

# Public Transport Committee

**Reports distributed under separate cover for the Public Transport Committee Zoom meeting on Friday, 22 May 2020, commencing at 9.30 am as follows:**

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**Agenda Item 7.3: Public Transport Arotake Tuarua 2019/20 - Performance Monitoring Report January to March 2020;**

**Agenda Item 7.4: Regional Integrated Ticketing Solution (RITS) - Impact of COVID-19**

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20 May 2020





# Public Transport Committee

## Membership

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



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## **Reports distributed under separate cover, as identified on the main Public Transport Committee agenda for 22 May 2020**

### **Reports**

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# Reports







Receives Only – No Decisions

**Report To:** Public Transport Committee

**Meeting Date:** 22 May 2020

**Report From:** Mat Taylor, General Manager, Corporate

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## Public Transport Arotake Tuarua 2019/20 - Performance Monitoring Report July 2019 to March 2020

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### Executive Summary

This report provides an overview of the Bay of Plenty Regional Council's performance monitoring for Public Transport as set out in the Bay of Plenty Regional Public Transport Plan for the 2019/20 financial year. It highlights the coordinated support that has been necessary to meet the challenges of COVID-19 and the short-term impacts on Council's public transport service delivery and financial forecasts for the financial year ending 30 June 2020.

Attached as Appendix 1 to this report is Council's second monitoring report *Public Transport Arotake Tuarua 2019/20, July to March 2020*. *Public Transport Arotake* includes highlights of our service delivery and transport planning, together with financial performance monitoring information; project updates and covers a range of Key Performance Indicators.

Bus patronage to 31 March 2020 was 2.0 million, Council's annual forecast is 2.3 million compared with an annual target of 2.87 million trips. The annual forecast for bus patronage is significantly lower than our previous forecast of 2.9 million trips due to various uncertainties including the duration of the COVID-19 alert levels, physical distancing requirements and restrictions to maximum bus loadings, and customer behaviour.

Council is forecasting an annual surplus of \$1 million compared with an annual budgeted deficit of \$427,000 resulting in higher forecast reserves balances. Forecast operating expenditure is \$28.8 million; this is \$1.8 million lower than budget. Forecast operating revenue is close to budget at \$29.8 million; Council is forecasting \$1.5 million lower fare revenue due to lower patronage and the majority of this fare-loss is offset with higher subsidy from Waka Kotahi New Zealand Transport Agency. Forecast capital expenditure is \$1.1 million, \$0.90 million less than an annual budget of \$2.1 million; Council will carry forward the capital budget underspend into 2020/21.

Looking ahead, Council will receive an update on Public Transport matters and will deliberate on the draft Annual Plan 2020/21 at its meeting on 2 June 2020. Following this meeting, staff will seek Council approval to adopt an Annual Plan 2020/21 on 25 June 2020.

## Recommendations

That the Public Transport Committee:

- 1 **Receives the report, Public Transport Arotake Tuarua 2019/20 - Performance Monitoring Report July 2019 to March 2020;**

### 1 Introduction

This report provides an overview of the Bay of Plenty Regional Council's performance monitoring for Public Transport as set out in the Bay of Plenty Regional Public Transport Plan for the 2019/20 financial year.

It highlights the coordinated support that has been necessary to meet the challenges of COVID-19 and the short-term impacts on our public transport service delivery and financial forecasts for the financial year ending 30 June 2020.

### 2 Public Transport Arotake Tuarua 2019/20

Attached as Appendix 1 to this report, is our monitoring report *Public Transport Arotake Tuarua 2019/20 July 2019 to March 2020*. *Public Transport Arotake* brings together information across the Public Transport programme of work and includes the following sections:

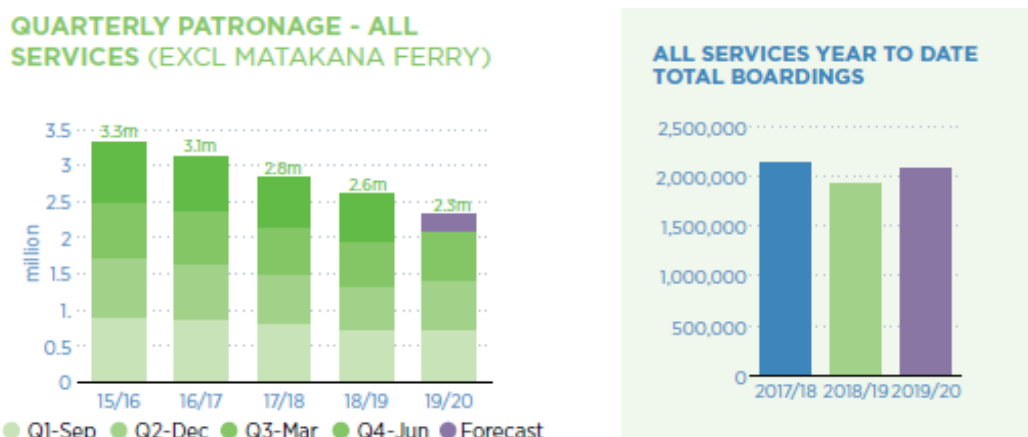
- Highlights - includes high level highlights over the reporting period along with financial and non-financial performance information.
- Public Transport Highlights – including updates on bus services, and an overview of patronage, reliability, customer experience, and community engagement.
- Transport Planning Highlights – including updates on planning to improve our network.
- An overview of infrastructure projects and information technology and that support public transport services; as well as a progress snapshot of the Western Bay of Plenty Public Transport Implementation Plan.
- Total Mobility, as well as Education and Road Safety updates – providing an overview of targeted education and road safety interventions to encourage passenger uptake.
- Financial – more detailed financial information for key areas within the Transportation Groups of Activities budget.

### 3 COVID-19 Impacts

#### 3.1 Patronage

Bus patronage to 31 March 2020 was 2.0 million, an 8.2% increase on the same period last year. The annual patronage forecast is 2.3 million compared with an annual target of 2.87 million trips. The annual forecast for bus patronage is much lower than our previous forecast of 2.9 million due to COVID-19 impacts.

The following tables summarise Council’s bus patronage – actual and forecast to 30 June 2020, along with historical information:



It has been slightly more than fifteen months since the Western Bay of Plenty Public Transport Blueprint Contract was implemented with the new bus operator, New Zealand Bus. The Tauranga Urban Service has seen an increase in patronage of 13.5% and fare revenue is up 1.6% on the same period last year.

In addition, the fare-free trial for Tauranga School Bus Services and the trial of Regional Tertiary/Commuter services were launched in February 2020; both services have proved popular, resulting in very strong growth in patronage compared to the same period in the previous year (i.e. +75%).

The COVID-19 pandemic and associated lockdown measures however, have had a significant impact on public transport usage. Prior to the Alert Level 4 lockdown, there was on average of 72,287 boardings per week on public buses in the Bay of Plenty.

The following table summarises weekly patronage since the lockdown measures were implemented.

Week	Alert Level	Weekly Boardings	% of Baseline Boardings
<b>Pre COVID-19</b>		<b>72,287</b>	<b>Baseline</b>
1	4	2,460	3.4%
2	4	3,051	4.2%
3	4	2,315	3.2%
4	4	2,612	3.6%
5	3	2,870	4.0%
6	3	4,645	6.4%

Boardings remained very low and constant during Alert Level 4. This shows people followed Government directives to undertake travel for essential purposes. Alert Level 3 has seen an increase in usage consistent with some lockdown measures easing.

Patronage is expected to increase further as New Zealand transitions to Alert Level 2. However, boardings will remain significantly constrained due to on-bus physical distancing requirements and possible public apprehension towards using public transport.

### 3.2 Budget Update

Council is forecasting an annual surplus of \$1 million compared with an annual budgeted deficit of \$427,000 in 2019/20; this will result in higher targeted rates reserves balances at the year end.

The following table summarises Council's Transport Group of Activities – actual and forecast to 30 June 2020:

<i>Summary financial performance</i>	YEAR TO DATE \$000			FULL YEAR \$000			
	BUDGET	ACTUAL	VARIANCE	BUDGET	FORECAST	VARIANCE	
Operating revenue	23,004	22,424	(580)	30,184	29,853	(331)	Lower
Operating expenditure	22,958	20,833	2,125	30,611	28,800	1,811	Lower
<b>Total operating surplus (deficit)</b>	<b>46</b>	<b>1,591</b>	<b>(2,705)</b>	<b>(427)</b>	<b>1,053</b>	<b>(2,142)</b>	Favourable
Capital revenue	1,157	360	(797)	1,157	629	(528)	Lower
Capital expenditure	2,088	561	1,526	2,101	1,137	964	Lower

Detailed explanations for Council's budget variances are provided in *Public Transport Arotake*, Appendix 1 to this report.

### 3.3 Fare Revenue

Council's fare revenue forecast to 30 June 2020 is \$2.7 million and this is \$1.5 million lower than the annual budget of \$4.2 million due to COVID-19 impacts. The annual forecast has been recalibrated and is much lower than our previous forecast of \$3.5 million. An additional subsidy from Waka Kotahi New Zealand Transport Agency (NZTA) is forecast to offset the majority of our forecast fare revenue foregone to 30 June 2020.

As New Zealand prepared to enter Alert Level 4 on 26 March, Waka Kotahi NZTA issued a directive to suspend fare collection on all public transport services, in order to maximise physical distancing and to ensure the safety of public transport workers and passengers.

As part of this initiative, Waka Kotahi NZTA also agreed to underwrite fare revenue foregone through to 30 June 2020 and to cover 100% of the additional net costs, such as enhanced cleaning regimes, resulting from COVID-19. This has enabled the public transport sector across New Zealand to act in a coordinated way, ensuring delivery of essential transport services on a national basis.

Waka Kotahi NZTA expects fare collection to resume as soon as possible, post Alert Level 3, and is encouraging regions to confirm plans for the safe reinstatement of fare collection. Council has developed a fare collection reinstatement plan and seeks to

align fare reinstatement with the accelerated implementation of new bus ticketing equipment (RITS), scheduled to be deployed in the Bay of Plenty in late July 2020.

*See the separate paper included in this agenda titled Bus Ticketing Solution and COVID-19 Fare Collection Reinstatement.*

### **3.4 Public Transport Targeted Rates Reserves**

Council is forecasting circa \$2.8 million available in its Passenger Transport Targeted Rates Reserves for the year ending 30 June 2020.

Bay of Plenty Regional Council has signalled in its Annual Plan 2020/21 Information Document that it intends to use reserves to lower rates requirements in 2020/21. As part of the Annual Plan 2020/21 deliberations, Council may also consider using its current account reserves to absorb any further impact of COVID-19 on forecast fare revenue in 2020/21.

## **4 Financial Implications**

The impact of COVID-19 on Council's Public Transport financial forecasts are updated regularly as better information has become available and as a result of financial decisions made by Council. The latest forecasts for expenditure and revenue in FY2019/20 and FY2020/21 are set out in Public Transport Arotake Tuarua 2019/20 Appendix 1 Financial Summary.

Looking ahead, Council will deliberate on its draft Annual Plan 2020/21 on 2 June 2020. Following which staff will seek Council approval to adopt an Annual Plan 2020/21 on 25 June 2020.

## **5 Implications for Māori**

There are no specific implications for Māori as a result of this report. Implications resulting from projects or items considered in this report will be addressed within those projects or processes.

## **6 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, Corporate**

**19 May 2020**



# **APPENDIX 1**

## **Public Transport Arotake Tuarua 2019-20 Q3**







# Public Transport Arotake Tuarua

2019/20 Performance Monitoring Report  
July 2019 to March 2020

Public Transport Arotake Tuarua 2019/20 is Bay of Plenty Regional Council's second Public Transport performance monitoring report for 2019/20.

The report covers the period from July 2019 to March 2020 and provides an update on financial and non-financial performance, compared to what was agreed through Council's Long Term Plan 2018-2028, and Annual Plan 2019/2020. This report highlights work over the three months, from January 2020 to March 2020 inclusive, since the last report (July to December 2019).

The Bay of Plenty Regional Public Transport Plan provides the guidance and policies that direct the investment in public transport across the Bay of Plenty Region. Bay of Plenty Regional Council provides public passenger transport services across the region, support national and local road safety programmes and funds on-going maintenance of an existing stock truck effluent facility. We also provide transport planning to meet our obligations under the Land Transport Management Act 2003: our plans are laid out in the Regional Land Transport Plan, which we develop in partnership with the local councils and Waka Kotahi - New Zealand Transport Agency (NZTA).

Information in this report is sourced primarily from information collected by the partner Councils across the region and our external providers of public transport services.

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# Highlights July 2019 to March 2020

- Regional bus patronage was 2,076,330 over the first nine months ended 31 March 2020, an 8.2% increase on the same period last year. Patronage continued to grow through the quarter until the week beginning 23 March when the impact of COVID-19, culminating in the shift to Alert Level 4 (lockdown) on 26 March. This led to services being reduced and focusing on supporting transport needs for essential workers and those accessing essential services.
- The outlook for the last quarter of the year is unclear due to uncertainty with COVID-19 alert levels and scenarios. However we are forecasting approximately 247,000 trips in Q4 (April-June) compared to the pre COVID-19 forecast for Q4 of 842,500, this has reduced our full year forecast from 2.9 to 2.3 million trips. As a result the patronage target set though the Long Term Plan 2018-2028 of 2.9 million trips is no longer forecast to be met. Further detail on patronage is included as Appendix 2.
- The quarter saw the introduction of the fare-free trial for Tauranga School Bus Services and the trial of Regional Tertiary/Commuter services, which have proved popular, resulting in strong growth in patronage amongst school bus users with February patronage up 75% year on year and March well ahead of the previous year until the restrictions imposed by the response to COVID-19 in late March 2020.
- Tauranga City Council has proposed 29 new bus shelters and is seeking feedback from land owners with frontage to the proposed shelters – a public hearing to consider formal objections to the installation of bus shelters will be held at an appropriate time once COVID-9 related restrictions allow.
- Bay of Plenty Regional Council has initiated project planning for the review of the Regional Land Transport Plan to take place during 2020 and 2021.
- Waka Kotahi NZTA and the Bay of Plenty Regional Council are working collaboratively with regional partners, on the development of the Bay Plenty Mode Shift Plan. This plan will outline key opportunities and collective actions to support an increase in the share of travel via public transport, walking and cycling (modeshift) across the region.

## Summary financial performance

	YEAR TO DATE \$000			FULL YEAR \$000			
	BUDGET	ACTUAL	VARIANCE	BUDGET	FORECAST	VARIANCE	
Operating revenue	23,004	22,424	(580)	30,184	29,853	(331)	Lower
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## COVID-19 IMPACT ON PUBLIC TRANSPORT

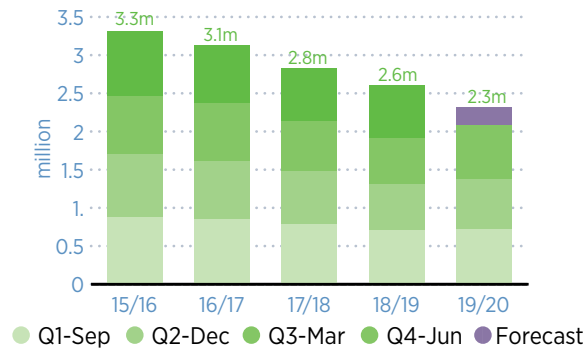
The outbreak of COVID-19 is having far-reaching effects across the globe, in New Zealand, and within the Bay of Plenty. At the time of this report (early May), New Zealand has been at level Four and Level Three status, with the vast majority of the population directed to remain at home for a significant period. Large sectors of the economy are experiencing significantly reduced revenue. The move to the less restrictive Alert Level 2 on 14 May 2020 will support increased activity, however the impact of COVID-19 is expected to impact the regions for some time. Central government has taken strong steps to respond to COVID-19 and we are fully supporting the Government's actions. We are clearly not in a period of "business as usual"; we are in a period of significant change.

As the impact of COVID-19 developed over the quarter, culminating in the shift to Level Four (lockdown) on 26 March, patronage on bus services declined and services reduced to weekend schedules, to ensure transport is available for essential service workers and access to essential services. Similarly, progress on a number of projects across the Public Transport sphere have been slowed or put on hold.

As New Zealand works through the other Alert levels (Two, One, and eventually a return to normal) we are working quickly and in collaboration with central and local government, operators and unions to reinstate our services and support the region to recover.



## QUARTERLY PATRONAGE - ALL SERVICES (EXCL MATAKANA FERRY)



## 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	2,076,330	●	●

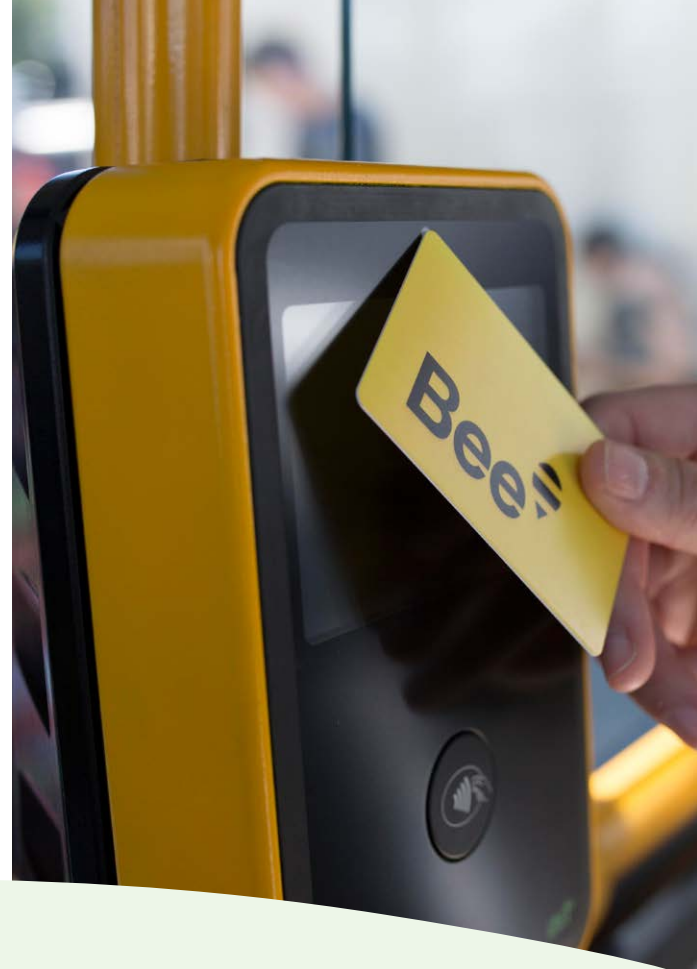
**Key Performance Measure:** Waka Kotahi - NZTA Audit recommendations implemented

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 ● Not on track ● Data not available



# Financial Summary

for the nine months ended 31 March 2020

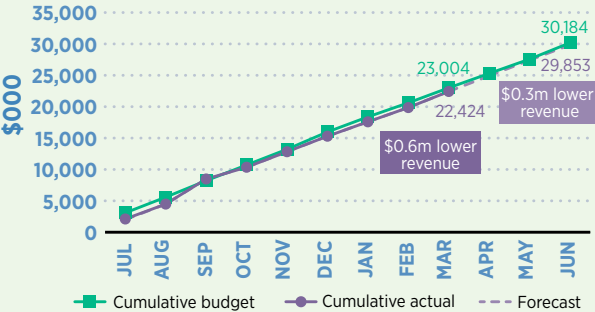
**Revenue** – Our revenue forecast is \$0.3 million lower than budget. The impact of COVID-19 is significant for patronage and the respective fare revenue, contributing to a forecast fare revenue forgone of up to \$1.5m. However an additional subsidy has been approved by Waka Kotahi NZ Transport Agency which has assisted to offset the majority of our forecast revenue loss from fares.

**Operating Expenditure** – The forecast underspend of \$1.8 million is due to a combination of savings and additional costs across the programme. School children bus user safety programme provided by TCC was enabled using existing resources. Additional cost of equipment hire due to the Regional Integrated Ticketing Solution (RITS) delay is offset with forecast underspends in non-passenger transport contract costs, consultancy fees, and lower depreciation charges. We are working through with bus operators minor variable cost adjustments due to COVID-19 (e.g. additional cleaning costs).

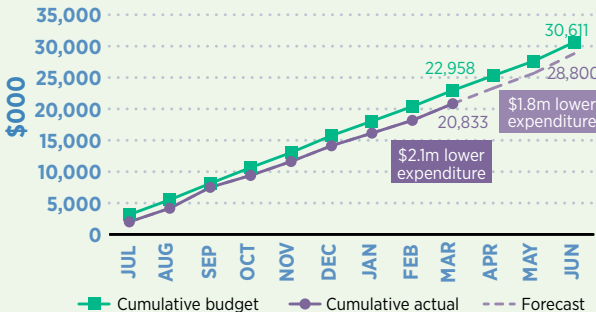
**Capital Expenditure** – The forecast capital expenditure underspend is \$0.9 million. The RITS ticketing system will not be implemented in 2019/20 with the capital implementation costs due to be carried forward into 2020/21. The Public Transport Committee will receive an update in May 2020 on plans to accelerate the project implementation. RITS will help us to reinvent our customer touch points (e.g. cashless e-payments) as well as provide a more robust contact tracing solution for COVID-19. Implementation is now planned in late July 2020.

## TRANSPORTATION BUDGET COMPARED TO ACTUAL/FORECAST 2019/20

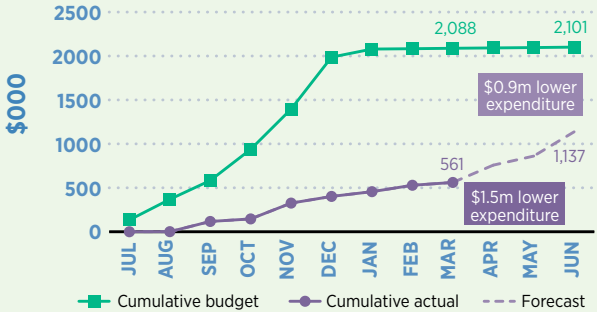
### OPERATING REVENUE



### OPERATING EXPENDITURE



### CAPITAL EXPENDITURE



Refer to Appendix 1 for further budget Analysis.



# Public Transport Highlights

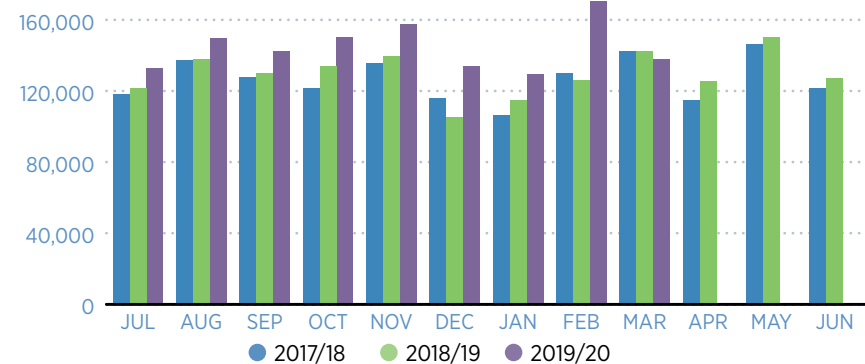
See Appendix 2 for the Regional Patronage Summary



## Tauranga Network

- March patronage and revenue are down by 3.2% and 33.7% respectively, compared to the same period in the previous year, following strong patronage performance in the first three weeks of March.
- As a response to COVID-19, Tauranga ran fare free from Tuesday 24 March and on a weekend timetable from Wednesday 25 March.
- Year to date patronage and revenue are up by 13.5% and 1.6% respectively.

### TOTAL BOARDINGS - BAYHOPPER URBAN



### OTHER HIGHLIGHTS

- **Standalone school bus services** – The start of 2020 saw the introduction of some dedicated stand-alone school bus services to increase reliability and flexibility across the network. The network has a total of 57 buses providing services to Tauranga schools.
- **Fare free Tauranga school services** – The beginning of a one-year fare-free school bus trial commenced in early February with the start of term one. This saw an increase in patronage by school students with February patronage up 75% on the previous year and March similarly trending well ahead of the previous year until the restrictions imposed by the response to COVID-19 in late March 2020. The budgeted net cost of the fare revenue foregone and additional buses required for the fare free service is \$0.8 million this financial year and was funded by targeted rates. This additional cost is not subsidised by Waka Kotahi NZTA.

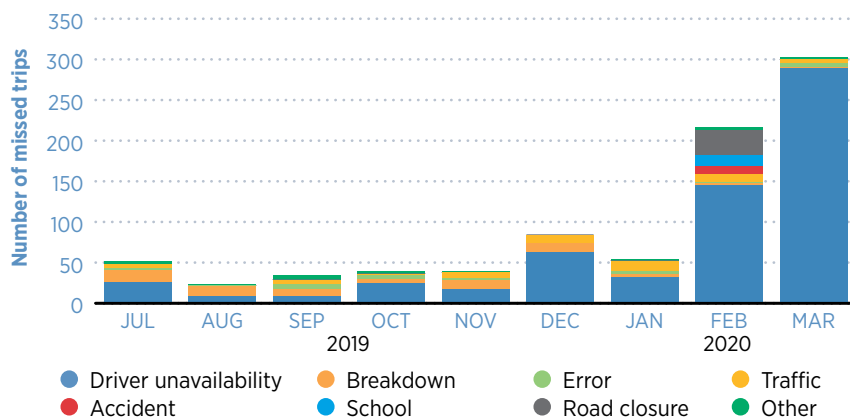
- **Welcome Bay Community Consultation - Ballintoy Park Drive** – Staff arranged a community consultation event in Welcome Bay in February to gather feedback from residents in Ballintoy Park Drive, Waitaha Road and immediate surrounds. This was to consult on Council’s decision to conduct a 12-month trial of the Route 40 extension to Ballintoy Park Drive. Despite the rain, and with the Chair of The Public Transport Committee Councillor von Dadeiszen in attendance, the event proved to be a success, with a large number of residents attending to provide their feedback.

### RELIABILITY

The overall total missed trip percentage for the nine months to March 2020 was 0.3%; this equates to 843 trips out of 256,431 total trips.

The statistics from July 2019 to January 2020 show that missed trips were less than 50 per month. The number of missed trips increased in February due to a number of Urban trip buses and operators being reprioritised to school trip services. March performed well until 20 March when some operators were unable to get to work due to COVID-19 related travel restrictions and operators aged 70+ and/or with certain existing health conditions were not coming to work as we approached Alert Level 4 (Lockdown).

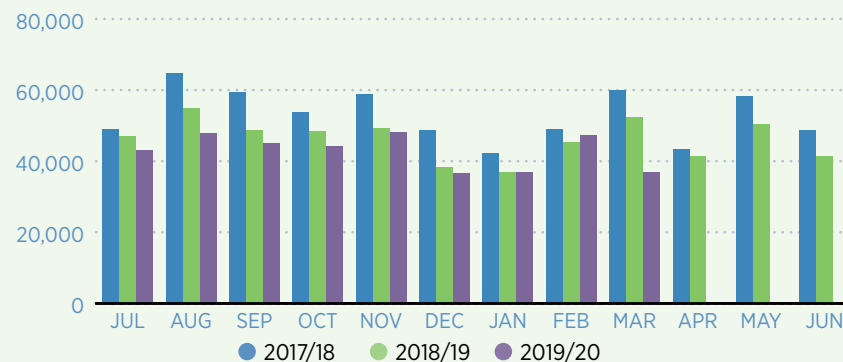
### TOTAL MISSED TRIPS - TAURANGA NETWORK



## Rotorua Network

- March patronage and revenue are down 29.5% and 36.1% respectively, compared to the same period in the previous year.
- As a response to COVID-19, Rotorua ran to a Sunday timetable from Wednesday 25 March.
- Year to date patronage and revenue are down 8.4% and 13.4% respectively.
- Adult travel is down 22.5%, offset by an increase in Concession travel of 8.8%.
- On average Ritchies Transport missed only 3 trips out of an average 14,000 scheduled trips a month across the Rotorua network.
- A network review for Rotorua is planned in the Councils work programme.

### TOTAL BOARDINGS - ROTORUA CITYRIDE





# Other Highlights

## RITCHIES TRANSPORT FLEET REPLACEMENT

Ritchies Transport is part-way through a fleet replacement programme; swapping out some of the older vehicles with newer more efficient vehicles. This also includes installation of CCTV. The programme of work was expected to be completed by end-April, however this will be delayed due to the impact of COVID-19.

## MAMAKU TRIAL BUS SERVICE

Patronage on the Mamaku trial bus service is tracking low with an average of 2-3 boardings per week. This trial contributes towards our Regional Public Transport Plan passenger transport accessibility objectives and patronage is not the key driver for providing this service. However, staff will seek to work with the community and Rotorua Lakes Council to see how this service can be enhanced.

## TERTIARY/COMMUTER SERVICES

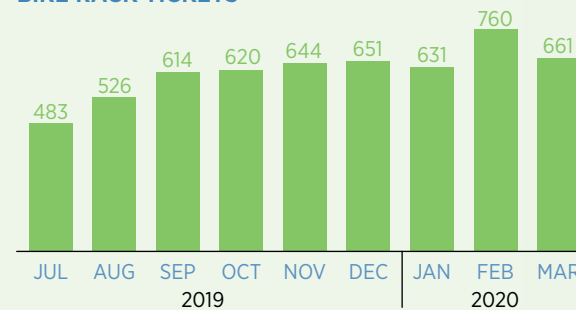
- Five tertiary/commuter services commenced in February to provide access to tertiary institutes for students in other regional centres and townships. The five services provide access to Toi Ohomai and University of Waikato for students travelling from
  - Whakatāne, Katikati and Rotorua to Tauranga; and
  - Murupara and Tauranga to Rotorua.

The net cost of the tertiary/commuter trial services for 2019/20 is \$525,000. This is funded 51% by Waka Kotahi NZTA (\$267,000). The balance is funded 50% by the University of Waikato and Toi Ohomai and 50% of targeted rates.

## BIKE RACK USE

Bike rack usage shows multi-modal travel, combining cycling with Public Transport. Bike rack use has increased across the 9 month period. The decrease seen in March is partially due to COVID-19 restrictions.

BIKE RACK TICKETS



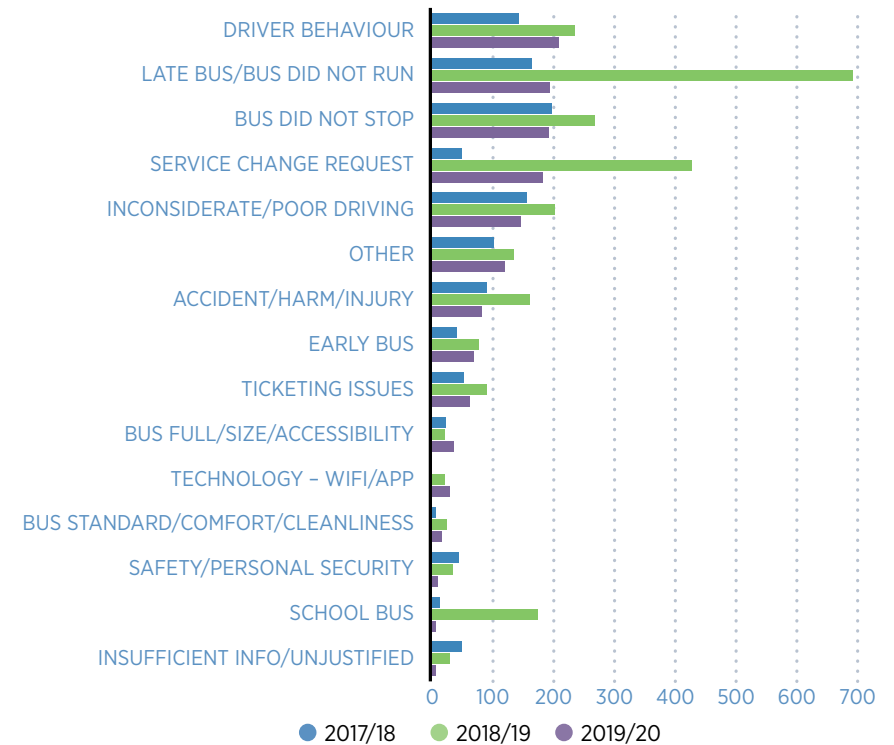


# Customer Experience

## CALL CENTRE

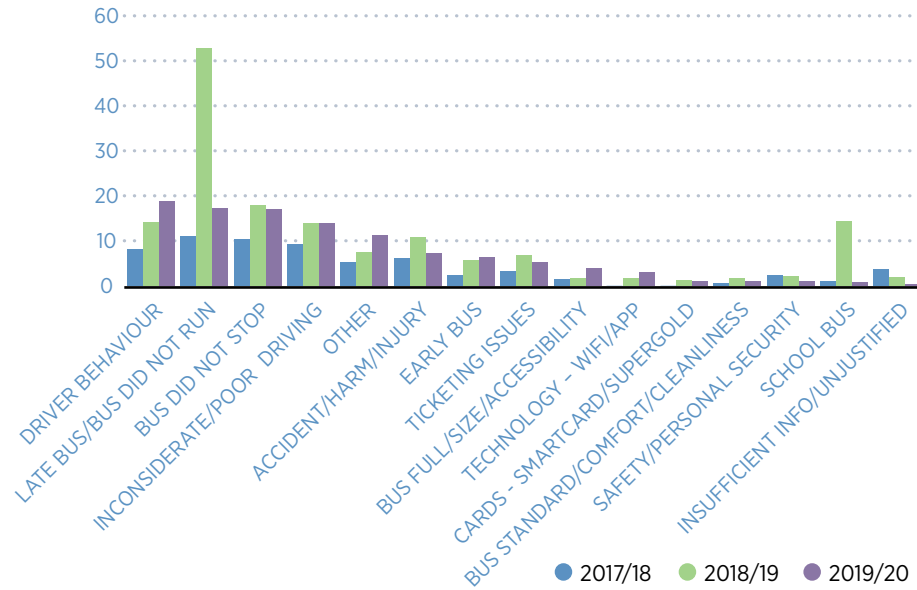
The Bay of Plenty Regional Council internal contact centre was established in January 2020 and commenced providing support for the Tauranga school bus customer queries as a 'pilot project'. The external Corporate Connect Contact Centre has been extended until 30 June. From 1 July all calls through the Baybus 0800 number will also be answered through the Bay of Plenty Regional Council internal contact centre. Additional Customer Contact Advisors have been onboarded which will provide more support around peak calling times and allow Bay of Plenty Regional Council to extend its contact centre hours to 6am – 6pm.

## CUSTOMER BUS SERVICE ISSUES - ALL SERVICES



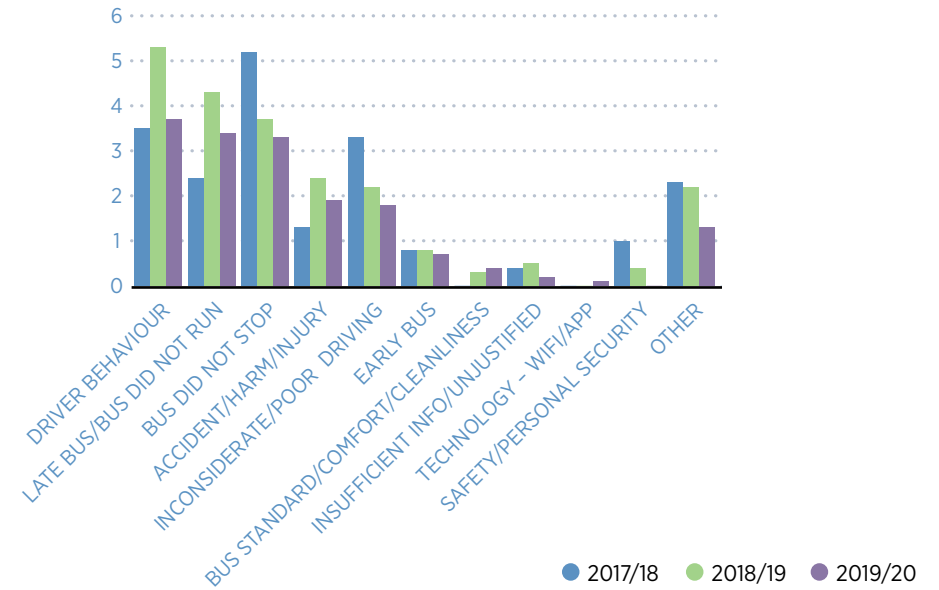
## TAURANGA CUSTOMER COMPLAINTS

### MONTHLY AVERAGE - TAURANGA

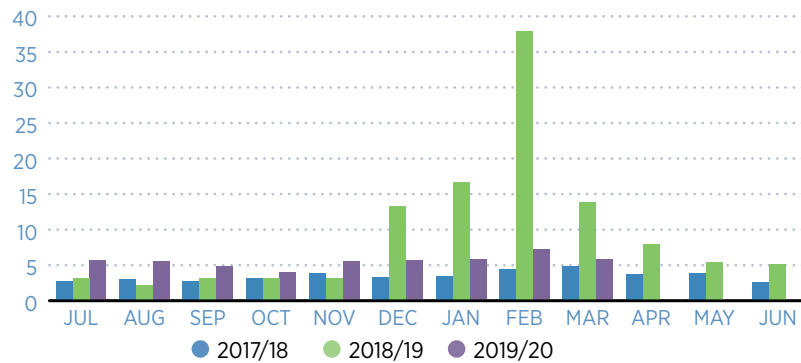


## ROTORUA CUSTOMER COMPLAINTS

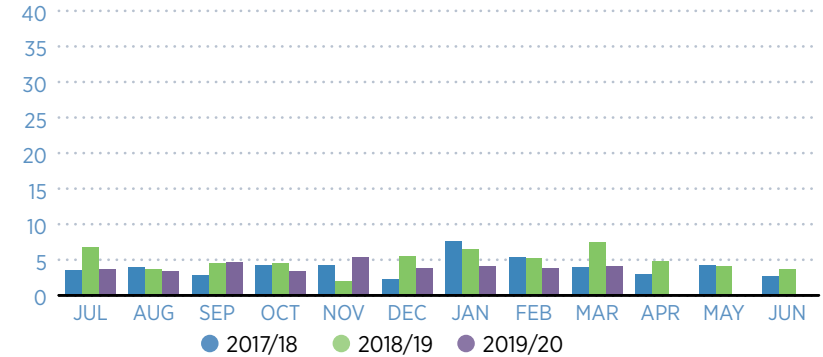
### MONTHLY AVERAGE - ROTORUA



### NUMBER OF CUSTOMER COMPLAINTS PER 10K BOARDINGS - TAURANGA



### NUMBER OF CUSTOMER COMPLAINTS PER 10K BOARDINGS - ROTORUA



# Transport Planning Highlights

Highlights of progress in the Transport Planning area during the third quarter (January-March) of 2019/20:

- Public transport items that are planned to be included and delivered through Annual Plan 2020/21 include:
  - Kawerau on-demand trial,
  - Pyes Pā to Tauranga Crossing services,
  - Funding to support community Health Shuttles to operate in Ōpōtiki and in Kawerau.

Due to the COVID-19 Alert Level 4, engaging on options relating to the Regional Fare Review will be consulted on as part of the Long Term Plan 2021-2031.

- Review of the Regional Land Transport Plan was initiated, and project planning has progressed.
- Technical input is being provided to the Urban Form and Transport Initiative (UFTI) to develop a programme around the urban and transport future of the western Bay.
- Council provided input into a number of public transport focused Tauranga City Council projects including; Te Papa Spatial Framework, Tauriko West transportation, and Cameron Road Short-Term Multi-Modal Project.
- Bay of Plenty Regional Council is contributing public transport expertise to the Western Bay of Plenty Transport Systems Plan project led by Tauranga City Council.



## Western Bay of Plenty Public Transport Implementation Plan 2019-2022

Work is continuing with partners to ensure the transport projects of the **Western Bay of Plenty Public Transport Implementation Plan** progress.

Part of this work is to develop an effective framework for monitoring and reporting. The second update is attached as Appendix 3 to this report. The plan will be updated as required, as each of the three partnering Councils confirm their Annual Plan 2020/21.





# Infrastructure

An efficient and effective public transport system relies on the provision of well-designed and well-maintained facilities including: roads, bus stops and shelters, transport interchanges, park-and-ride facilities, cycle paths and footpaths. A number of infrastructure projects are planned or underway.

## BUS INTERCHANGE FACILITIES, AND MULTI-MODAL PROJECTS

A progress report to Tauranga City Councils Urban Form and Transport Development Committee 17 March 2020 included several items of interest. The City Centre Bus Facility is on hold pending direction for the wider City Centre and Civic Administration Building project. The report on the Park and Ride quick wins initiative noted Regional Council's support. Shortlisted locations to be further investigated in tandem with the Transport System Plan are Tauranga South, Papamoa and Baypark.

Additionally a request was made for the Regional Council Public Transport Committee to be invited to speak on the Public Transport Blueprint at the next appropriate Council Committee meeting.

The April committee meeting was cancelled. Papers to be presented including an issues and options paper on the Arataki bus facility and a briefing on the Cameron Road Corridor improvements will now be considered at a later date.

## MODE SHIFT PLAN

Waka Kotahi NZTA and the Bay of Plenty Regional Council are working collaboratively, with their regional partners, on the development of the Bay Plenty Mode Shift Plan.

The Mode Shift Plan will outline key opportunities and collective actions to support an increase in the share of travel via public transport, walking and cycling (modeshift) across the region, building off the substantial transport planning and investment that is underway or occurred. The project is currently focusing on the Western Bay of Plenty subregional section in the first instance by June 2020, closely followed by the Rotorua and Eastern Bay of Plenty sections.

## BUS SHELTER AND STOP INFRASTRUCTURE UPDATE

In Tauranga there was some disruption due to the Concorde Ave/Farm St/ Links Ave intersection upgrade. Staff worked with Tauranga City Council and contractors to minimise this where possible. Work was completed by the start of school term and the upgrade has been successful with positive feedback.

A report on the installation of 29 new bus shelters went to Tauranga City Council in April where Council agreed to hold public hearings to consider formal objections to the installation of bus shelters, at an appropriate time once COVID-9 related restrictions allow and will inform those residents of the date and time of the hearing. Depending on COVID-19 restrictions, we will continue with installations at locations where bus shelters are supported.

The installation of new bus stops on Sandhurst Drive, the remediation of Durham Street intersection and re-instatement of bus stops on Evans Road and Range Road have all been completed. Work on Ngatai Road for the new cycle lane continues, with Regional and City Council staff working together to determine best outcomes for bus stops.

The upcoming May changes to comply with *Employment Relations Amendment Act (rest and meal breaks legislation)* and WBOP PT Blueprint changes were discussed with Tauranga City Council staff at the monthly meeting in March. A drive over of the two new routes 51 Pyes Pā to Tauranga Crossing and 57 Greerton to Pyes Pā Memorial Park had already been actioned. Tauranga City Council engineers had indicated the required bus stop infrastructure should be ready prior to the May start date, however due to the COVID-19 restrictions that have been in place, this has been delayed.

In the Western Bay consultants have been engaged to assess bus stop safety and access on SH2 between Katikati and Tauranga. The report is due out in May and will also discuss future long term access for public transport as the growing population changes land use around the corridor and demand for services increase.

Whakatāne District Council and Regional Council staff met in March to discuss opportunities to improve bus stop infrastructure and facilities. Similar discussions will be held with the other partner Councils in the eastern Bay.

# Information Technology

Technology offers a significant opportunity for public transport in the Bay of Plenty. A series of service improvements is planned which will provide an enhanced traveller experience, efficient network planning and will likely result in modest patronage uptake.

## REGIONAL INTEGRATED TICKETING SOLUTION

The **Regional Integrated Ticketing Solution (RITS) will deliver paperless ticketing, online top-ups, and inter-regional ticketing capability** in public transport.

The software developer INIT has successfully completed development of the Bee Card website, a key customer service delivery method of the cards used in the paperless ticketing solution.

The project rollout was put on hold due to the impacts of COVID-19 and work focused on prioritising some of the bugs identified through systems testing.

The new ticketing system offers significant advantages including, the ability to support contact tracing, the ability to avoid cash handling and provision of in-depth utilisation information, which will serve to enhance Council's COVID-19 recovery planning.

Staff are now working on an accelerated deployment plan of RITS in the Bay of Plenty from July 2020.

# Total Mobility

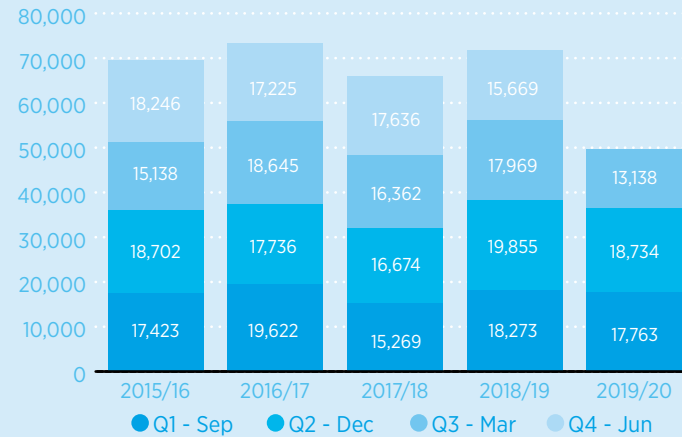
Total Mobility is a nationwide scheme which assists eligible people with impairments to access appropriate transport to meet their daily needs and enhance their community participation. Total Mobility consists of subsidised door to door transport services in areas wherever scheme transport providers operate.

## RIDEWISE

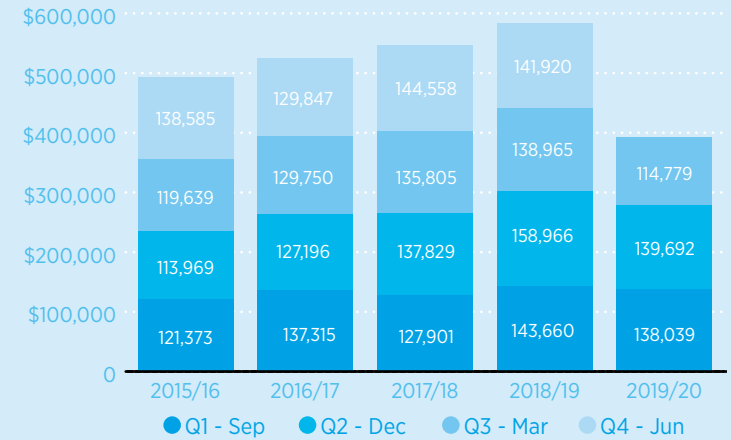
The implementation to a new national online management solution called Ridewise has been finalised. There are 3,288 clients in the Bay of Plenty using the Total Mobility scheme. This is a 6% increase in client growth since December 2019.

Further enhancements to Ridewise are underway and scheduled for release in July 2020.

PASSENGER TRIPS ON TOTAL MOBILITY



EXPENDITURE ON TOTAL MOBILITY

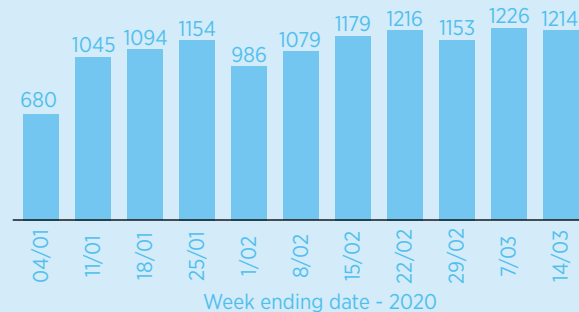


## COVID-19 IMPACTS

In the ramp up to COVID-19 lockdown we did see a significant reduction in the number of transactions by Total Mobility Clients.

Waka Kotahi NZTA have confirmed that Total Mobility services will be free until 30 June 2020, irrespective of New Zealand's Alert Level, after which time Council will need to resume normal fare processes.

TOTAL MOBILITY TRANSACTIONS BY WEEK





# Education and Road Safety

Part of improving the public transport experience is ensuring that users of all ages are comfortable and safe taking public transport. Bay of Plenty Regional Council will, from time to time, identify user groups that require targeted education and road safety interventions to encourage passenger uptake and will deliver these in partnership with local authorities and Waka Kotahi NZ Transport Agency.

## MAKING THE PUBLIC TRANSPORT EXPERIENCE COMFORTABLE AND SAFE FOR USERS

In March Council took part in OWeek at Toi Ohomai Institute of Technology campuses in Rotorua, Whakatāne and Tauranga. We promoted the new tertiary services and talked to students about using Bayhopper, Cityride and the new Tertiary buses. We answered many questions especially from International students who are very reliant on our services. It was a good opportunity to build relationships with Toi Ohomai Institute of Technology Communications staff who are keen for us to attend mid-year on campus events. They actively promote our services including the new tertiary services.

Staff attended the Tauranga City Safety Meeting in March. In particular staff are keen to work with the City Council and Māori Wardens to improve people’s perception of safety at the Willow St interchange. The Tauranga City Council’s Community Development Advisor has since advised a report is going to the City Council regarding the employment of four City Ambassadors. If these appointments go ahead the Ambassadors will contribute to the work already done by the Māori Wardens and the Police Community patrol volunteers around Willow Street.

In Rotorua the first Safe and Sustainable Journey’s Implementation Plan (SSJIP) Committee meeting of the new Triennium was attended, a Rotorua Lakes Council Sub-committee, that provides governance for road safety, sustainable transport and waste minimisation. The Plan’s goal for public transport is:

‘To increase participation in public transport use through a suite of measures that foster, support, contribute and motivate behaviour change’

Among the plan’s objectives are high quality and accessible PT infrastructure that supports safe and comfortable travel. This includes accessibility for everyone and supporting the NZ Disability Strategy vision of “New Zealand is a non-disabling society”. We will continue to grow the relationship in this area and work with RLC staff to ensure bus travel in Rotorua is accessible and safe for users.





# Appendix 1 Passenger Transport Activities Financial Summary

This statement provides year to date financials for the nine months ended 31 March 2020, and annual (full year) forecast to 30 June 2020.

	2018/19 Annual Plan		2019/20 Annual Plan		DRAFT 2020/21
	Budget	Actual	Budget	Forecast	Budget
	\$000	\$000	\$000	\$000	\$000
<b>PASSENGER TRANSPORT SERVICES</b>					
Tauranga Passenger Transport (including Welcome Bay fare free trial)	18,571	18,003	22,012	20,903	22,885
Rotorua Passenger Transport	3,242	3,477	3,959	3,539	4,078
Western Bay Passenger Transport	649	432	1,008	812	1,171
Whakatāne Bay Passenger Transport	521	358	436	480	405
Regional Passenger Transport (including Mamaku trial)	273	275	274	286	630
<b>Tertiary/Commuter Services</b>					
Tauranga	0	0	73	47	110
Rotorua	0	0	95	50	144
Western Bay	0	0	131	45	219
Whakatāne	0	0	58	29	115
<b>Total Cost - Passenger Transport Services</b>	<b>23,257</b>	<b>22,545</b>	<b>28,046</b>	<b>26,191</b>	<b>29,758</b>
Fare & Other Revenue	(5,043)	(4,842)	(5,237)	(3,837)	(4,797)
Subsidy	(9,103)	(9,121)	(10,681)	(11,796)	(11,403)
<b>Net Cost - Passenger Transport Services</b>	<b>9,110</b>	<b>8,582</b>	<b>12,129</b>	<b>10,559</b>	<b>13,558</b>
<b>OTHER PASSENGER TRANSPORT ACTIVITIES</b>					
Total Mobility Services & Hoists (including ridewise operating costs)	790	730	807	803	856
Ferries (Matakana)	48	35	50	41	50
Road Safety	176	168	179	150	184
Stock Trucks	163	36	63	57	64
Bus Shelter - new & maintenance	156	21	159	157	163
Administration, Depreciation & Finance Costs	1,111	1,004	1,143	1,235	1,547
Transport Planning	331	326	164	212	184
<b>Total Cost - Other Passenger Transport Activities</b>	<b>2,776</b>	<b>2,320</b>	<b>2,565</b>	<b>2,654</b>	<b>3,047</b>
Fare & Other Revenue	(5)	(20)	(5)	4	(5)
Subsidy	(810)	(648)	(828)	(839)	(868)
<b>Net Cost - Other Passenger Transport Activities</b>	<b>1,961</b>	<b>1,652</b>	<b>1,733</b>	<b>1,820</b>	<b>2,174</b>

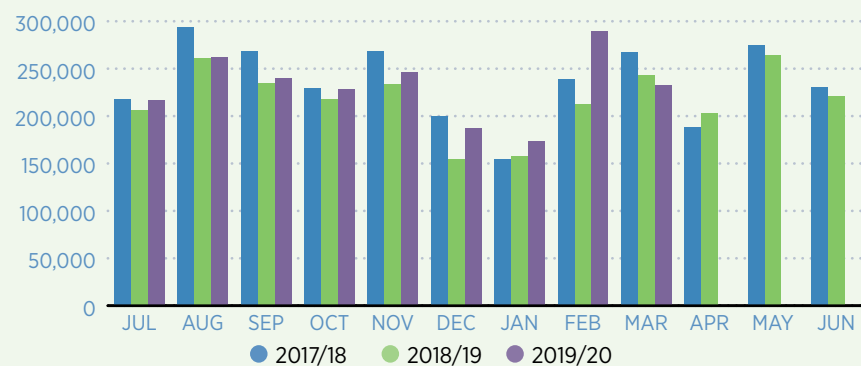
	2018/19 Annual Plan		2019/20 Annual Plan		DRAFT 2020/21
	Budget	Actual	Budget	Forecast	Budget
	\$000	\$000	\$000	\$000	\$000
<b>CAPITAL PROJECTS</b>					
Electronic Ticketing Tauranga	0	0	1,378	531	0
Real Time Passenger Information Tauranga	518	0	280	280	0
Electronic Ticketing Rotorua	0	0	53	53	0
Rotorua Passenger Transport - Wifi CCTV	194	0	194	134	0
Ticketing Machines Tauranga	0	0	175	88	0
Total Mobility Administration System (TMS)	0	0	21	51	0
<b>Total capital expenditure</b>	<b>712</b>	<b>0</b>	<b>2,101</b>	<b>1,137</b>	<b>0</b>
<b>LOW COST LOW RISK</b>					
Welcome Bay bus fare - free school student trial	188	188	188	188	0
Tertiary/Commuter services - Whakatāne - Tauranga	0	0	71	74	71
Tertiary/Commuter service - Murupara - Rotorua	0	0	80	41	80
Tertiary/Commuter services - Rotorua - Tauranga	0	0	105	81	105
Tertiary/Commuter services - Katikati - Tauranga	0	0	105	46	105
Rotorua Orbiter Service	0	0	0	0	0
Mamaku to Rotorua access service	0	0	50	31	50
Ridewise	0	0	41	41	20
<b>Total Cost - LCLR</b>	<b>188</b>	<b>188</b>	<b>640</b>	<b>502</b>	<b>431</b>
Revenue & Subsidy	(150)	(110)	(438)	(349)	(283)
<b>Net Cost - Low Cost Low Risk Projects</b>	<b>38</b>	<b>78</b>	<b>202</b>	<b>153</b>	<b>148</b>
<b>BUS SHELTER INSTALLATIONS</b>					
Tauranga City Council	67	-29	68	68	68
Whakatāne District Council	0	0	0	0	0
Rotorua District Council	50	37	51	51	50
Western Bay of Plenty District Council	40	20	41	41	41

# Appendix 2 Bay of Plenty Public Transport Patronage Summary

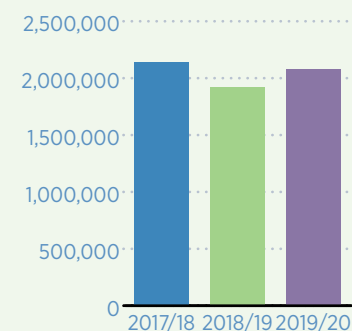
AREA	MONTHLY PATRONAGE COMPARISON			2019/20 FINANCIAL YEAR PATRONAGE		2019/20 FINANCIAL YEAR FARE BOX RECOVERY
	Mar-19	Mar-20	% change	To Mar-20	% change	
<b>Total Network<sup>1</sup></b>	<b>242,573</b>	<b>232,555</b>	<b>-4.1%</b>	<b>2,076,330</b>	<b>+8.2%</b>	<b>19.9%</b>
Tauranga Bayhopper Urban	142,618	138,108	-3.2%	1,307,540	+13.5%	19.6%
Tauranga Bayhopper Schools	40,357	52,260	+29.5%	316,380	+9.6%	13.4%
Rotorua CityRide	52,393	36,919	-29.5%	386,237	-8.4%	25.3%
Murupara/Ruatāhuna	324	236	-27.2%	2,529	-14.8%	
Kawerau, Ōpōtiki and Whakatāne	906	555	-38.7%	7,747	-19.7%	
Ōhope	2,279	130	-94.3%	15,669	-20.2%	24.3%
Matatā	49	26	-46.9%	363	+0.6%	
Pōtaka	81	86	+6.2%	1,009	-4.3%	20.7%
Te Puke	2,123	2,570	+21.1%	22,232	+67.5%	32.3%
Katikati/Ōmokoroa	1,355	1,626	+20.0%	16,037	+65.6%	22.9%
Katikati/Waihi Beach	88	39	-55.7%	587	-5.8%	5.1%
Ferry	2,484	1,583	-36.3%	20,116	-3.7%	n/a

## PATRONAGE - YEAR TO DATE

ALL SERVICES TOTAL BOARDINGS BY MONTH



ALL SERVICES YEAR TO DATE TOTAL BOARDINGS



# Appendix 3 Western Bay of Plenty Public Transport Implementation Plan Update

CATEGORY	NO.	ACTION	START DATE	COMPLETION DATE	STATUS	LEAD SUPPORTING	COMMENTS - 2019/20 Quarter 2 Ending 31 March 2020
<b>Infrastructure (implementation)</b>	1	New bus stops are installed to service new bus routes in Katikati, Omokoroa and Te Puke.	2019	2019	● Complete	<b>WBOPDC</b>	Complete
	2	Ongoing upgrading of priority bus stops to applicable design standards (in accordance with bus stop improvements action plan, once it is adopted).	2019	Ongoing	● In progress	<b>TCC</b>	To be implemented once improvement plan is developed and adopted.
	3	Implement stage 1 of Cameron Road multi-modal transport improvements	2018	2020	● Delayed	<b>TCC BOPRC</b>	Preliminary design is underway.
	4	Implement final aspects of Arataki bus priority improvements (an interim bus clearway between 7.15am and 10.00am (Monday to Friday) along the south side of Grenada Street between Girven Road and Kaimanawa Street).	2019	2019	● On hold	<b>TCC</b>	On hold pending decision on Arataki bus facility. Likely to be reconsidered through TSP.
	5	Implement the secure cycle parking at public transport stops/interchanges action plan	2020	Ongoing	● In progress	<b>TCC</b>	To be implemented once improvement plan is developed and adopted.
	6	Install real time information screens at bus stops in accordance budgets	2019	2020	● In progress	<b>TCC BOPRC</b>	In progress. Screens being rolled out.
<b>Infrastructure (planning)</b>	7	Adopt a bus stop improvements action plan, that includes: <ul style="list-style-type: none"> <li>• Design standards to be applied across the sub-region</li> <li>• Criteria to prioritise bus stops for improvements.</li> <li>• A prioritised list of bus stops for improvements.</li> </ul>	2019	2020	● In progress	<b>TCC WBOPDC BOPRC NZTA</b>	Improvements plan to be developed. Initial scoping underway.
	8	Investigate a new public transport interchange facility for Tauranga City Centre (to cater for increases in bus services and passengers).	2017	Early 2020	● Delayed	<b>TCC BOPRC NZTA</b>	Significant investigation work completed regarding future location. Decision on hold pending wider city centre work, the Te Papa Spatial Framework and the Urban Form and Transport Initiative.
	9	Investigate a new public transport interchange facility near Bayfair (to cater for increases in bus services and passengers)	2017	2019	● Delayed	<b>TCC BOPRC NZTA</b>	Two locations shortlisted. Modelling and analysis being completed. Report to Council expected late June (delayed due to Covid) seeking a decision on which option(s) to engage with the community and bus users on.
	10	Investigate a new public transport interchange facility in Brookfield.	2022	2022	● Upcoming	<b>TCC BOPRC NZTA</b>	Next stage of investigation budgeted for 2022.
	11	Monitor the effectiveness of the interim interchange at Hairini to determine whether further improvements to the interchange are required.	2019	2020	● In progress	<b>BOPRC</b>	Delayed due to Covid shutdown.
	12	Investigate suitable locations for the establishment of Park and Ride facilities.	2019	2020	● In progress	<b>TCC BOPRC NZTA</b>	Investigation completed. Next steps to be considered through the TSP.
	13	Develop an action plan that identifies and prioritises locations around bus stops and interchanges where pedestrian permeability, road safety and safety from crime needs to be improved.	2020	2020	● Upcoming	<b>TCC BOPRC</b>	To be included in scope of bus stop improvements plan.
	14	Monitor bus travel times to identify the causes of unreliable services	Ongoing	Ongoing	● Upcoming	<b>BOPRC</b>	

CATEGORY	NO.	ACTION	START DATE	COMPLETION DATE	STATUS	LEAD SUPPORTING	COMMENTS - 2019/20 Quarter 2 Ending 31 March 2020
<b>Infrastructure (planning)</b>	15	Adopt a secure cycle parking at public transport stops/interchanges action plan that: <ul style="list-style-type: none"> <li>Specifies design standards</li> <li>includes criteria to identify suitable interchanges/stops for providing secure cycle parking</li> <li>contains a prioritised list of interchanges/stops for providing secure cycle parking</li> </ul>	2019	2020	● Upcoming	TCC	To be included in scope of bus stop improvements plan.
	16	Enforce bus priority measures.	Ongoing	Ongoing	● Complete	TCC	Ongoing through the TTOC.
<b>Infrastructure (awareness, education)</b>	17	Run a campaign to educate road users how bus priority measures operate.	2022	2022	● Upcoming	BOPRC	
	18	Implement free school bus services across Tauranga.	2020	2020	● Complete	BOPRC	On-going monitoring of trial.
<b>Bus services and fleet (implementation)</b>	19	Extend operating hours in Tauranga for core bus services to 9pm Monday to Thursday and 11pm Friday and Saturday.	2022	2022	● Upcoming	BOPRC	
	20	Phase 3 timetable review (Western Suburbs, Pāpāmoa, Pyes Pa): Finalise and implement recommendations.	2019	Jun-20	● In progress	BOPRC NZTA	Delayed due to Covid shutdown.
	21	Extend City loop (CL) bus service to Greerton.	2022	2022	● Upcoming	BOPRC	Not due until 2022.
	22	Extend Ōmokoroa bus service to meet the Matakana barge.	2019	2019	● On hold	BOPRC	On hold.
	23	Implement Saturday bus services for Te Puke, Katikati and Omokoroa.	2022	2022	● On hold	BOPRC	Not due until 2022.
	24	Support community events with additional public transport services.	Ongoing	Ongoing	● In progress	BOPRC	Supported Waitangi Day 2020 in Tauranga Moana. Happy harbour fun day cancelled due to COVID-19 as were arrangements for Anzac.
	25	Upskill drivers' - continue compulsory annual driver training (minimum 4 hours) to continue to improve driver: <ul style="list-style-type: none"> <li>customer service skills</li> <li>driving skills</li> <li>disability awareness and support skills</li> </ul>	Ongoing	Ongoing	● In progress	BOPRC	
	26	Improve services to Tauranga tertiary education facilities from Rotorua, Whakatāne and Katikati/Omokoroa (will require joint funding from Tertiary providers)	2022	2022	● In progress	BOPRC	Not due until 2022.
	27	Improve readability of printed bus timetable.	2020	2020	● Upcoming	BOPRC	
	<b>Bus services and fleet (planning)</b>	28	Investigate the feasibility of a ferry service between Ōmokoroa and Tauranga.	2019	2020	● In progress	BOPRC NZTA
29		Complete the 3-yearly review of bus services in the Western Bay.	2022	Mid 2022	● Upcoming	BOPRC	Not due until 2022.
30		As transport hubs/interchanges are developed, review public transport routes that service the area to ensure the transport huboperations are optimised.	Ongoing	Ongoing	● On hold	BOPRC NZTA	On hold until transport hubs are developed.
31		Complete a review of vehicle size and make recommendations (as required) for varying the fleet size.	2019	2020	● Upcoming	BOPRC NZTA	
32		Annual review of Western Bay bus services to improve customer satisfaction and operational efficiency.	2019/20	Ongoing	● In progress	BOPRC NZTA	Survey scheduled in March 2020, postponed due to COVID-19, to be revisited post RITS implementation.

CATEGORY	NO.	ACTION	START DATE	COMPLETION DATE	STATUS	LEAD SUPPORTING	COMMENTS - 2019/20 Quarter 2 Ending 31 March 2020
<b>Infrastructure</b> <i>(awareness, education)</i>							
<b>Bus services and fleet</b> <i>(awareness, education)</i>	33	Promotional campaigns to get more people using public transport. Focused on quality of services and routes with bus priority.	2020	Ongoing	● In progress	<b>BOPRC</b>	Revised communication strategy needed in light of COVID-19 and uncertainty around alert levels and scenarios.
<b>Ticketing and fares</b> <i>(implementation)</i>	34	Implement the Regional Integrated Ticketing System (Bee Card). The Bee Card is a new travel card that will replace existing bus travel cards on all Bay Hopper services across the Bay of Plenty. Passengers can top up the card and use it to pay for bus travel on any Bay Hopper services in the Bay of Plenty.	2018	2019	● Delayed	<b>BOPRC</b>	RITS go-live scheduled from 1 July 2020 (20 July in Rotorua / Whakatāne and a week later in Tauranga).
	35	Establish Bee Card issue, balance and reload facilities at a minimum of 5 locations across Western Bay. Bee Cards will also be able to be issued and reloaded on all buses.	2020	2020	● In progress	<b>BOPRC</b>	BOPRC has established a dedicated customer contact team to support in-person, telephone, and website enquiries. Customers will be able to purchase prepaid bee-cards at selected retail outlets.
	36	Bee Card issue, reload, transaction and balance enquiries are available online.	2019	2020	● In progress	<b>BOPRC</b>	RITS go-live scheduled from 1 July 2020
	37	Implement Ridewise (electronic operating and records system for Total Mobility Scheme)	2018	2019	● Complete	<b>BOPRC</b>	Complete
	38	Extend SuperGold Card weekday travel hours concession	Now	Jun-20	● Complete	<b>BOPRC</b>	Complete
<b>Ticketing and fares</b> <i>(planning)</i>	39	Engage with key stakeholders to identify best locations for Bee Card balance and reload facilities. Bee Cards will also be able to be issued and reloaded on all buses	2020	2020	● In progress	<b>BOPRC</b>	The project team are identifying additional retail locations.
	40	Investigate new fare zone structure for urban centres <ul style="list-style-type: none"> <li>Review fare costs, with the aim to strike a balance between incentivising use and recovering some operational costs through fares.</li> <li>Investigate new fare products, which may be more feasible under the new ticketing system.</li> </ul>	2019	2021	● In progress	<b>BOPRC NZTA</b>	High level regional fare review underway and will be consulted on through the next Long Term Plan 2021-2031.
<b>Ticketing and fares</b> <i>(awareness, education)</i>	41	Launch major awareness campaign to make people aware of the new Bee Card ticketing system, it's advantages and how to use it.	Late 2019	Ongoing	● In progress	<b>BOPRC</b>	RITS national bee-card campaign scheduled to launch in June 2020. Also cash-free payment system available.
	42	Awareness campaign targeted on promoting online/phone Bee Card services.	2020	2020	● In progress	<b>BOPRC</b>	RITS national bee-card campaign scheduled to launch in June 2020. Also cash-free payment system available.

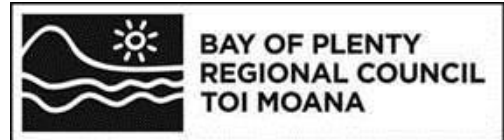
CATEGORY	NO.	ACTION	START DATE	COMPLETION DATE	STATUS	LEAD SUPPORTING	COMMENTS - 2019/20 Quarter 2 Ending 31 March 2020
<b>Customer service and reporting</b>	43	Investigate whether passengers are aware of the feedback channels available. Continue existing awareness campaigns and if necessary, initiative new ongoing awareness campaigns.	2021	2021 Ongoing	● Upcoming	<b>BOPRC</b>	Revised communication strategy needed in light of COVID-19 and uncertainty around alert levels and scenarios.
	44	Maintain and improve processes to respond to passenger feedback.	Ongoing	Ongoing	● Upcoming	<b>BOPRC</b>	A dedicated customer contact team has been established at BOPRC, and additional PT Support resourcing put in place to support customer complaint resolution.
	45	Replace the current call centre contract (to improve the level of customer service)	2019	2019	● In progress	<b>BOPRC</b>	A dedicated customer contact team has been established at BOPRC and the Corporate Connect call centre contract will end in July 2020.
	46	Review and where practical streamline data sources used for performance reporting.	2020	2020	● In progress	<b>BOPRC</b>	Work continues on BOPRCs PT Information Management roadmap.
	47	Create an automated monthly performance report.	2020	2020	● In progress	<b>BOPRC</b>	PT Arotake (performance monitoring report) has been created and reported quarterly to PTC. A business intelligence dashboard has been created incorporating patronage data, customer complaints.
	48	Continue to ensure all stakeholders and general public are provided with accurate and timely information about public transport related milestones and upcoming events that can affect public transport operations, such as: first electric buses start operating	Ongoing	Ongoing	● In progress	<b>BOPRC</b>	PT Arotake is publicly available on the BOPRC website. Also press releases are produced as required.
	49	AIMS GamesWorld Car Free Day	Ongoing	Ongoing	● Complete	<b>BOPRC</b>	Complete
<b>Bus services and fleet</b> <i>(planning)</i>							
<b>Infrastructure</b> <i>(planning)</i>							
<b>Ticketing and fares</b> <i>(planning)</i>							
<b>Customer service and reporting</b>	50	Review of the RPTP policies and implementation plan	2021	2022	● Upcoming	<b>BOPRC NZTA</b>	Review of RPTP scheduled to begin second half of 2021 (after RLTP, UFTI, TSP, Mode Shift Plan and PT reviews are completed).
<b>Other</b>	51	Develop a forecasting model for public transport, active modes and private vehicles that can be used to model the impacts on travel habits of potential projects.	2017	2022	● Upcoming	<b>TCC NZTA</b>	Model build and testing on programme. Available and being used for major PT projects including city wide intensification, Te Papa, Te Tumu and Arataki bus facility.

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



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[baybus@corporateconnect.co.nz](mailto:baybus@corporateconnect.co.nz)



**Report To:** Public Transport Committee  
**Meeting Date:** 22 May 2020  
**Report From:** Mat Taylor, General Manager, Corporate

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## **Regional Integrated Ticketing Solution and Fare Collection Reinstatement COVID-19**

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### **Executive Summary**

The purpose of this report is to update the Public Transport Committee on the Regional Integrated Ticketing Solution (RITS) which is Council's replacement bus ticketing system.

The RITS regional consortium Project Team has developed a more accelerated delivery plan which it has discussed with Council staff, bus operators and Waka Kotahi NZTA. This involves the removal of the existing ticketing hardware and installation of RITS in May/June 2020, while public transport is operating under COVID-19 Alert Level 2, and during the fare-free period approved by Waka Kotahi NZTA to 30 June 2020.

Waka Kotahi NZTA expects fare collection to resume as soon as possible, post Alert Level 3, and is encouraging regions to confirm plans for the safe reinstatement of fare collection.

This report provides the Public Transport Committee information that aligns highlights that Council's bus fare collection reinstatement with the scheduled implementation of RITS in the Bay of Plenty in July 2020, although further consideration of cash-handling on buses is required.

Waka Kotahi NZTA is highly supportive of accelerating the implementation of RITS. The full details for funding any potential revenue loss as a result of RITS are still being worked through. In addition, Waka Kotahi NZTA's funding position on COVID-19 Alert Level 2, and fare loss funding post 30 June 2020 is still to be clarified. The RITS project implementation risks are reduced by the expected low patronage due to COVID-19 alert levels, physical distancing requirements, constraints on maximum loadings, and customer behaviour.

### **Recommendations**

**That the Public Transport Committee:**

- 1 Receives the report, Regional Integrated Ticketing Solution and Fare Collection Reinstatement COVID-19;**
- 2 Notes the early installation of the Regional Integrated Ticketing Solution in the Bay of Plenty, commencing in late May 2020 with the removal of the existing**



- ETS/HTS hardware and the installation from 1 June of the RITS hardware by on the Rotorua, Eastern Bay, Regional and Tauranga bus services.**
- 3 Notes the accelerated RITS go-live dates which are Rotorua/Eastern Bay/Regional services on 20 July 2020 and Tauranga on 27 July 2020.**
  - 4 Endorses the reinstatement of fare collection across Bay of Plenty public transport bus services, to align with the accelerated implementation of RITS as set out in this paper.**
  - 5 Notes that staff continue to work with bus operators to review cash-handling procedures on buses in light of COVID-19 and that advice is yet to be received from Ministry of Health, Ministry of Transport, and Waka Kotahi NZTA.**
  - 6 Endorses the consideration of cash fares reinstatement and cash top-ups on buses, following the implementation of RITS, is set out in this report.**
  - 7 Approves the extension of the child fare concession from the 16<sup>th</sup> birthday to the 19<sup>th</sup> birthday.**

## **1 Introduction**

The purpose of this report is to update the Public Transport Committee on the Regional Integrated Ticketing Solution (RITS) which is Council's replacement bus ticketing system.

Council's previous RITS implementation date was circa October 2020 and COVID-19 has caused further delays. Consequently the RITS Project has developed a more accelerated delivery plan which it has discussed with Council staff, bus operators and Waka Kotahi NZTA.

The accelerated RITS delivery involves the removal of the existing ticketing hardware and installation of RITS, while public transport is operating under COVID-19 Alert Level 2, and during the fare-free period approved by Waka Kotahi New Zealand Transport Agency (NZTA) to 30 June 2020.

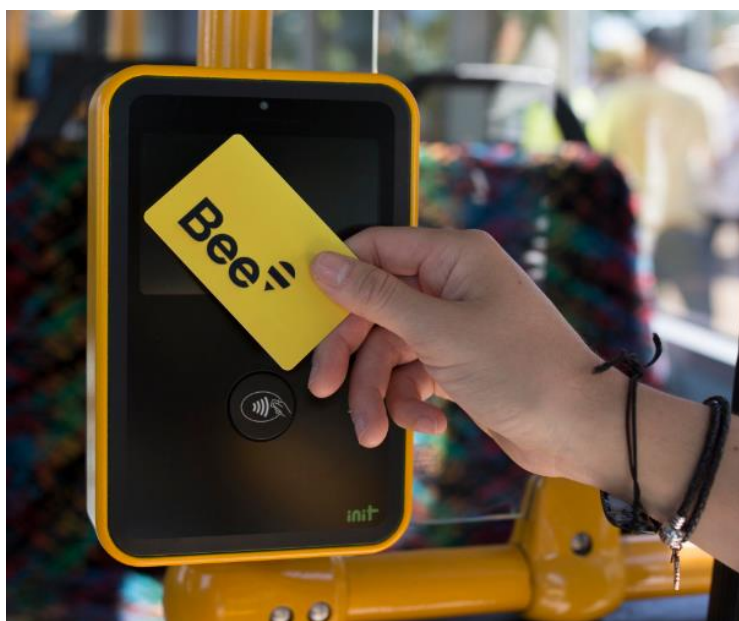
Waka Kotahi NZTA expects fare collection to resume as soon as possible, post Alert Level 3, and is encouraging regions to confirm plans for the safe reinstatement of fare collection. Therefore Council seeks endorsement from the Public Transport Committee to align its bus fare collection reinstatement with the scheduled implementation of RITS in the Bay of Plenty.

## **2 Bus Ticketing – RITS**

The RITS Project accelerated delivery plan involves the installation of the RITS bus ticketing hardware and the progressive reinstatement of fare collection across Councils from 1 July 2020.

In order to meet this deadline and optimise the likely scenario of lower patronage due to COVID-19, the RITS hardware installations commenced on 11 May in Invercargill and Otago Regional Councils due to their proximity to the installation teams. Waikato Regional Council is scheduled for the week of 25 May.

Bay of Plenty Regional Council will commence the removal of the existing ticketing equipment in late May 2020, with installation of the RITS hardware scheduled for the week of 1 June. The RITS Bee Card is scheduled to ‘go-live’ in Rotorua/Eastern Bay/Regional Services on 20 July and in Tauranga on 27 July.



## 2.1 RITS and Fare Collection Reinstatement

Once Council has removed the existing hardware (HTS/ETS) from its bus services, it will not be possible to reinstate fare collection until RITS is operational. While this presents a fare revenue risk for Council, this will be managed by:

- Support from Waka Kotahi NZTA for the accelerated delivery of RITS.
- Clarification of funding from Waka Kotahi NZTA for fare-losses due to COVID-19 post 30 June 2020.
- Low patronage forecasts as a result of COVID-19 (Alert Level 2 physical distancing requirements, constraints to maximum loadings on buses, customer behaviour); and
- Retention of existing ticketing equipment until RITS is fully operational.

Consequently Bay of Plenty Regional Council’s bus fares collection will be progressively and safely reinstated across the region to align with the RITS roll-out, as proposed in the following table.

BOPRC BUS SERVICE	OPERATOR	TICKETING SOLUTION	FARE COLLECTION REINSTATEMENT INDICATIVE DATE
<b>Rotorua</b>	Ritchies	Bee Card	20 July 2020
<b>Eastern Bay</b> (Kawerau, Ōpōtiki, Whakatāne, Ōhope)	Uzabus	Bee Card	20 July 2020

<b>Katikati/Ōmokoroa</b>	Uzabus	Bee Card	20 July 2020
<b>Tauranga</b>	NZ Bus	Bee Card	27 July 2020
<b>Tauranga Schools</b>	NZ Bus	School buses which are integrated with urban services will have Bee Card. The stand-alone school buses will not have electronic ticketing equipment.	27 July 2020 although fare-free schools trial in 2020

## 2.2 Other Services and Fare Collection Reinstatement

Several regional/trial bus services operate without electronic ticketing equipment and use a manual count system. Prior to the COVID-19 lock-down, customers would pay for their bus fares using cash.

As part of the RITS Project, these services were planned to remain without RITS ticketing equipment whilst the Council focused on implementing RITS in the main centres.

Council therefore, plans to reinstate fares on these services *following the roll-out of RITS* and it will implement a contactless cash-handling solution as required.

<b>BOPRC BUS SERVICE</b>	<b>OPERATOR</b>	<b>TICKETING SOLUTION</b>	<b>FARE COLLECTION REINSTATEMENT INDICATIVE DATE</b>
<b>Tertiary Services</b> (Whakatāne to Tauranga, Katikati to Tauranga)	Uzabus	Buses which are integrated with regional service will have Be Card. Remaining buses will not have electronic ticketing equipment.	Post-RITS – may require installation of a contactless cash-handling solution although fare-free tertiary services trial in 2020.
<b>Tertiary Services</b> (Rotorua to Tauranga, Tauranga to Rotorua, Murupara to Rotorua)	Ritchies	Buses which are integrated with regional service will have Bee Card. Remaining buses will not have electronic ticketing equipment.	Post-RITS – may require installation of a contactless cash-handling solution although fare-free tertiary services trial in 2020.
<b>Katikati/Waihi Beach</b>	ND Kiwi	No electronic ticketing equipment	Post-RITS – may require installation of a contactless cash-handling solution.
<b>Matata</b>	Uzabus	No electronic ticketing equipment	Post-RITS - may require installation of a contactless cash-handling solution.
<b>Pōtaka</b>	Uzabus	No electronic ticketing equipment	Post-RITS – may require installation of a contactless cash-handling solution.
<b>Ruatāhuna</b>	Richies	No electronic ticketing equipment	Post-RITS – may require installation of a contactless cash-handling solution.

### 2.3 Cash-handling on buses

In light of COVID-19, Council has been reviewing its cash handling procedures with bus operators and exploring solutions to enable contactless cash-handling on its bus services such as a cash-box, the cost of which ranges from \$500 to \$1000 per unit.

The RITS Project provides an opportunity to safely remove cash from buses, and to reduce passenger / driver contact which is currently not possible. However as noted above, Council will still need to determine the most appropriate form of ticketing and payment for the regional/trial services which are not currently part of the RITS roll-out.

There is no statutory obligation to accept cash on the buses as a form of payment for fares and for RITS Bee Card top-ups. Council understands that the Ministry of Health (MoH) and the Ministry of Transport (MoT) are preparing policy for public transport services in regards to cash-handling.

Staff seek endorsement from the Public Transport Committee to reinstatement cash as a form of payment on Council's bus services, *following the successful roll-out of RITS*.

This approach will enable staff to focus on the accelerated RITS delivery, and ensures Council has sufficient time to consider a consistent and safe approach to cash-handling across the bus network, informed by advice from MoT and MoH.

### 2.4 Bee Card Registrations

From 15 June 2020, customers will be able to acquire a Bee Card from the dedicated Bee Card website, at retail outlets, and via Council's customer contact centre.

Customers need to register their cards online to access Council's travel concessions. The process for registering for Super Gold Card and child concessions is very straight forward. Council are working with tertiary providers to develop the process to implement the concession for tertiary students.

Registration of Bee Cards is very important in light of COVID-19 as it supports Council's contact tracing system.

### 2.5 Fare Policy – Child Concession

Concession fares apply to the following groups:

- Children aged 5 - 15 years
- Secondary school students (with valid student identification)
- Tertiary students (with valid student identification, institution must be NZQA registered)
- NZ SuperGold card peak-time travel

The Council's existing child concession is set from five years old until their 16<sup>th</sup> birthday. This concession will be automatically implemented based on their birth date when a child's Bee Card is registered via the Bee Card website.

An original RITS design requirement was for the Bee Card website to allow for school children up to their 19<sup>th</sup> birthday to receive the child concession. This approach has been taken by Councils who have gone 'live' with RITS (Northland and part of Horizons). Waikato Regional Council has also extended their child concession policy to their 19<sup>th</sup> birthday.

Staff recommend to extend the child concession fare through to the child's 19 birthday. When a child turns 19, their concession will automatically be removed by the system and fare charging will revert to the adult rates (unless they can demonstrate they are still attended a school).

## 2.6 Communications and Customer Contact

Supporting the RITS accelerated delivery is a national communications campaign to help raise awareness of the changes and to promote the benefits of the new solution.

In addition Council has established a dedicated internal customer contact centre which will support the transition of customers to the new Bee Card from 15 June 2020. **There will also be a comprehensive marketing campaign.**

Due to the accelerated delivery of RITS, Council now expects higher than planned numbers of existing smart-card holders requesting balance transfers to their Bee Card.

## 2.7 Risks

The primary objective of the proposal to accelerate the implementation of RITS is to mitigate the health and safety risk of reverting to charging fares under the existing ticketing system, and transmission risk associated with passenger / driver interaction and cash handling on buses. The approach creates implementation risk due to the reduction in time between each Council's 'go-live' (i.e. changing the current roll out process) and revenue risk (not being able to charge fares for a short period of time).

Implementation risk already exists and was being managed in the pre COVID-19 roll out process. That risk is not materially different, a progressive roll-out of RITS across the Councils allows for ongoing testing and a review as Councils progress through implementation. The system readiness risk still remains, the regions would not go live until their specific requirements and testing are complete.

Revenue risk is mitigated by the expected lower patronage and the scenario under Alert Level 2, that revenue will be significantly lower than pre COVID-19 levels. As noted above, Councils have sought clarification from Waka Kotahi NZTA as to their funding for fare-revenue losses as a result of COVID-19, post 30 June 2020.

## 2.8 Next Steps

The next steps include but are not limited to:

- Agreement with Waka Kotahi NZTA and bus operators will be confirmed.
- INIT / Newlands (software developer) will be instructed to begin the installation.
- The BOP RITS Project Team will continue to work on the deployment schedule timeline and process.

- Communications messaging to the general public and targeted messaging will start from 15 June 2020.
- Staff will provide regular updates on the transition to the Bee Card solution via the Public Transport Committee newsletter. A full report will be provided at the next Committee meeting.

### **3 Budget Implications**

The main financial consideration is that fares will not be reinstated until the initiation of the new RITS ticketing system in the Bay of Plenty.

Waka Kotahi NZTA is highly supportive of accelerating the implementation of RITS although the full details for funding any potential revenue loss as a result is still being worked through. This risk is reduced by the expected lower patronage over that time due to COVID-19 alert levels, physical distancing requirements, constraints on maximum loadings, and customer behaviour.

Waka Kotahi NZTA is currently underwriting the fare revenue loss during COVID Levels 3 and 4 until 30 June for those levels. NZTA's funding position on COVID-19 Alert Level 2, and fare loss funding post 30 June 2020 is still to be clarified.

Due to the forecast lower patronage from 1 July 2020 and for the following 6 or so months, forecast revenue is likely to be impacted for the remainder of the calendar year. If the revenue loss due to COVID-19 reverts to the standard funding arrangement, Council will retain up to half of that revenue loss based on modelling 43% patronage through to 31 March 2021. Council has available targeted rates reserves to cushion the impact of COVID-19 post 1 July 2020.

### **4 Community Outcomes**

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

Debbie Hyland  
**Finance & Transport Operations Manager**

**for General Manager, Corporate**

**19 May 2020**

