

Public Transport Arotake



Performance Monitoring Report July-December 2019

Public Transport Committee 26 February 2020



PT Arotake

- Provides an overview of the BOPRC's performance monitoring for PT
- Key reference document is the BOP Regional Public Transport Plan
- First progress update of our work for the 2019/20 financial year



Arotake Tuatahi 2019/20 includes highlights for

- Transport Planning
- Bus Services Delivery including patronage
- Customer Experience
- Infrastructure
- Total Mobility
- Information Technology
- Education and Road Safety
- WBOP PT Implementation Plan

LEVEL OF SERVICE

Provide a quality cost-effective public transport system

Key Performance Measure: Number of passenger transport trips taken in the region

TARGET	RESULT	YTD	FORECAST
2,877,000	1,379,819	●	●

Key Performance Measure: Waka Kotahi - NZTA Audit recommendations implemented

TARGET	RESULT	YTD	FORECAST
100%	100%	●	●

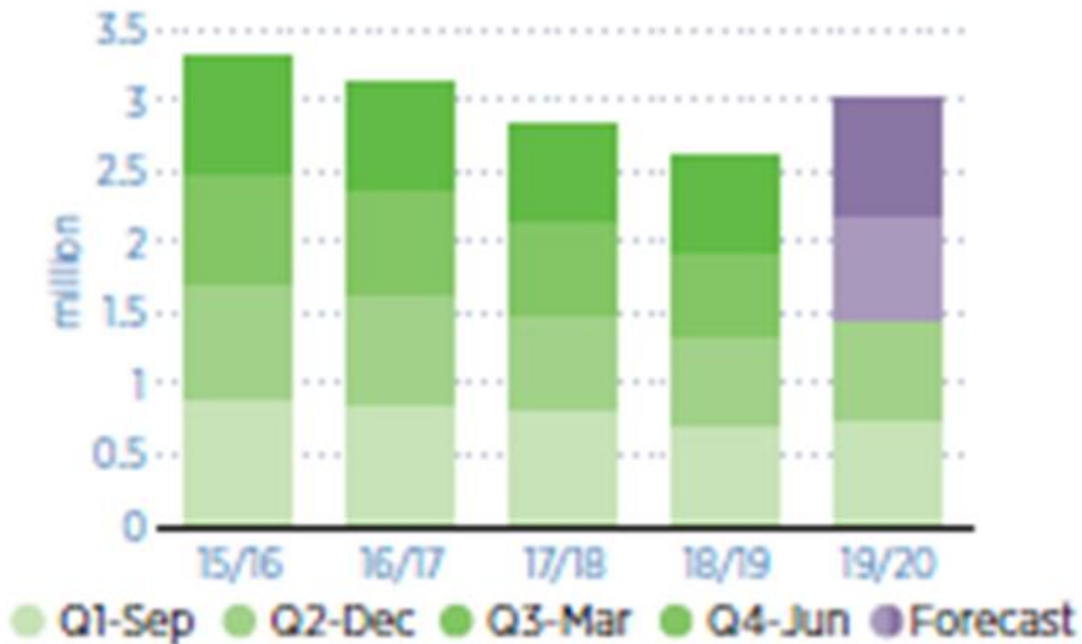
Key Performance Measure: Percentage of planning and policy reports that are rated satisfactory or higher via an independent assessment process

TARGET	RESULT	YTD	FORECAST
80%	●	●	●

KEY: ● On track ● Data not available

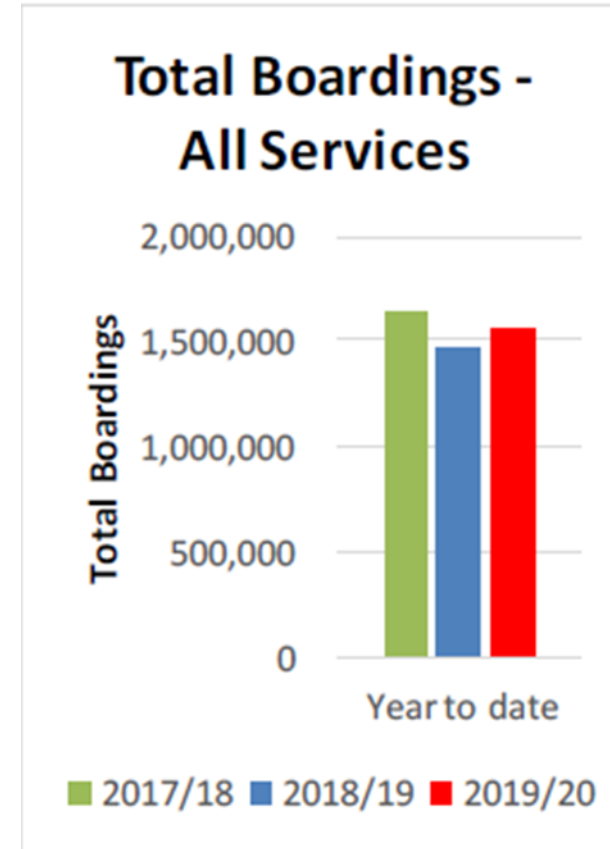
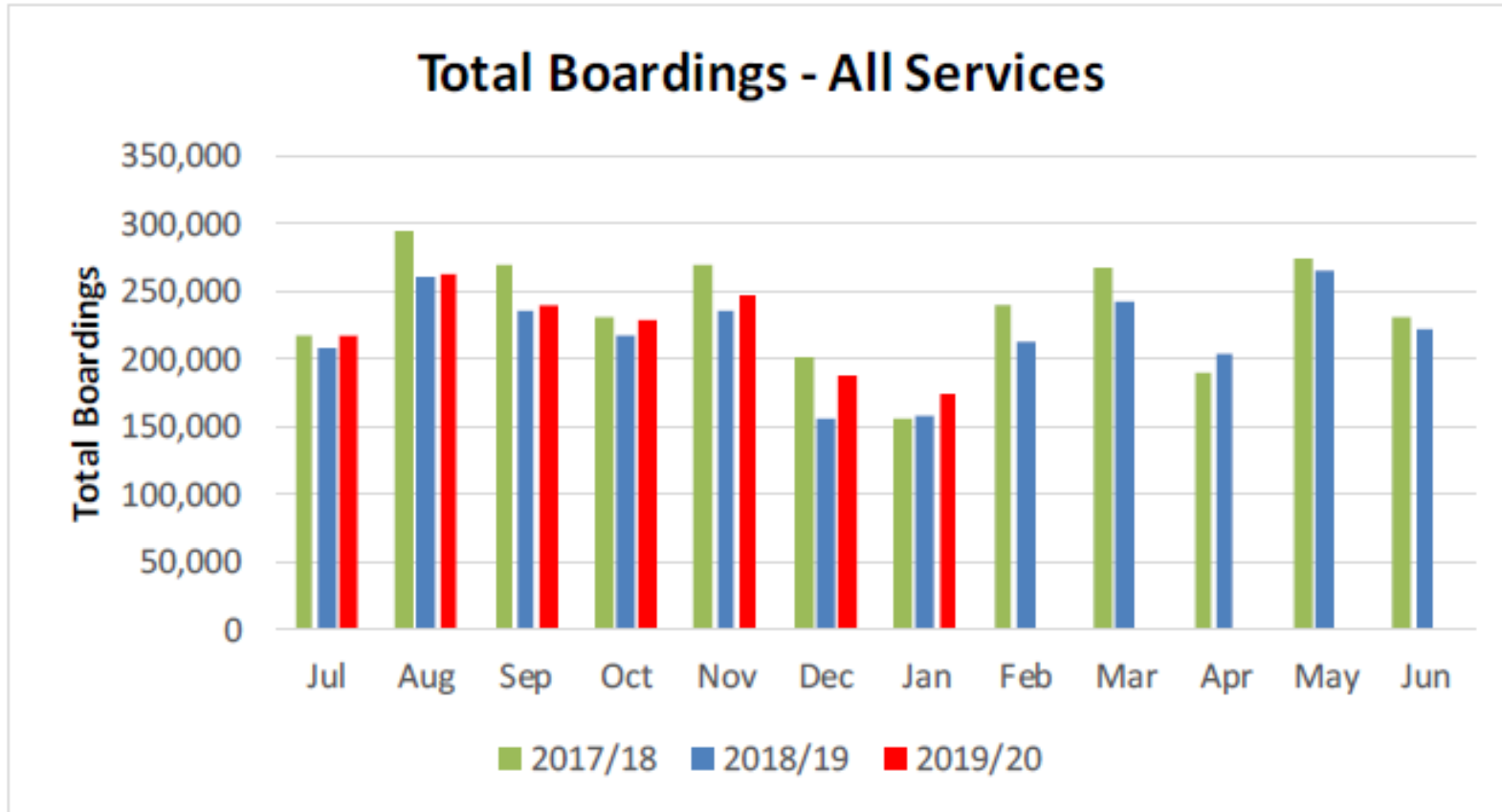
Bus Service Performance

QUARTERLY PATRONAGE - ALL SERVICES (EXCL MATAKANA FERRY)



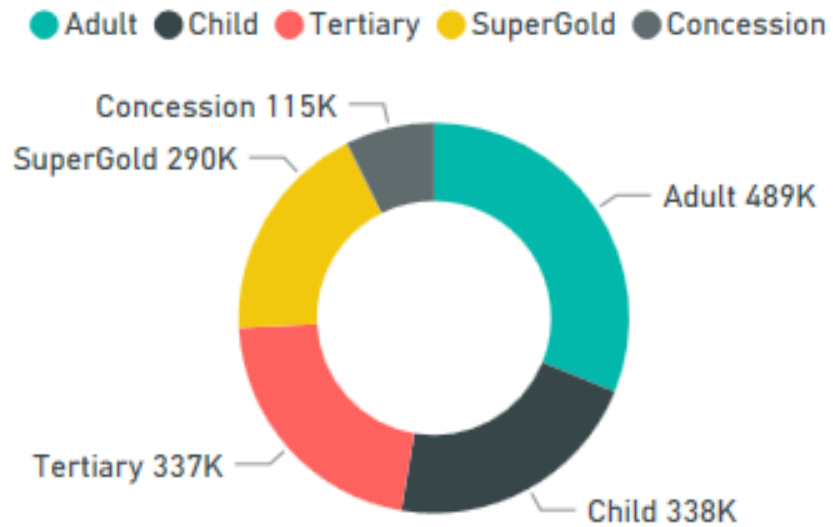
- YTD Patronage of 1,379,819, an increase of 5.5% from same period last year
- Year end forecast 3 million

Patronage All Services

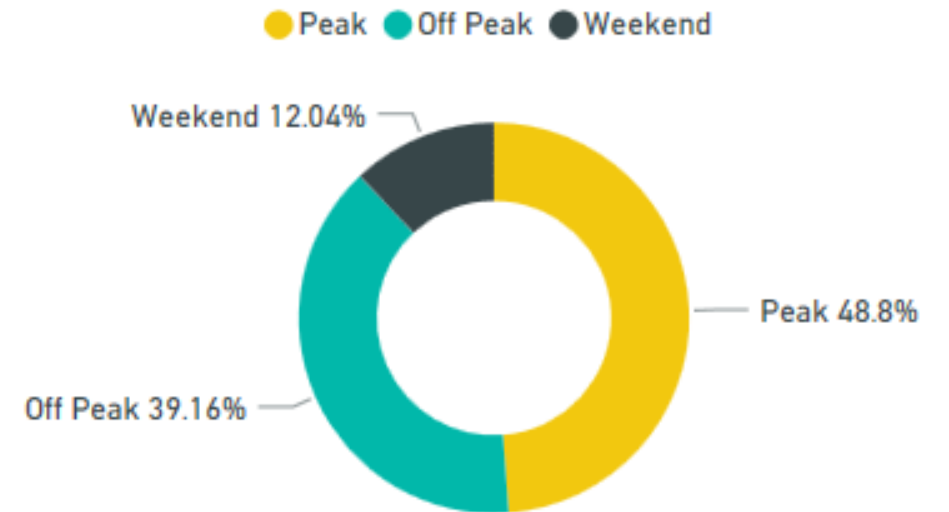


All Services – By Passenger

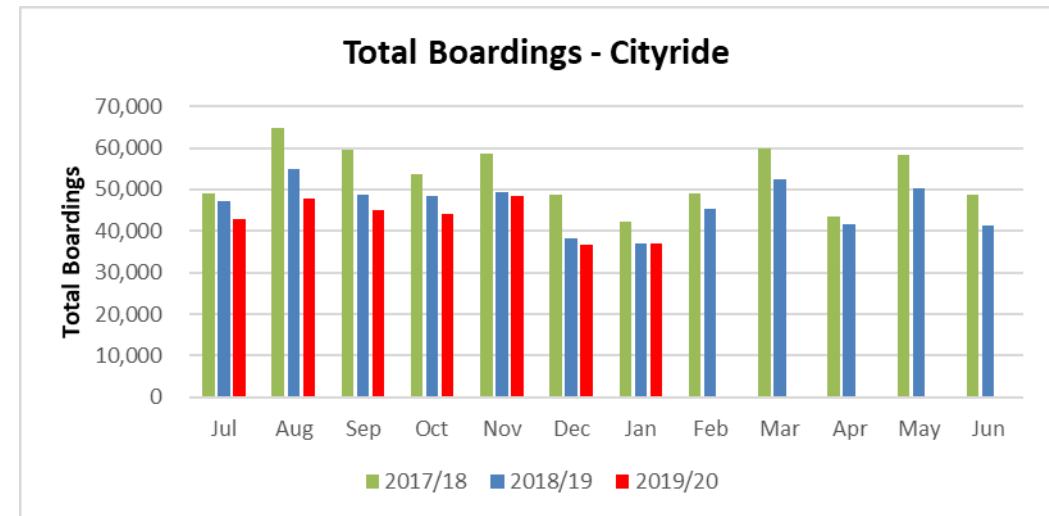
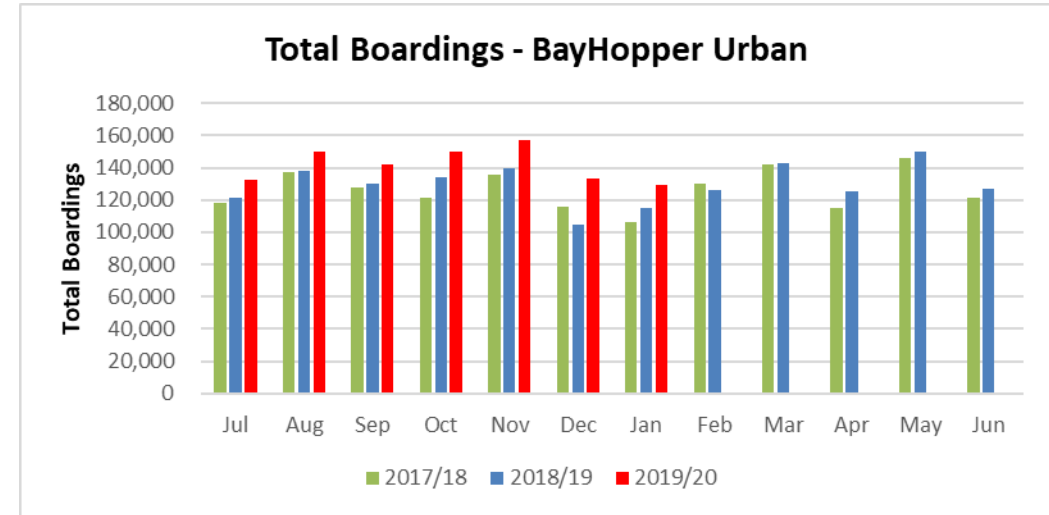
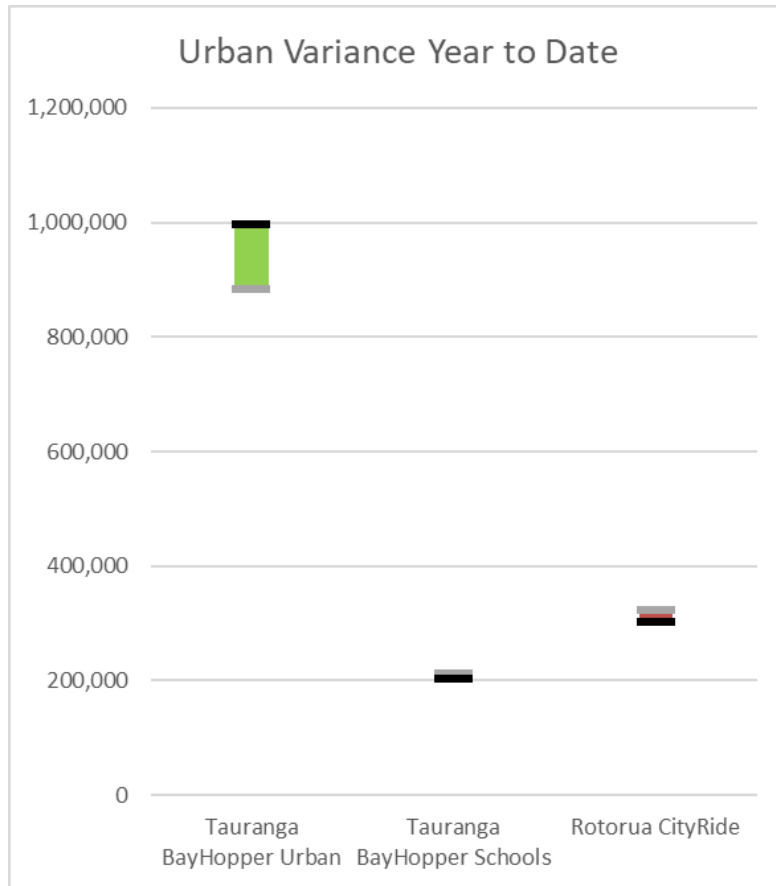
Boarding by Passenger Class



Boardings by Time Period

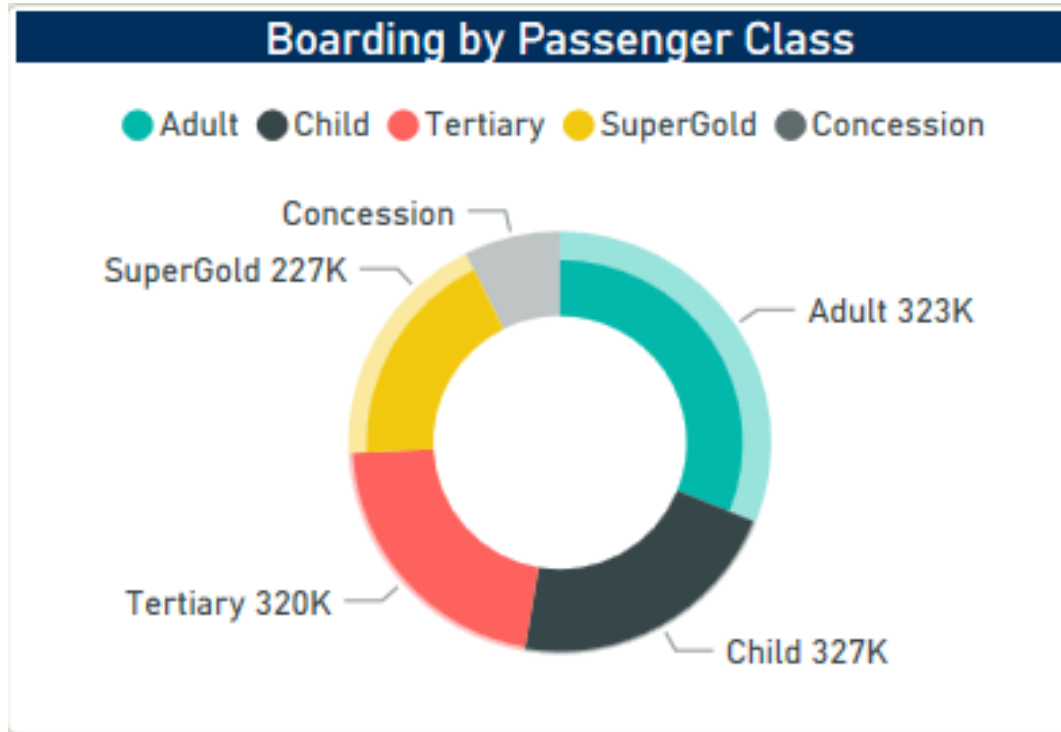


Urban Services - Patronage

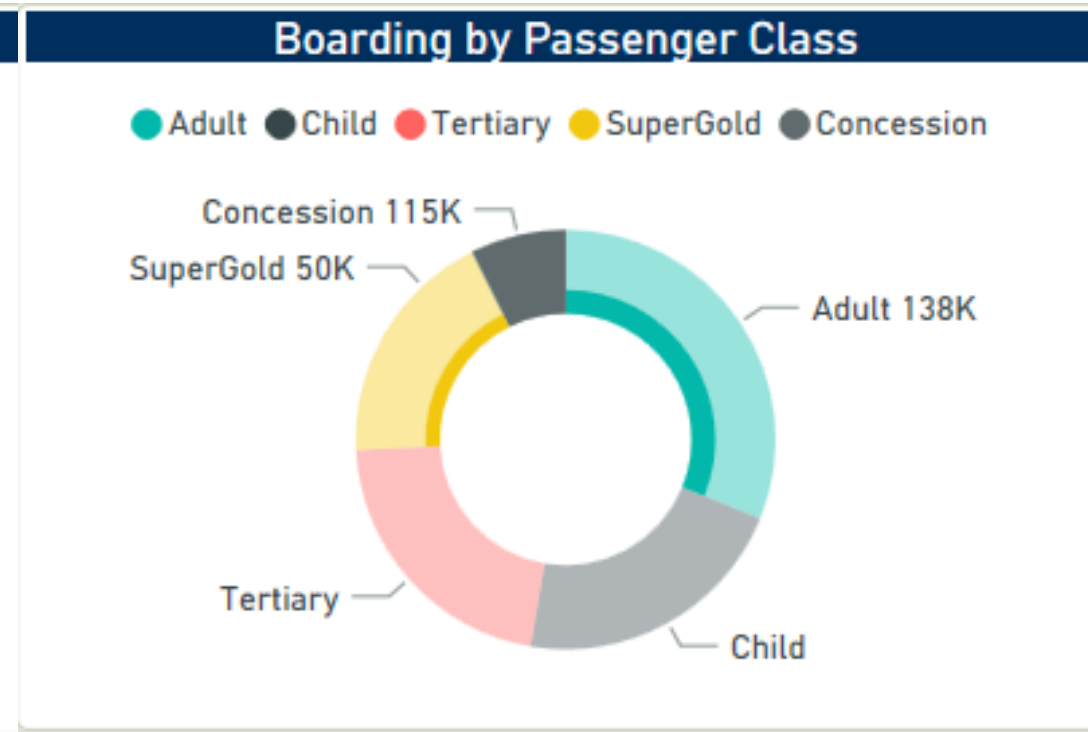


Urban Services – By Passenger

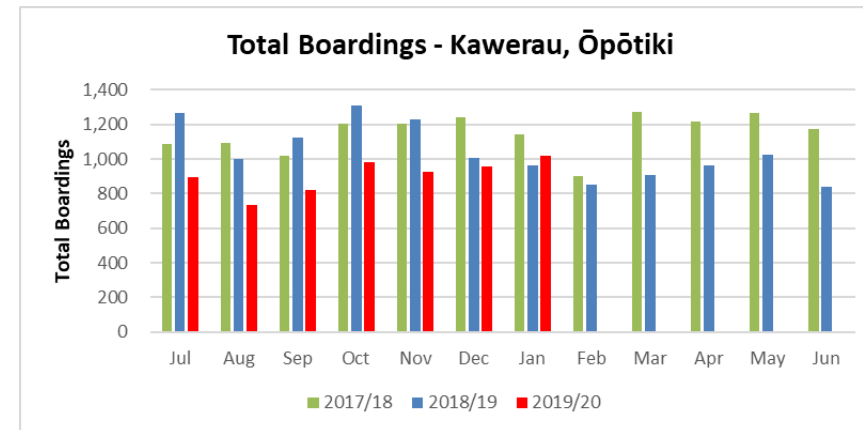
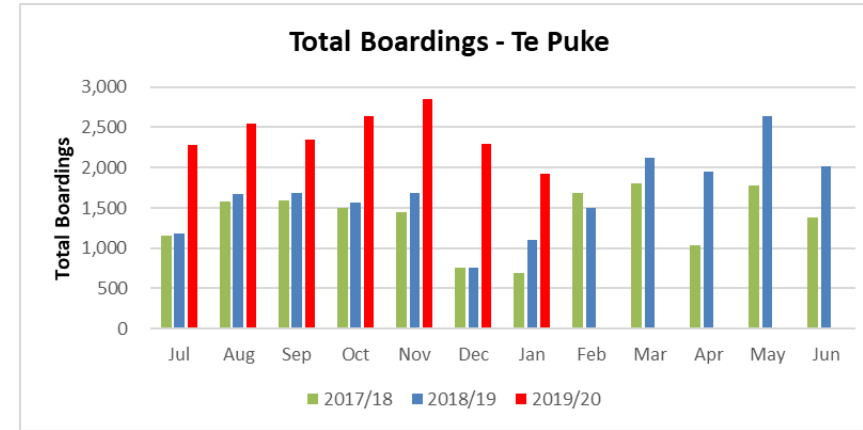
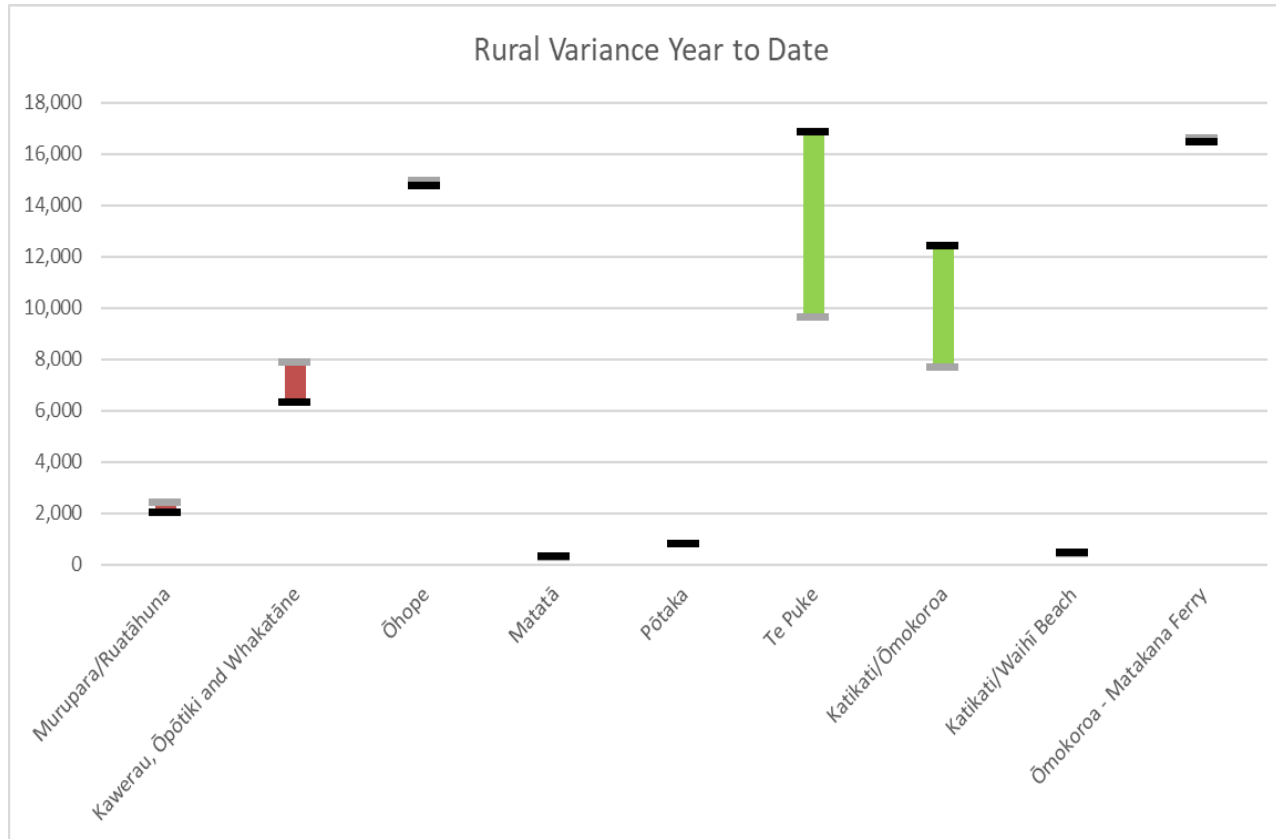
Tauranga



Rotorua



Rural Services - Patronage



Bus Services Highlights

- **Five Electric Buses in October 2019**
- **Various network changes in Tauranga**
- **Planning for 2020 delivery of Tauranga school bus service plus fare-free trial; and new regional tertiary / commuter services**
- **Improved reliability of services**



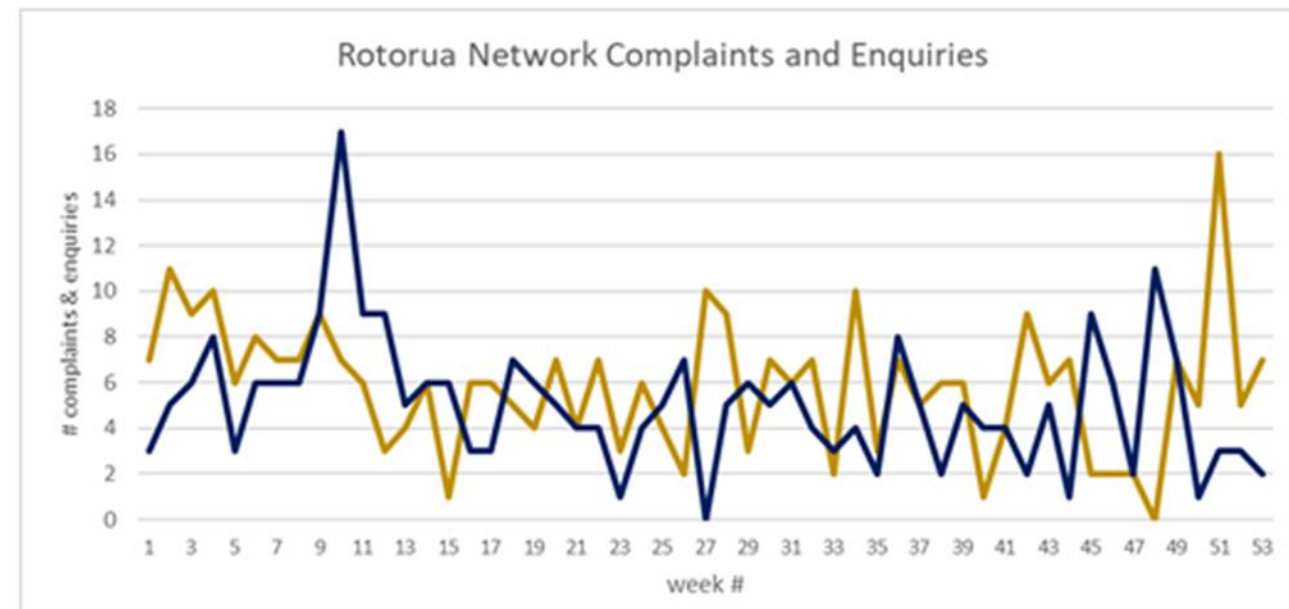
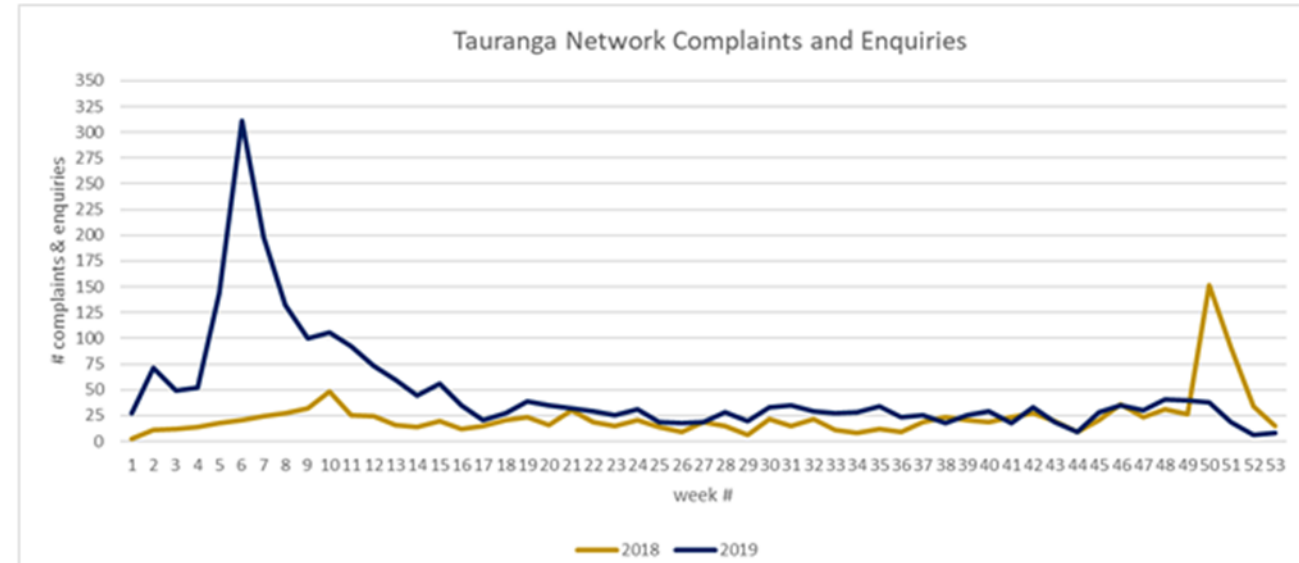


Transport Planning Highlights

- UFTI Interim Report released Dec2019, four options for addressing urban form and transport challenges in western Bay
- Review of RLTP initiated, annual report card 2018/19
- High level regional fare review
- Annual Plan 2020/21 PT services – Kawerau on-demand trial, Pyes Pa to Tauranga Crossing
- Input into TCC transport projects
- Tauranga services timetable review
- Submissions/feedback e.g. Road to Zero

Customer Experience

- Steady volume of customer calls; fewer complaints and a focus on complaint resolution



Total Mobility

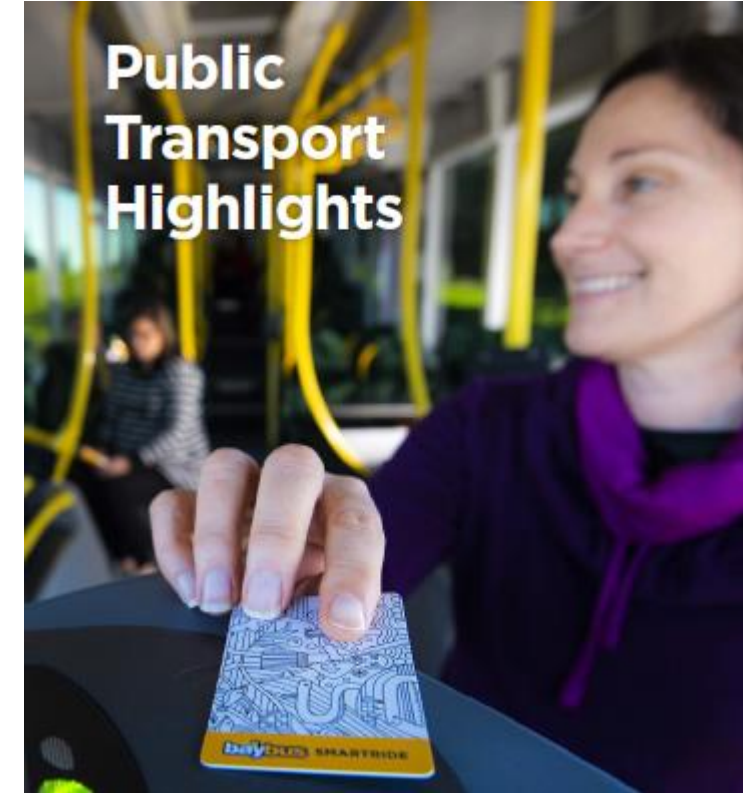


- Ridewise implemented in Nov19, 3,100 clients using new electronic system
- Total subsidised trips YTD Dec19 37,803; 2018/19 trips were up 9% on previous year
- Plans include offering a wider range of operators to existing services

TOTAL MOBILITY	Rotorua	Tauranga	Whakatāne	Rotorua	Tauranga	Whakatane
Year	Users	Users	Users	Trips	Trips	Trips
2018/19	997	3,006	329	16,530	47,917	7,348
2017/18	1,106	3,453	301	15,653	42,614	7,620
2016/17	1,210	2,995	312	16,334	49,069	7,825

RITS

- **Regional Integrated Ticketing System**
 - Implementations in Northland and Whanganui but website issues
 - Palmerston North and Waikato go/no go Mar20
 - BOPRC roadmap in place
 - Forecast spend in 2019/20 is \$1.7 million



Real Time Passenger Information

- Important for accurate network status information for travellers and Transport team
- Project underway to fix current issues and improve guidance for using TransitApp
- Long term solution being scoped for Bay of Plenty may include other Regional Councils



Budget Update

	2018/19		2019/20		2020/21
	Budget	Actual	Budget	Forecast	Draft Budget
	\$000	\$000	\$000	\$000	\$000
Passenger Transport Services					
Tauranga Passenger Transport	18,571	17,902	22,012	22,229	22,916
Rotorua Passenger Transport	3,242	3,477	3,959	3,649	4,045
Western Bay Passenger Transport	649	432	1,008	876	1,031
Whakatane Bay Passenger Transport	521	358	436	455	446
Regional Passenger Transport	273	275	272	300	277
<i>Less: Low Cost/Low Risk projects (see below)</i>	<i>(188)</i>	<i>(188)</i>	<i>(640)</i>	<i>(502)</i>	<i>(431)</i>
Total Cost - Passenger Transport Services	23,069	22,257	27,047	27,007	28,285
Fare & Other Revenue	(5,043)	(4,842)	(5,099)	(4,668)	(5,304)
Subsidy	(9,103)	(9,105)	(10,681)	(11,015)	(11,333)
Net Cost - Passenger Transport Services	8,922	8,309	11,267	11,323	11,648



Infrastructure Update

- **Clare Cassidy from Tauranga City Council will present**