crisis. The Crown accounts for the year to June 2019 show a \$7.5bn surplus. The surplus is \$4bn higher than expected in May's Budget.
- **NZTA Review** in October an independent review found [NZTA failed to properly regulate the transport sector](#) under the previous Government, and Transport Minister Phil Twyford says the Government is now moving to strengthen the agency's regulatory role. Twyford says the review found previous Transport Ministers had directed NZTA to focus on building roads at the expense of keeping people safe.
- **NZTA Board Appointments** - there's been concern in the media and infrastructure sector over the new [appointments to the NZTA Board](#). Critics have seen the change as a clean out of "road friendly" members, to be replaced by people who are more inclined to favour solutions like light rail and other alternatives to road transport. Transport Minister Phil Twyford says no one has been sacked from the board or been pushed, and the terms of all those who left had expired.



- **Congestion Pricing** - [NZIER research says congestion pricing](#) is the best way to moderate road usage and generate funding. A paper by institute principal economist Chris Nixon says it is key to driving public transport patronage, and to provide funding for more transport infrastructure as increasing take up of electric vehicles reduces fuel taxes. But the paper says it will be a tough ask for motorists to accept it. He says overseas experience suggests congestion pricing is very effective in some cases.
- **PGF boost for Northland rail** - Pressure on State Highway 1 between Auckland and Whangarei is expected to be eased by a massive upgrade of the rail line between the two centres. [The \\$94.8m Provincial Growth Fund investment in the rail line](#) will finally bring the track out of managed decline and preserve future investment opportunities.
- **Palmerston North Transport Hub** planned by KiwiRail was [announced with \\$40m](#) from the PFG as a catalyst to developing the hub. This funding allows KiwiRail to design the hub, purchase land for it and have the land designated for rail use.
- **Brian Corban** is the new Chair of KiwiRail Holdings Limited and the New Zealand Railways Corporation.

APPENDIX 2

Bay of Plenty RC FINAL Audit Report 2019

NZ TRANSPORT AGENCY INVESTMENT AUDIT

FINAL REPORT

Monitoring Investment Performance

Report of the investment audit carried out under section 95(1)(e)(ii) of the Land Transport Management Act 2003.

Approved Organisation (AO):	Bay of Plenty Regional Council
NZ Transport Agency Investment (2018 – 2021 NLTP)	Budgeted programme \$36,663,700
Date of investment audit:	2-5 September 2019
Investment Auditor:	Glenn McGregor
Report No:	RAGMI-1904

OBJECTIVE

The objective of this audit is to provide assurance that the New Zealand Transport Agency's (hereafter the Transport Agency) investment in Bay of Plenty Regional Council's land transport programme is being well managed and delivering value for money. The audit focusses on the effectiveness of Council's financial, procurement and contract management systems. We also seek assurance that the Council is appropriately managing risk associated with the Transport Agency's investment. We recommend improvements where appropriate. Refer Appendix A for the audit programme.

EXECUTIVE SUMMARY

Council has well established procedures in place for ensuring it is getting value for money from its investment in the region's bus services. Good processes were evident for monitoring and managing the delivery of these contracts. It also has effective financial processes to manage the land transport disbursement account.

All contracts examined complied with the Transport Agency's procurement procedure requirements and were consistent with Council's procurement strategy.

The Total Mobility Scheme continues to be well managed given the constraints of the current manual system. The introduction of RideWise will enable Council to better monitor the performance of the Scheme as well as reducing the administration requirement on Council staff.

DISCLAIMER

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

Before being finalised this report was referred to Bay of Plenty Regional Council for comment. Council's comments have been considered and are included in the body of the report.

AUDIT RATING ASSESSMENT

Issue		Rating Assessment*
2	Financial processes	Effective
3	Procurement procedures	Effective
4	Contract management and patronage and revenue collection processes	Effective
5	Total Mobility & SuperGold Schemes	Effective
Overall rating		Effective

* Key to rating assessment – refer appendix B

Note: Before being finalised this report was referred to Bay of Plenty Regional Council for comments. Council's responses are included in the body of the report.

FINDINGS

1: What issues, if any, remain unresolved from the previous audit?	
Findings	There were no outstanding issues arising from the previous March 2017 audit.

* * *

2: Financial processes		Effective
Findings	<p>Bay of Plenty Regional Council has effective financial processes to manage the land transport disbursement account.</p> <p>Funding claims were reconciled to Council's general ledger records for the three years to 30 June 2019. Transaction testing confirmed that expenditure claimed was eligible for funding assistance.</p>	
Bay of Plenty Regional Council response	Agreed	

* * *

3: Procurement procedures		Effective
Findings	<p>Bay of Plenty Regional Council has effective processes in place for procuring public transport and professional services. There was detailed documentation showing tender evaluations and approvals. All contracts examined complied with the Transport Agency's procurement procedure requirements and were consistent with Council's procurement strategy.</p> <p>Five bus contracts and one professional services contract were reviewed for compliance with the Transport Agency's procurement procedures and Council's endorsed procurement strategy (refer appendix C).</p>	
Bay of Plenty Regional Council response	Agreed	

* * *

4. Contract management and patronage and revenue collection processes		Effective
Findings	<p>Council has well established procedures in place for ensuring it is getting value for money from its investment in the region's bus services. Good processes were evident for monitoring and managing the delivery of these contracts. A combination of timely data, independent mystery shoppers, electronic monitoring and a robust complaint process supports this.</p>	

	<p>Minutes from scheduled supplier and consultant meetings and regular progress reports were all well documented.</p> <p>Contract approval and variations procedures are both well managed. Contract administration and recordkeeping are of a high standard.</p> <p>To address a serious driver shortage in Tauranga the Bay of Plenty Regional Council, with the agreement of the incumbent operator, separated out some bus services from the Tauranga group services contract. This was also reviewed. Council applied to the Transport Agency (16 April 2019) for an emergency procurement procedure. At the time of the audit the Transport Agency had yet to formally respond to this request. Council is in the process of developing a further extension request for these services to enable it to develop a long-term solution.</p> <p>The student patronage decline in the Bay of Plenty region has been attributed to several factors:</p> <p><u>Rotorua</u></p> <p>An annual drop of 12.9%</p> <p>The withdrawal of funding by a tertiary provider resulting in a drop in student patronage.</p> <p><u>Tauranga</u></p> <p>An annual drop of 14.3%</p> <p>Route changes and possible driver misinterpretation when classifying students. Some students are now travelling on urban routes instead of school buses.</p> <p>Council works closely with other councils in its region to deliver a road safety promotion programme. The programme is developed with their assistance. The NZ Police and ACC are also consulted. The key focuses in the Bay of Plenty region are speed and young people.</p>
<p>Bay of Plenty Regional Council response</p>	<p>Agreed</p>

* * *

5. Total Mobility and Super Gold Schemes		Effective
<p>Findings</p>	<p>The Total Mobility Scheme continues to be well managed given the constraints of the current manual system. The introduction of RideWise (an electronic system for the management of trip information and expenditure) will enable Council to better monitor the performance of the Scheme as well as reducing the administration requirement on Council staff.</p> <p>Total Mobility trips and fares paid and SuperGold boardings were reconciled against Council's annual achievement return to the Transport Agency.</p> <p>The monitoring of SuperGold patronage was confirmed against Council records. Council has recently extended free travel for SuperGold card</p>	

	holders to include the weekday afternoon hours. We confirmed that this travel would not be funded through the national SuperGold scheme.
Bay of Plenty Regional Council response	Agreed

Investment Audit Programme

1. Previous audit March 2017
2. Final claims for 2016/17, 2017/18 and 2018/19
3. Reconciliation between ledgers supporting final claim and the audited financial statements
4. Transactions (accounts payable)
5. Procurement Procedures
6. Contract Management and Administration
7. Patronage validation
8. Total Mobility Scheme
9. SuperGold Scheme
10. Passenger transport infrastructure – bus centres and shelters
11. Road safety promotion
12. Other issues that may be raised during the audit
13. Close out meeting

AUDIT RATING TABLE

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

APPENDIX C

(From Section 3)

CONTRACTS AUDITED

Contract Number	Tenders Received	Date Let	Description	Contractor		
			Public Transport			
2018	6	Jul 2018	Eastern Bay of Plenty bus services	NZ Bus	Estimate Let Price Final Cost	\$8,304,000 \$14,806,000* Ongoing
2018 0031	1	Aug 2017	Waihi Beach trial bus service	ND Kiwi Tours	Estimate Let Price Final Cost	\$400 per day \$400 per day \$400 per day
2018 0069	6	Jul 2018	Western Bay of Plenty bus services	NZ Bus	Estimate Let Price Final Cost	\$8,996,000 \$14,806,000* Ongoing
2019 0097	1	May 2019	Tauranga School buses	Bethlehem Coachlines	Estimate Let Price Final Cost	\$321,981 \$321,981 Ongoing
2019 0098	1	May 2019	Tauranga School buses	GoBus	Estimate Let Price Final Cost	\$1,615,699 \$1,615,699 Ongoing
			Professional Services			
2018 0082	1	Jan 2018	Temporary Western Bay of Plenty Real Time solution	Radiola Aerospace	Estimate Let Price Final Cost	\$121,690 \$121,690 Ongoing

*Part of group bid

December 2019

Investment Audit of Bay of Plenty Regional Council

Report No: RAGMI - 1904

Prepared by:



Glenn McGregor, Senior Investment Auditor

Approved by:



Yuliya Gultekin, Practice Manager Audit and Assurance



Receives Only – No Decisions

Report To: Public Transport Committee

Meeting Date: 26 February 2020

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

Presentation - Commuter Ferry Investigation

Executive Summary

Nigel Tutt (Chief Executive), Greg Simmonds (Chief Operating Officer), Mark Irving (Business Partnership Manager) and Rose Webb (Project Co-ordinator) from Priority One will attend the meeting to present the findings of a commuter ferry research and preliminary demand investigation for a potential Ōmokoroa-Tauranga-Mount Maunganui service.

Recommendations

That the Public Transport Committee:

1 Receives the report, Presentation - Commuter Ferry Investigation;

1 Commuter ferry research

Priority One have recently completed a commuter ferry research and preliminary demand investigation for a potential Ōmokoroa-Tauranga-Mount Maunganui service. The objective of the research is to determine whether a ferry service could be viable. It is a pre-feasibility component, that provides baseline information, identifies gaps and opportunities, and outline next steps.

Bay of Plenty Regional Council provided \$10,000 for this work in the Annual Plan 2019/20.

2 Next steps

The key next step recommended by the report is to carry out a feasibility study to further understand customer demand. Infrastructure requirements (including upgrades to existing infrastructure or park and ride facilities), associated services (such as connector public transport services), and relationships to land-based public transport opportunities need to be considered.

3 Implications for Māori

At this stage there are no specific implications to Māori.

4 Budget Implications

4.1 Current Year Budget

There are no implications to the current budget from the presentation.

4.2 Future Budget Implications

There are no implications to the future budget at this stage.

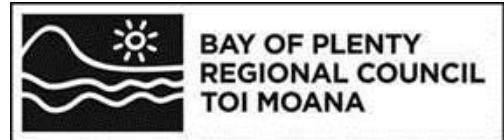
5 Community Outcomes

This item/project directly contributes to the “A Vibrant Region Community Outcome” in the Bay of Plenty Regional Council’s Long Term Plan 2018-2028.

Ruth Feist
Team Leader Urban

for General Manager, Strategy & Science

18 February 2020



Report To: Public Transport Committee

Meeting Date: 26 February 2020

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

Public Transport Committee Work Programme

Executive Summary

This report sets out a work programme for 2020, as attached in Appendix 1. It also notes the strategic public transport matters that the Committee will be considering during the year.

Recommendations

That the Public Transport Committee:

- 1 **Receives the report, Public Transport Committee Work Programme;**
- 2 **Adopts the Public Transport Committee 2020 work programme, as attached in Appendix 1 to this report.**

1 Public Transport Committee 2020 work programme

An indicative 2020 work programme for the PTC is included in Appendix 1. This is based on the functions designated to the Committee in the terms of reference, and informs the Committee of upcoming matters.

2 Strategic Public Transport matters

Included in the work programme is an indication of the strategic matters that will be brought to the Committee. At this stage, these matters are:

- Regional mode shift plan (refer to the separate paper in this agenda for more information)
- Implications from the Urban Form and Transport Initiative (UFTI)
- Annual Plan consultation matters (refer to the separate paper in this agenda for more information)

- Regional fare review (refer to the separate paper in this agenda for more information)
- Community Stakeholders Advisory Group
- Western Bay of Plenty public transport corridors work
- Regional Public Transport Plan

3 Implications to Maori

There are not specific implications to Maori from the Public Transport Committee work programme. Implications resulting from projects or process within the programme will be addressed within those projects or processes.

4 Budget Implications

4.1 Current Year Budget

There are no implications for current budgets.

4.2 Future Budget Implications

There are no implications for future budgets directly from this paper. Implications resulting from specific projects are addressed in separate papers in this agenda.

5 Community Outcomes

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

Ruth Feist
Team Leader Urban

for General Manager, Strategy & Science

18 February 2020

APPENDIX 1

Public Transport Committee Work Programme 2020 - February 2020

Public Transport Committee - Work Programme 2020

1 st Quarter 26 February	2 nd Quarter 22 May	Workshop	3 rd Quarter 21 August	4 th Quarter 20 November
<p>Chair's Report</p> <p>Strategic Direction</p> <ul style="list-style-type: none"> Public Transport Committee Work Programme Annual Plan 2020/21 Consultation Topics High Level Regional Fare Review Mode Shift Plans and PT Corridor Studies WBOP PT Community Panel <p>Improving Our Network</p> <p>Performance Monitoring Including updates on:</p> <ul style="list-style-type: none"> Bus Service Delivery (including trials) PT Infrastructure Information Technology (including RITS) Total Mobility Education and Road Safety WBOP PT Implementation Plan 	<p>Chair's Report</p> <p>Strategic Direction</p> <ul style="list-style-type: none"> UFTI implications (draft) Mode Shift Plan update WBOP PT corridors update <p>Improving Our Network</p> <p>Performance Monitoring Including updates on:</p> <ul style="list-style-type: none"> Bus Service Delivery (including trials) PT Infrastructure Information Technology (including RITS) Total Mobility Education and Road Safety WBOP PT Implementation Plan 	<p>Public Transport principles workshop</p>	<p>Chair's Report</p> <p>Strategic Direction</p> <ul style="list-style-type: none"> UFTI implications (final) Regional Public Transport Plan Mode Shift Plan – focus on Western Bay and Rotorua WBOP PT corridors update <p>Improving Our Network</p> <p>Performance Monitoring Including updates on:</p> <ul style="list-style-type: none"> Bus Service Delivery (including trials) PT Infrastructure Information Technology (including RITS) Total Mobility Education and Road Safety WBOP PT Implementation Plan Electric Vehicle Fleet 	<p>Chair's Report</p> <p>Strategic Direction</p> <ul style="list-style-type: none"> Mode Shift Plan – focus on Eastern Bay Regional Public Transport Plan <p>Improving Our Network</p> <p>Performance Monitoring Including updates on:</p> <ul style="list-style-type: none"> Bus Service Delivery (including trials) PT Infrastructure Information Technology (including RITS) Total Mobility Education and Road Safety WBOP PT Implementation Plan



Report To: Public Transport Committee

Meeting Date: 26 February 2020

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

Improving Our Network

Executive Summary

This report outlines initiatives that are to be undertaken to improve the Bay of Plenty public transport network. Initiatives in the report include:

- Delivery of a Kawerau on-demand services connecting the local community with essential services at an estimated net cost of \$32,000 in 2020/21;
- An update on Ballintoy Park Drive, Tauranga service trial;
- Matters within the western Bay Phase 3 review:
 - Update on Pāpāmoa/Mount and Western Suburbs connections,
 - Delivery of a Pyes Pā to Tauranga Crossing service at an estimated net cost of \$100,000 in 2020/21,
 - Update on Tauranga network re-timetabling,
 - Update on bus capacity work.
- Rotorua network review (noting that this item is covered in more detail in the Mode Shift Plan paper in this agenda).

Recommendations

That the Public Transport Committee:

- 1 Receives the report, Improving Our Network;**
- 2 Notes that funding for the introduction of a Kawerau on-demand service will be included in the Annual Plan 2020/21 for consultation at an estimated net cost to Bay of Plenty Regional Council of \$32,000 after fares and subsidies;**
- 3 Notes that a decision on the Ballintoy Park Drive, Tauranga trial bus operation will be delayed until the 22 May 2020 Public Transport Committee to allow additional time for consultation with the affected community;**

- 4 **Notes that funding for the introduction of a new Pyes Pa, Tauranga bus service will be included in the Annual Plan 2020/21 for consultation at an estimated net cost to Bay of Plenty Regional Council of \$100,000 after fares and subsidies;**

That the Public Transport Committee recommend that the Regional Council:

- 1 **Withdraw its decision made on 13 June 2019 in response to Annual Plan 2019/20 submissions to consult on a new targeted rate for Kawerau, delaying any potential implementation until the Long Term Plan 2021-2031;**
- 2 **Notes that implementation of a public transport targeted rate for Kawerau should be considered as part of the Long Term Plan 2021-2031.**

1 **Kawerau On-Demand Services**

In response to annual plan submissions received for the Annual Plan 2019/20, Council made the following decision:

"Agrees 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."

The first part of this decision has been implemented with the existing service days altered to Tuesday and Thursday. Staff have undertaken consultation with the Kawerau community since and developed plans for an on-demand local bus service for Kawerau.

1.1 **Consultation and community requests**

The Kawerau community have been requesting improved public transport services for many years through previous annual plan and long-term plan submissions. Broadly speaking the Kawerau community sees a need for two different types of service:

- A local service for access to shopping and essential services in Kawerau; and
- An enhanced service linking them with Whakatāne for shopping, hospital visits, and for social and recreational purposes.

The existing service, while a link between Kawerau and Whakatāne, is not meeting either of these needs for the community.

Initial consultation with the Kawerau community has been carried out with the support of Kawerau District Council. Stakeholder meetings were held on 13 August and 15 October 2019. At these meetings there was broad agreement around the services that would best meet the needs of the community and discussions were held about the willingness to pay for the services through enhanced rates.

1.2 **Action to be taken - Provide a local on-demand service on a 1-year trial basis**

A plan to implement a local on-demand service within Kawerau has been developed. The community's need for a better Whakatāne to Kawerau service is

clear and this will be addressed through the scheduled Eastern Bay Network Review to allow integration with bus services operating across the wider Eastern Bay area.

The on-demand service will see a wheelchair accessible van operate within the local community to provide access to local shopping and medical facilities. The service would operate on a door-to-stop basis, with collection from people's homes and drop offs to key locations in Kawerau.

This service can be delivered at an estimated annual cost to Council of \$32,000 subject to operator negotiations and National Land Transport subsidies.

As an on-demand service the bus will:

- Be pre-booked the day before (via phone, text message, or email) for home pick-ups;
- Collect customers from their homes or the nearest crossroad as well as designated bus stops on the route;
- Drop-off and collect customers from designated stops in the town centre;
- Operate four return trips per day, three days per week;
- Have the same fare structure as other urban services; and
- Be available across urbanised areas of Kawerau.

This is consistent with direction provided in the Regional Public Transport Plan and in particular Objective 9, and will provide valuable information about the effectiveness of on-demand services in small communities.

“Objective 9 - Aggressively pursue the development of Mobility-As-A-Service platform that delivers innovative transport services for small communities and for those with special transport needs.”

1.3 **Consideration of a Kawerau targeted rate**

Council's previous decision requests that a new targeted rate for Kawerau is consulted through the Annual Plan 2020/21 process in order to meet the cost of additional services. Further analysis of the on-demand service has been carried out since this decision was made.

In general, the use of targeted rates to fund services targeted at local communities is consistent with current funding arrangements. In this instance, delaying the introduction of a new targeted rate until the next Long Term Plan is recommended. This is to allow the service to be operated on a trial basis for 1-year (funded through general funds) providing information relevant to the ongoing viability of the service.

A trial funded through this approach avoids the need to invest significant resources that are required to introduce a targeted rate and then potentially removing it the following year if the trial is not being utilised as anticipated.

1.4 **Next steps for the Kawerau on-demand trial**

Implementation of a Kawerau on-demand trial is recommended as appropriate analysis and planning has been carried out to the stage where it is 'project-ready'.

The next steps to implement the on-demand trial are:

- Undertake final consultation with the Kawerau community with regard to route design and timetables;
- Verify costs with operator for inclusion in Annual Plan 2020/21;
- Develop a marketing and communication plan for service implementation; and
- Plan for implementation of the proposed service with a target date of 1 July 2020.
- Staff to provide a progress update at the 22 May 2020 Committee meeting.

2 **Ballintoy Park Drive, Tauranga Trial**

In November 2017 the Public Transport Committee agreed to a 12-month trial of operating Route 40 bus services on Waikite Road and Ballintoy Park Drive, Tauranga commencing 10 December 2018. The trial was in response to mixed feedback from local residents regarding the change. The 12-month trial has now concluded.

A decision to make the trial permanent or re-route the service was planned for the February 2020 Committee meeting. This decision will be delayed until the 22 May 2020 meeting to allow staff more time to consult with the affected community.

3 **Western Bay of Plenty Public Transport Blueprint Phase 3**

At its 29 March 2019, meeting the Public Transport Committee approved staff undertaking an internal review of the Western Bay public transport network, with a view to identifying and implementing low cost, low risk changes, designed to achieve additional improvements to the network in the shorter-term. This is referred to as Phase Three.

In particular, Phase Three was also designed to respond to the issues and feedback received earlier this year that had not already been addressed during Phases One and Two.

At its March 2019 meeting, the Committee agreed that the scope of the review would include:

- all feedback seeking improvements and changes on the urban network;
- accessibility and route design in the western suburbs;
- the Pāpāmoa service and the impact of routes requiring transfers at Bayfair;
- provision and adequacy of infrastructure at interchange points across the network and particularly at Pāpāmoa and the western suburbs;
- right-sizing of buses and identification of capacity constraints;
- current fare structure and potential implications of moving to a zone or distance-based fare.

The matters updated in this report are listed below:

- Pyes Pa, Tauranga network assessment;
- Network re-timetabling; and

- Bus capacity exercise.

The Urban Form and Transport Initiative (UFTI) is examining the long-term land use and transport functions for the Western Bay of Plenty sub-region. This work is currently progressing with a final report expected to be delivered in May 2020. The report, if adopted, will set the direction for transport in the sub-region and have a significant impact on the form and scale of public transport. To avoid misalignment with this work components of the Phase 3 with a significant strategic or cost component have been delayed for inclusion in the Long Term Plan 2021-2031, which will enable UFTI to provide the critical strategic direction for this work.

3.1 **Pyes Pa, Tauranga network assessment**

Representatives from the Althorp Retirement Village approached the Regional Council in 2019 to raise issues with the current bus service and connections, including a request for improved connecting services from the villages to The Crossing shopping centre in Tauriko and surrounds.

Engagement with two of the largest retirement villages in Pyes Pa, Althorp and Copper Crest, was undertaken in December 2019. This engagement was led by Councillor Andrew von Dadelszen (BoPRC) and Councillor Larry Baldock (TCC) and supported by Janeane Joyce (Channelled Consulting).

As a result of engagement, a service to connect the Pyes Pā area (particularly the two major retirement villages) with The Lakes and Tauranga Crossing is recommended, running between 9:00 am and 3 pm. The estimated net cost of the additional service is \$100,000 after fares and subsidies, which would be included in the Annual Plan 2020/21. The estimated change in the Tauranga Transport Targeted Rate would be approximately \$1.98 per household (including GST) in 2020/21.

Implementation of a Pyes Pā to Tauranga Crossing service is recommended as appropriate analysis and planning has been carried out to the stage where it is 'project-ready'. The service is also relatively straight-forward (i.e. involves one route).

3.2 **Tauranga network re-timetabling**

As noted in the Committee Chair's report, staff have completed a draft set of revised timetables for the Tauranga network. The new network has had sufficient time to bed-in with travel times and route reliability stabilising. This allows timetables to be adjusted to reflect actual travel times as opposed to predicted travel times when initially developed in 2017.

Staff will continue to work through the timetable adjustments and provide an update on likely implementation dates at the next committee meeting. Timing of implementation will be dependent on network change freezes resulting from the rest and meal break implementation and the Regional Integrated Ticketing System project in addition to operator scheduling and resourcing.

Staff will continually review timetables and routes in conjunction with operators to ensure that the planning of our services meets passenger needs.

3.3 **Bus capacity**

The loadings on buses across the network is being continually monitored and consideration will be given to a bus capacity ('right-sizing') exercise in future. However, given the success of the fare-free student trial and the significant increase in loadings, staff consider that bus capacity should be considered after the impacts of the trial are better known. The outcome of the trial and the future decision to continue or cease free fares for students will have a significant bearing on bus capacity.

4 Rotorua Network Review

Initial discussions with Rotorua Lakes Council and Waka Kotahi (NZTA) has resulted in a change in direction for the Rotorua Network Review. The scope for this work will now be widened to a mode-shift plan with public transport, walking, cycling and other modes integrated within the work.

Refer to the Mode Shift Plan report in this agenda for further information.

5 Implications to Māori

There are no specific implications to Māori from the matters in this report. Due to the higher population percentage of Māori in Kawerau, Māori may benefit more from the Kawerau on-demand trial.

6 Budget implications

6.1 Current year budget

There are no implications for the current year budget.

6.2 Future budget implications

The Kawerau on-demand service can be delivered at an estimated net cost to Council of \$32,000 in 2020/21 subject to operator negotiations and NZTA subsidies. This activity is funded by general funds.

The estimated net cost of the additional Pyes Pa, Tauranga service is \$100,000 after fares and subsidies. The estimated change in the Tauranga Transport Targeted Rate would be approximately \$1.98 per household (including GST) in 2020/21.

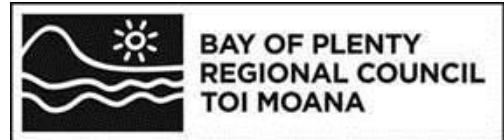
7 Community Outcomes

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

Ruth Feist
Team Leader Urban

for General Manager, Strategy & Science

18 February 2020



Receives Only – No Decisions

Report To: Public Transport Committee

Meeting Date: 26 February 2020

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

Mode Shift Plan

Executive Summary

The Government has signalled that it expects NZTA and regional and district councils to make significant progress with mode shift – reducing dependence on single occupancy car journeys in favour of increased shared mobility (including public transport) and walking and cycling.

The Government's New Zealand Upgrade Programme announcement, which will see additional roading capacity including special purpose lanes between Tauranga and Ōmōkoroa, represents both an opportunity and a challenge for the Council and its public transport function.

This report outlines the staff's initial response to these initiatives, specifically by working with NZTA and the region's territorial authorities to produce various components of a regional mode shift plan, and in the case of Tauranga and the Western Bay, to begin working on a number of public transport corridor studies, initially for the northern corridor, to identify the likely scale of public transport provision to be required in the next three to thirty years.

Recommendations

That the Public Transport Committee:

- 1 Receives the report, Mode Shift Plans and Public Transport Corridor Studies;**
- 2 Agrees that staff will work with NZTA and the territorial authorities to develop a regional mode shift plan for the Bay of Plenty;**
- 3 Agrees that the first component of the regional mode shift plan will be for the Tauranga and Western Bay growth area, with particular consideration being given to maximising mode shift in the northern corridor, as a response to the Bay of Plenty component of the Government's New Zealand Upgrade Programme announcement;**
- 4 Agrees that staff will work with NZTA and Rotorua District Council to develop the Rotorua component of the regional mode shift plan, potentially including the programmed review of the public transport network;**

- 5 **Agrees that staff will work with NZTA and the Whakatāne, Ōpōtiki and Kawerau District Councils to develop the Eastern Bay component of the regional mode shift plan, potentially including the proposed review of the public transport network;**
- 6 **Agrees that staff will begin work on public transport corridor studies to refine and develop the public transport elements of the UFTI programme, beginning with the northern corridor, to specify the services which will complement the infrastructure investment announced in the Government’s Upgrade Programme.**

1 Keeping Cities Moving

This is a very preliminary report to introduce the Committee to the way in which staff will be responding to the Government’s Keeping Cities Moving initiative which has been launched by Waka Kotahi (NZTA).

The following is a quote from the Waka Kotahi website:

The Transport Agency has developed a plan to deliver on social, environmental and economic outcomes by growing the share of travel by public transport, walking and cycling (also known as mode shift).

The Transport Agency’s plan – [Keeping cities moving – a plan for mode shift](#) - looks to do this through three main ways: shaping urban form, making shared and active modes more attractive, and influencing travel demand and transport choices.

In addition to the Transport Agency’s plan, there are plans for place-based changes in the six high-growth urban areas with the highest potential to achieve mode shift: Auckland, Hamilton, Tauranga, Wellington, Christchurch and Queenstown.

The Agency’s first regional mode shift plan, for Auckland, was released in December 2019. The first version incorporates elements from existing transport strategy documents including the Auckland Transport Alignment Programme (ATAP). Most significantly, it includes measures to “facilitate and encourage housing development in areas with better transport choices, especially through the actions of development agencies, and the investment priorities of infrastructure providers”.

The following table from the summary of the Auckland plan is attached to give the Committee a sense of the elements which might be included in the Western Bay component of the regional mode shift plan, the initial version of which is required to be finalised by June this year.

<p>Shaping a supportive urban form</p> <ul style="list-style-type: none"> • Enable, support and encourage housing and business growth in areas with better travel options. • Locate significant public facilities near high quality public transport. • Ensure the layout and design of new urban areas supports the use of public transport, walking and cycling. • Improve the safety and attractiveness of streets for walking and cycling. 	<p>Making shared and active modes more attractive</p> <ul style="list-style-type: none"> • Expand, improve and optimise public transport services. • Invest in infrastructure and network optimisation to make public transport more efficient and attractive. • Accelerate implementation of major rapid transit, bus and cycle lane programmes. 	<p>Influencing travel demand and transport choices</p> <ul style="list-style-type: none"> • Make it safe, easy and intuitive for people to change the way they travel. • Combine policy, service and infrastructure initiatives in target areas to maximise mode shift. • Ensure financial incentives and disincentives support mode shift.
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2 Bay of Plenty Regional Mode Shift Plan

As noted above, the development of mode shift plans is being focused on regions where high-growth urban areas are located. A mode shift plan for the Bay of Plenty region has the following benefits:

- Provides a region-wide structure for mode shift, within which sub-regional specifics can be identified and implemented.
- Brings together existing actions and initiatives, identifies gaps where further work is needed, and provides aspirations for the near to medium-term (4-10 years).
- Will cover a range of mode shift options, including public transport, cycling, walking, ferries, rail and car pooling. The mode shift plan will look at the most efficient use for an area.
- Aligns with programmed mode-shift related work, including the Rotorua network review and the Eastern Bay network review. Refer to the Improving Our Network paper in this agenda for further information on the Rotorua network review.
- Aligns with multi-modal work under other workstreams, including UFTI, TCC's Te Papa Spatial Planning Framework, and the Public Transport Blueprint. Existing work will feed into the Regional Mode Shift Plan.
- Contributes information for the next Long Term Plans, Regional Land Transport Plan, and Regional Public Transport Plan.

2.1 Mode Shift Plan: Western Bay

The Mode Shift Plan for the Western Bay is likely to require the Council to consider increased budgets for public transport and active modes in the period of the next Long Term Plan 2021-2031 and beyond.

By way of example, the Government's New Zealand Upgrade Programme announcement of special purpose lanes for the full length of the Tauranga Northern Link (TNL), including its extension to Ōmokoroa, implies the need for substantial increases in public transport services in order to optimise the use of those facilities.

The Council needs to be considering the possibility of introducing such interventions in the relatively short term, notwithstanding that the TNL will not be completed until 2025 and construction of the Ōmokoroa extension won't begin until 2023 at the earliest. This is discussed further in Section 5 below.

2.2 Mode Shift Plan: Rotorua

Although NZTA is planning to produce mode shift plans only for the six national growth areas initially, it makes sense to be considering such plans for other areas as well. In the case of Rotorua, there are possible synergies to be achieved by using the bus network review (which is already on the Council's work programme for the next financial year) as the basis for a mode shift plan. Clearly this would require working closely with Rotorua District Council and NZTA.

2.3 Mode Shift Plan: Eastern Bay

As with Rotorua, the planned bus network review for the Eastern Bay may be the best launching pad for the creation of a mode shift plan for Whakatāne, Ōpōtiki and Kawerau, incorporating active modes as well as the possible extension of on-demand services (which would be informed by the on demand trial service already programmed for Kawerau).

3 Implications for Māori

There are no specific implications for Māori from the matters in this report.

4 Budget implications

4.1 Current year budget

The work required to contribute to the first Mode Shift Plan for Tauranga will be able to be covered by the current year budget.

4.2 Future budget implications

Future work on the regional Mode Shift Plan will be covered by existing budgets (predominantly staff time) in 2020/21. However, the Mode Shift Plan for the Western Bay in particular is likely to require the Council to consider increased budgets for public transport and active modes in the period of the Long Term Plan 2021-2031 and beyond.

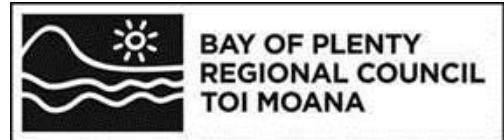
5 Community outcomes

This item directly contributes to the Healthy Environment, Safe and Resilient Communities and Vibrant Region Community Outcomes in the Bay of Plenty Regional Council's Long Term Plan 2018-2028.

Anthony Cross
Consultant

for General Manager, Strategy & Science

18 February 2020



Report To: Public Transport Committee

Meeting Date: 26 February 2020

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

Public Transport Community Panel - Western Bay of Plenty

Executive Summary

The Western Bay Public Transport Stakeholder Group was established to test ideas and provide valuable insights from a range of stakeholders to inform the Public Transport Committee (the Committee) alongside technical analysis and public consultation.

Whilst the group has been invaluable in shaping public transport design and policies there is room to improve. Areas identified for improvement have included:

- Stakeholder meetings not always occurring with sufficient time ahead of Committee meetings to allow adequate input;
- Not having a clearly defined process for reporting of the stakeholder views to the Committee;
- Stakeholder group not being representative of the community with no/limited representation from the tertiary or secondary education sector and business groups;
- Some stakeholders not attending due to the limited notice provided or as a result of not having sufficient buy-in to the group.

Staff propose that the best way to improve the outcomes from community engagement is to close the current Western Bay Public Transport Stakeholder Group and form a new Western Bay of Plenty Public Transport Community Panel. Staff have prepared a new Terms of Reference and are suggesting the following key changes for the formation of a new group:

- Alter the mix of participants to better reflect the general community;
- Providing an independent chair to maintain impartiality;
- Provide fixed meeting dates for each calendar year; and
- Allow for the group chair to present a report at each Public Transport Committee meeting.

Input from the WBOP Public Transport Community Panel would help to guide the technical work of staff through better understanding of community preferences, better problem definition and early feedback on options for implementation.

Recommendations

That the Public Transport Committee:

- 1 **Receives the report, Public Transport Community Panel - Western Bay of Plenty.**
- 2 **Agrees to disband the “Western Bay of Plenty Public Transport Stakeholder Group”.**
- 3 **Agrees the “Western Bay of Plenty Public Transport Community Panel” terms of reference attached as Appendix One to this report.**
- 4 **Delegate’s responsibility for changes to the “Western Bay of Plenty Public Transport Community Panel” terms of reference to the Public Transport Committee Chair, acknowledging that membership may alter depending on availability and advice from SmartGrowth partners.**

1 Introduction

The Western Bay of Plenty Public Transport Stakeholder Group was established in the last triennium to provide *“stakeholder input on the planning and delivery of public transport in the western Bay of Plenty sub-region”*.

At the August 2019 Committee meeting the Committee directed staff *“Reviews the need, purpose and membership of the current Stakeholder Group with stakeholders and partners and reports that back to Council”*.

2 Current stakeholder panel

Public transport plays an integral part in many people’s lives and it is not always obvious how changes to networks, policies or plans will affect our communities. Widening our perspective by inviting a diverse range of representative people to share their views enables us to see the potential impact on communities more clearly; ultimately providing a more effective service.

Often times this can be achieved through public consultation but this is expensive, time consuming and it’s possible that when we consult we don’t ask the right questions or overlook questions that we should be asking. The most significant risk in maintaining a stakeholder group arises where views of the stakeholders are misaligned with the Committees or Communities views and there is potential for stakeholders to feel undervalued or ignored. In a worst-case scenario this could result in negative publicity being sought by stakeholders or groups of stakeholders.

Whilst the existing stakeholder group has been invaluable in shaping public transport design and policies there is room to improve. Stakeholders and staff have previously identified the following areas for improvement:

- Stakeholder meetings not always occurring with enough time ahead of Committee meetings to allow adequate input;
- Not having a clearly defined process for reporting of the stakeholder views to the Committee;

- Lack of clarity from stakeholders around the role of the stakeholder group and their ability to direct staff;
- Stakeholder group not being representative of the community with no/limited representation from the tertiary or secondary education sector and others; and
- Some stakeholders not attending due to the limited notice provided or as a result of not having enough buy-in to the group.

3 Purpose of a community panel

Staff believe that there is a strong imperative to maintain community input to assist in the shaping of policies and plans and to help inform decisions made by the Committee. Operating a community panel can require significant staff resource and comes with a cost but in comparison to public consultation processes this cost is relatively small. The key benefits from operating a community panel are:

- Better understanding of community preferences and improved problem definition;
- Provide a test platform ahead of public consultation, to shape ideas and identify areas of improvement, before significant investment in time and resources is utilised;
- Provide a range of views prior to decisions being made and where public consultation is not appropriate, timely or cost effective to undertake; and
- Maintains a strong connection with key organisations in the Western Bay that will strengthen the ability for Council to collaborate on new initiatives.

Staff have carefully considered the purpose of a community panel and the current areas for improvement and consider that the best way forward is to close the current Western Bay Public Transport Stakeholder Group, and form a new Western Bay of Plenty Public Transport Community Panel.

4 Terms of reference development

At the August 2019 Committee meeting staff undertook to engage with the existing stakeholder group and the SmartGrowth partners in relation to the new terms of reference. This was to gain insight from the existing group and to determine if there was a potential for the stakeholder group to cover all aspects of transport, in conjunction with the partners, rather than just public transport.

SmartGrowth partners are currently working through the Urban Form and Transport Initiative (UFTI) to determine the long-term form for land use and transport in the Western Bay. The final UFTI report will be delivered in April 2020 and will make wide ranging recommendations that may include stakeholder engagement and governance structures. To avoid potential conflicts with UFTI staff have decided to limit terms of reference to only include public transport. SmartGrowth partners will be invited to be members of the stakeholder group and if proven to be successful the scope may be widened as and when appropriate.

4.1 Key change to Terms of Reference

Staff have prepared a Draft Terms of Reference attached as Appendix One and are suggesting the following key changes for the formation of a new group:

- Altering the group name to “Western Bay of Plenty Public Transport Community Panel”;
- Altering the mix of members to better reflect the various community sectors with an interest in public transport (see 4.2);
- Providing an independent chair to maintain impartiality and report through to the Committee; and
- Provide fixed meeting dates for each calendar year.

4.2 **Proposed community panel membership**

The key requirements that the panel members need to meet are:

- Panel members collectively represent most community sectors; and
- Panel members are open-minded to various solutions.

A suggested list of community sectors to be involved are:

- Senior citizens group e.g. age concern;
- Disability advocacy group;
- Low income advocacy e.g. SmartGrowth Social Sector Forum or WINZ;
- Māori group(s) e.g. SmartGrowth Tangata Whenua Forum or Iwi groups;
- Health care e.g. Toi Te Ora Public Health/Bay of Plenty District Health Board
- Tertiary Education e.g. Toi Ohomai and University of Waikato;
- Secondary/Primary Education, e.g. principals or senior teachers; and
- Commercial/business groups e.g. Chamber of Commerce and Priority One.

In addition to the various community sectors, staff from BOPRC/TCC/WBOPDC would be present to directly hear community views and to present various items for discussion and feedback. The intent is to limit the amount of technical material to the minimum level necessary to be able to discuss the topic. Staff would then complete technical work after the Community Panel meeting with clear traceability of comments/feedback received.

The suggested membership is included with the Terms of Reference as Appendix One. Panel members have not yet been approached with regard to availability so there may be some change to the membership list. SmartGrowth partners and the UFTI team will also be consulted to identify further additions to the Panel.

Staff will work with SmartGrowth partners to identify potential candidates for the role of Panel Chair. A short-list of potential candidates will be prepared by Staff with recommendations for a preferred Panel Chair made to the Committee Chair for a final decision.

5 Next steps

If the Panel is to proceed under the attached Terms of Reference, staff will make the necessary arrangements to establish the Panel ahead of the next planned Committee meeting in May 2020.

Staff are recommending that the Committee Chair be delegated authority to amend the Terms of Reference following discussions with SmartGrowth partners and stakeholders. This will enable the Panel to be established ahead of the next Committee meeting.

6 Implications for Māori

Māori are affected as users of the public transport system. Māori are intended to be included on the Western Bay of Plenty Public Transport Community Panel to ensure that their needs and views are heard.

7 Budget implications

7.1 Current year budget

The proposed Community Panel will operate within the budget established for the previous stakeholder group for general expenses e.g. venues, catering and communications etc. Depending on the person selected as the independent chair, a small fee may be required.

8 Community outcomes

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

Debbie Hyland
Finance & Transport Operations Manager

for General Manager, Strategy & Science

18 February 2020

APPENDIX 1

DRAFT WBOP PT Community Panel - Terms of Reference

Western Bay of Plenty Public Transport

Community Panel Terms of Reference



Date: 18 February 2020

Version: Draft 1.1

Document Control

Document information

Document Name	Western Bay of Plenty Public Transport - Community Panel Terms of Reference
Contact Person	BOPRC Transport
Status	Draft

Document history

Author	Description of change	Date	Version
Janeane Joyce	Initial document	20/12/2019	DRAFT 0.1
Debbie Hyland	Reviewed for PTC	13/02/2020	DRAFT 1.0
Mark Le Comte	Final draft for PTC	18/02/2020	DRAFT 1.1

1. Function

The Western Bay of Plenty Public Transport Community Panel has the core function to provide representative community input towards development and delivery of public transport in the western Bay of Plenty sub-region to ensure quality and effective services are provided to the satisfaction of users.

2. Role

The Panel has been established to provide a diversity of views to the public Transport Committee so that these can be used to inform their decision-making process alongside technical advice from staff. Regional Council staff will also utilise the panel as a resource to assist in the development of plans and policies.

The Panel is expected to:

- Provide advice and guidance to support understanding of (customer) user experience in the design and implementation of service changes;
- Provide advice on specific service improvement proposals prior to public consultation
- Provide a mechanism for testing ideas, developing thinking and problem solving
- Provide feedback on services (in operation) and customer experience to support forward planning;
- Identify potential barriers or risks associated with projects and assist in identifying solutions
- Identify opportunities for collaboration and innovation within public transport delivery
- Work collaboratively to support delivery of effective services

3. Membership

The group will be independently chaired by a qualified person appointed by BOPRC.

Membership of the group will consist of one representative from:

- Senior citizens group e.g. age concern;
- Disability advocacy group;
- Low income advocacy e.g. SmartGrowth Social Sector Forum or WINZ;
- Māori group(s) e.g. SmartGrowth Tangata Whenua Forum or Iwi groups;
- Health care e.g. Toi Te Ora Public Health and Bay of Plenty District Health Board
- Tertiary Education e.g. Toi Ohomai and University of Waikato;

- Secondary/Primary Education, e.g. principals and senior teachers; and
- Commercial/business groups e.g. Chamber of Commerce and Priority One.

Staff from BOPRC/TCC/WBOPDC will also attend and report to the group for discussion and feedback and to directly hear community views.

4. Quorum

The quorum at a meeting of the Community Panel is not fewer than half the members of the Panel.

5. Term of the Community Panel

For the period April 2020 to July 2022.

6. Meeting frequency

Quarterly, at least two weeks prior to scheduled meetings of the Bay of Plenty Regional Council's Public Transport Committee.

Note:

- The Western Bay of Plenty Public Transport Community Panel reports via the Panel Chair to the Regional Council's Public Transport Committee.
- The Western Bay of Plenty Public Transport Community Panel is an advisory group and not a committee/sub-committee of the Regional Council.

Report To: Public Transport Committee

Meeting Date: 26 February 2020

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

High Level Regional Fare Review

Executive Summary

The scope of a region-wide fare and ticketing review was approved by the committee in September 2019. It was noted that a report would be brought to the first 2020 meeting with options for using regional fares to achieve the desired outcomes of the review.

This report presents seven options for fare changes. These include concession fares for disabled members of our community and free fares for all school age and tertiary students, which result from the August 2019 Committee meeting, and petitions. The seven options are:

- Option 1 - reduced fares for all users, remove concessions;
- Option 2 - weekly fare cap for regular users;
- Option 3 - 100% disability concession;
- Option 4 - free travel for school age children, all hours;
- Option 5 - introduce urban fare zones;
- Option 6 - free travel for tertiary students; and
- Option 7 - 40% community service card concession.

The Annual Plan paper in this agenda contains recommendations on which options should be included in community consultation for either the Annual Plan 2020/21 or pre-consultation on the Long Term Plan 2021-2031.

The use of region-wide fare changes to encourage the use of public transport also links to the Mode Shift Plan paper in this agenda.

Recommendations

That the Public Transport Committee:

- 1 Receives the report, High Level Regional Fare Review;**
- 2 Agrees that significant components of the region-wide fare review will be aligned with key projects currently underway in the Bay of Plenty region due for completion in June 2020, and will be included in the Long Term Plan 2021-2031;**

3 Notes the recommendation in the Annual Plan report in this agenda that identifies region-wide fare review options for community consultation in the Annual Plan 2020/21, or the Long Term Plan 2021-2031.

1 Purpose

This report advises the committee on the progress towards completion of a comprehensive region-wide fare review. The regional fare review also links to the papers on Annual Plan 2020/21 consultation and Mode Shift Plan in this agenda.

2 Scope of Regional Fare Review

A scope of work for the Regional Fare Review was received by the Public Transport Committee (PTC) in September 2019. The resolution from the September meeting is:

Notes the scope of the regional fare review to commence in early 2020 and the desired outcomes in section 8 of the report to guide the review.

The agreed outcomes to guide the review and allow for a consistent approach to assessing different fare options are:

- (a) increase patronage;
- (b) result in CO₂ reductions;
- (c) provide equitable transport;
- (d) are simple to apply and understand;
- (e) reduce complexity for users;
- (f) encourage mode shift and congestion relief;
- (g) represents good value for money to ratepayers; and
- (h) are practical to implement.

Other relevant matters from the PTC September 2019 meeting that affect the regional fare review are:

- A petition for free bus fares for school children was presented. This has been included as Option 4 in the report. It was noted (but not resolved) that any recommendations with financial implications as a result of the regional fare review were to form part of the Annual Plan 2020/21 discussions.
- Concession fares for disabled members of our community has been included as a consequence of the August 2019 PTC meeting.
- It was agreed (through a resolution) that public transport principles were to be developed through a Public Transport Committee workshop. The principles are to guide future investment decisions. Feedback on the principles would be sought through the next Regional Passenger Transport Plan review, and/or Annual Plan or Long Term Plan.

The region-wide fare review does not affect the free fare trial for school students (which currently operates in Tauranga), or the existing concessions (i.e. SmartRide discount, free travel for children under 5 years, Super Gold Card, and other student concessions).

3 Other projects that affect a region-wide fare review

There are a number of significant projects that affect a region-wide fare review.

3.1 Regional integrated ticketing

The Regional Integrated Ticketing System (RITS) is a collaborative project with nine regional councils. The timing has been delayed and there is still some uncertainty regarding this timeframe. The RITS project requires a freeze on any changes to the bus network and fares for a period prior to deployment and then again following deployment. Delivery dates for the RITS project are unclear but will impact the ability to implement any changes resulting from a region-wide fare review. The 'block out' period for changes will be confirmed once national planning has been completed.

It is also noted that the RITS project will provide a significant enhancement in the ability to collect and analyse passenger trip information, which will enhance the accuracy of financial forecasts with a variation of between 0-20% on existing forecast.

3.2 Regional Mode Shift Plan

Staff and Waka Kotahi (NZTA) are currently in the process of scoping a Regional Mode Shift Plan, which includes specific components for the Western Bay, Rotorua and Eastern Bay areas. Refer to the separate mode shift plan paper in this agenda for further information.

Fares are a significant lever for encouraging mode shift to public transport and it is anticipated that a key component of the mode shift plans will be an assessment of fares, which will directly impact fares in the medium and long-term.

3.3 Urban Form and Transport Initiative

The Urban Form and Transport Initiative (UFTI) is examining the long-term land use and transport functions for the Western Bay of Plenty sub-region. This work is currently progressing with a final report expected to be delivered in May 2020. The report will set the direction for transport (including public transport) in the sub-region and in particular the scale of mode shift that may be required.

4 Timing of the region-wide fare review

Given the strong links to other initiatives currently underway in the region (as described in Section 3 above), the timing of decisions relating to significant components of the region-wide fare review should be planned to allow for integration. This would allow better information to be gathered for financial decisions, and alignment with significant urban/transport planning, and mode shift initiatives. This would see the key outcomes of the review included as a component of the 2021-2031 Long Term Plan. The committee is asked to consider community consultation on public transport matters (including fare review) as part of the Annual Plan paper in this agenda.

The Consultation section of this report (refer to Section 7) identifies the fare options that should be included for community consultation either in the Annual Plan

2020/21, or the Long Term Plan 2021-2031. This aligns to the recommendations in the Annual Plan paper in this agenda.

5 High-level region-wide fare review options and costings

A series of options have been developed to align with requests that have been made through Annual Plan submissions and petitions or presentations to the PTC. The options are not interdependent so it is possible to implement individual or multiple options as desired. However, no community consultation has yet occurred around cost implications.

Analysis of the options is contained in Section 6 of this report.

5.1 Option 1 - Reduced fares for all users, remove concessions

This option would see all concession fares removed in favour of an affordable flat fare for all users. The exact level of this fare would be dependent on the community and Council willingness to pay. Analysis undertaken on this option has assumed a \$1 urban fare and maximum \$5 regional fare to provide a reference point.

Implementation of this option is expected to see patronage across the region increase by 330,000 trips at an estimated cost of \$2.5 million per annum before NZTA subsidy. Analysis of this option for Tauranga has indicated a benefit to cost ratio of 20 indicating that for urban areas the economic benefits vastly outweigh the cost of the scheme.

5.2 Option 2 - Weekly fare cap for regular users

This option would introduce a cap on a weekly price cap on a user's card for urban travel. This would be set at a level to encourage regular users to make more trips by public transport. For example, if a user makes eight regular trips during the week, then they would then be entitled to free urban travel for the remainder of the week. This would encourage more commuter use as well as increasing weekend use.

The impact of the fare capping is likely to be negligible in terms of both fare revenue foregone, but the increase in patronage is unknown. The benefit to cost analysis of this option is unclear.

5.3 Option 3 - 100% disability concession

There are currently no concession fares for people with disabilities in the region. Many people in this group are highly dependent on public transport and often have limited incomes. This concession would be offered to users on the same basis as the total mobility scheme, which would mean an existing framework exists for determining individual's eligibility. This scheme would be consistent with the disability scheme currently available in the Waikato.

The estimated cost of fare revenue foregone from this option is \$150,000 per annum, with an estimated patronage increase of 20-30,000.

5.4 Option 4 - Free travel for school age children (5-15), all hours

Public transport in Tauranga is currently free for students on school days for much of the day. This option would see free travel offered to all primary and secondary

students in the Region and remove the time restriction. This option was requested in a petition put to the committee in September 2019.

Option 4 has an estimated fare revenue foregone cost of \$600,000 per annum, and additional operating cost of \$400,000. Patronage would be expected to increase by 170,000 trips.

5.5 **Option 5 - Introduce urban fare zones**

Fare zones in urban centres are designed so that those travelling further (further out in the zones) pay more for their trip, whereas those travelling short distances (within zones) pay less. This option recognises the cost of transport services. It benefits people who travel shorter distances, but costs more to those who need to travel longer distances.

Option 5 is estimated to have no effect on revenue or operating costs, and minimal benefits on patronage.

5.6 **Option 6 - Free travel for tertiary students**

Tertiary students are currently offered a 40% concession on most services. The exception is the regional tertiary/commuter services where travel is free due to the cost sharing arrangements with University of Waikato and Toi Ohomai. Providing free travel for tertiary students on all services would reduce the complexity of having some services operating free and other charged, but it may be seen as inequitable to offer this concession without also making travel free for primary and secondary students.

Option 6 is estimated to cost \$700,000 per annum in fare revenue foregone and \$900,000 in additional operating cost. Patronage increase is estimated to be 230,000 trips.

5.7 **Option 7 - 40% Community Service Card concession**

Central government has been considering options for introducing a 'green card' for those on low incomes. However, it is unclear when or if this may happen.

A number of regions offer a concession for community service card holders, recognising that transport costs are a significant barrier in engaging in employment and gaining essential medical treatment.

The cost of implementing the scheme is hard to gauge as no data is currently collected on the number of community service card holders currently using the service. Similarly, the potential for increased patronage is unclear. However, this option it is expected to cost \$150,000 per annum in fare revenue foregone, and increase patronage by 30-50,000 trips.

6 **Analysis of options**

6.1 **Review objectives**

Each of the options above has been assessed against the fare review objectives in the table below. As noted in section 2, the PTC approved the objectives in September 2019.

	Patronage	CO2 reduction	Equitable	Easy to understand	Reduces complexity	Mode shift	Value for money	Practical to implement
1 Reduced fares for all, remove concessions.	↑↑↑	↑↑↑	↑↑	↑↑↑	↑↑↑	↑↑↑	↑	↑↑↑
2 Weekly fare cap for regular users.	↑	↑	↑	↑↑	↓	↑	↑↑↑	↑↑
3 100% disability concession.	↑	↑	↑	↑↑	↓	↑	↑	↑
4 Free travel for school age children (5-15), all hours.	↑↑	--	--	↑↑	↑	--	↓	↑
5 Introduce urban fare zones.	↑↑	--	↓↓	↓↓	↓↓	↑↑	↑↑↑	↑↑
6 Free travel for tertiary students.	↑	↑	--	↑↑	--	--	↑	↑
7 40% Community Service Card concession.	↑	↑	↑	↑↑	↓	↑	↑	↑

6.2 Financial Implications

Forecasts for fare revenue foregone, operating costs, and patronage increases have been estimated. For options 3 and 7 (which relate to concessions), there is very limited data available to make these forecasts and there is a high margin of error, so conservative estimates have been used.

	Fare Revenue Foregone (year 1)	Additional operating cost	Patronage increase
1 Reduced fares for all, remove concessions.	\$1,700,000	\$800,000	330,000
2 Weekly fare cap for regular users.	negligible	none	unknown
3 100% disability concession.	\$150,000	none	20-30k
4 Free travel for school age children (5-15), all hours.	\$600,000	\$400,000	170,000
5 Introduce urban fare zones.	none	none	minimal
6 Free travel for tertiary students.	\$700,000	\$900,000	230,000
7. 40% Community Service Card concession.	\$150,000	none	30-50k

7 Conclusion

Options 1 to 7 above have varying financial implications and potential benefits to increase patronage.

Given the substantive financial and strategic implications, it is recommended that the following options be consulted on as part of the pre-consultation on the Long Term Plan 2021-31:

- Option 1 (reduced areas for all users, remove concessions);
- Option 4 (free travel for school age children, all hours);
- Option 5 (introduce urban fare zones), and
- Option 6 (free travel for tertiary students).

The following options have relatively minor financial implications, and varying potential effects on patronage. It is recommended the following options be included in community consultation on the Annual Plan 2020/21:

- Option 2 (weekly fare cap for regular users);
- Option 3 (100% disability concession);and
- Option 7 (40% community service card concession).

The approach above is included as a recommendation in the Annual Plan paper in this agenda.

The outcomes from a regional mode shift plan and UFTI should be considered when making decisions on options with strategic and cost implications. Decisions will also be affected by public transport principles, due to be discussed by the PTC at a workshop in the second quarter of the year.

8 **Implications for Māori**

At this stage, the specific implications for Māori have not been quantified. However, Options 1 to 7, excluding 5 are likely to benefit Māori. Option 5 (introduce urban fare zones) would disadvantage Māori living in outer suburbs.

9 **Budget implications**

9.1 **Current year budget**

There are no implications for current budgets.

9.2 **Future budget implications**

The implications on future budgets will be considered as part of decisions on the Annual Plan 2020/21 and the Long Term Plan 2021-2031.

10 **Community outcomes**

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

Ruth Feist
Team Leader Urban

for General Manager, Strategy & Science

18 February 2020

Report To: Public Transport Committee

Meeting Date: 26 February 2020

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

Annual Plan Consultation Topics for Public Transport

Executive Summary

A key focus of the Public Transport Committee is to ensure that Council effectively engages our communities to ensure our work reflects community views on how we can best contribute to the provision of our Public Transport services.

Council's work is governed by what has been agreed to in the Long Term Plan 2018-2028, however through the Annual Plan process, Council has an opportunity to engage with the community on its plan for the coming year, including on specific Public Transport matters.

This paper seeks the Public Transport Committee's recommendations on what the key consultation topics should be for either the Annual Plan 2020/21, or the Long Term Plan 2021-2031, and their respective consultation programmes.

Following recommendations from the Public Transport Committee, staff will develop public transport consultation topics and questions for inclusion in the draft Annual Plan 2020/2021 Consultation Document.

Recommendations

That the Public Transport Committee:

- 1 Receives the report, Annual Plan Consultation Topics for Public Transport;**
- 2 Agrees on which Public Transport topics should support the development of consultation questions to be included in the draft Annual Plan Consultation Document 2020/21; and**
- 3 Requests that the Public Transport Committee Chair approve the consultation questions for the Annual Plan 2020/21, regarding public transport matters, with staff after the meeting.**

1 Background

Staff are commencing the development of the Annual Plan 2020/21. This process enables Council to update its annual budget, and where appropriate or required, engage with the community on proposed changes to what was set out in Year 3 of the Long Term Plan 2021-2031 (LTP).

Through the previous Annual Plan 2019/20 process, and petitions to the Public Transport Committee, there have been a number of requests from the public and stakeholders for additional investment or changes to the provision of public transport in the region. In addition, there is a work programme identified within the Regional Public Transport Plan for the delivery of public transport projects.

2 **The Public Transport operating environment**

The Public Transport operating environment is constantly changing. The Chair's report, included as part of this agenda, provides an overview of the current operating environment.

To support decision-making processes in the ever-changing context, Council's Strategic and Policy Committee (SPC) is commencing the development of a refreshed strategic direction. This work will contribute to the development of the next LTP. However, it is also a key support for the Public Transport Committee and will affect how Council meets its community outcomes, including those within the public transport space.

For reference, the paper – *Process for the development of Council's Strategic Direction* – included as part of the 18 February 2020 SPC meeting (and post-meeting workshop information), outlines the work Council is undertaking to develop a strategic direction.

2.1 **Public Transport opportunities**

The Regional Public Transport Plan identifies the following opportunities for public transport in the region:

- information technology improvements for delivering information;
- restoring patronage growth in Rotorua;
- improving public transport competitiveness through priority measures and policy changes;
- delivering automated and on-demand services;
- introducing electric buses;
- delivering mobility-as-a-service; and
- integrated planning with land use and rapid transit or rail services.

2.2 **Urban form and transport initiative**

UFTI is the key to addressing challenges and opportunities, particularly for the western Bay, through its examination of the long-term land use and transport functions. The UFTI working group is currently in the final phase – delivery of the Final Report in May 2020. The report will set the direction for transport (including public transport) in the sub-region and in particular the scale of mode shift that may be required, including the prioritisation of public transport, particularly the provision of bus services and potential ferry and rail services.

3 **Possible consultation topics: Annual Plan 2020/21 or Long Term Plan 2021-2031**

Based on recent communications, and in the face of regional public transport challenges, staff believe that the following topics could be constructed into key public consultation questions.

These questions could be included in either the Annual Plan 2020/21 or Long Term Plan 2021-2031 consultation programmes and staff have made a recommendation for each topic, in bold, below.

- 1 **Mode Shift:** a broad question, or survey, on mode shift and how we can encourage people to utilise public transport to mobilise our cities and communities. **Consultation:** Either AP or LTP.
- 2 **Regional Fare Review:** the paper – *Regional Fare Review* – included as part of this agenda contains seven options to be included as part of community consultation for the Annual Plan 2020/21 and pre-consultation for the LTP. These options are:
 - (a) Option 1 – reduced fares for all users, remove concessions (**Consultation:** LTP);
 - (b) Option 2 – weekly fare cap for regular users (**Consultation:** AP);
 - (c) Option 3 – 100% disability concession (**Consultation:** AP);
 - (d) Option 4 – free travel for school age children, all hours (**Consultation:** LTP);
 - (e) Option 5 – introduce urban fare zones (**Consultation:** LTP);
 - (f) Option 6 – free travel for tertiary students (**Consultation:** LTP); and
 - (g) Option 7 – 40% community service card concession (**Consultation:** AP).
- 3 **Network Changes:** a question seeking views on what would make people utilise public transport, and in support of this, what changes to the network would assist individuals making that shift. Changes which are currently being considered are: listed below and all are recommended to be **consulted** on during the Annual Plan:
 - (a) **Pyes Pā Route:** A new bus route running between Pyes Pā and the Tauranga Crossing. This change is included in the paper – *Improving our Network* (**Consultation:** AP);
 - (b) **A Kawerau on Demand Service – 1-Year Trial:** The service could operate on a door-to-door basis, with collection from people’s homes and drop-offs to key locations in Kawerau. This change is included in the paper – *Improving our Network* (**Consultation:** AP); and
 - (c) **Ōpōtiki and Kawerau Health Shuttle:** Requests have been made through last year’s Annual Plan for the trial of a health shuttle in Kawerau and Opotiki for patients requiring access to hospitals in Whakatāne and Tauranga. These requests are the result of increasing medical pressures in Kawerau and Opotiki and restricted access to services. Consideration of a proposal and a question on the topic could be explored (**Consultation:** AP).
- 4 **Implications to Māori**

There are no specific implications to Māori from the matters in this report. Due to the higher population percentage of Māori in the eastern Bay, Māori may benefit more from a possible Kawerau on-demand trial and a Ōpōtiki and Kawerau health shuttle.

5 Budget implications

There are currently no budget implications. Once consultation questions have been confirmed, analysis will be undertaken to assess costs associated with each of the consultation questions and their respective options. Cost implications will then be provided to Regional Council as part of the Annual Plan 2020/2021 process.

6 Community Outcomes

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

Andrew Williams
Transport Planner

for General Manager, Strategy & Science

18 February 2020