

Public Transport Committee

NOTICE IS GIVEN

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

Friday, 11 May 2018 commencing at 9.30 am.

Mary-Anne Macleod
Chief Executive
4 May 2018



Public Transport Committee

Terms of Reference

The Public Transport Committee has the core function of implementing and monitoring Regional Council public transport strategy and policy.

Delegated Function

To set the operational direction for approved Regional Council public transport policy and strategy and monitor how it is implemented. This will be achieved through the development of specific operational decisions which translate policy and strategy into action.

Membership

- Eight councillors (one of whom will be the Chair and one of whom will be the Deputy Chair) and the Chairman as ex-officio; and
- One representative from Tauranga City Council, one representative from Rotorua Lakes Council and one representative from Western Bay of Plenty District Council.

Quorum

In accordance with Council standing order 10.2, the quorum at a meeting of the committee is not fewer than four Regional Council members of the committee.

Term of the Committee

For the period of the 2016-2019 Triennium unless discharged earlier by the Regional Council.

Meeting frequency

At least quarterly, or as frequently as required.

Specific Responsibilities and Delegated Authority

The Public Transport Committee is delegated the power of authority to:

- Approve and review the Bay of Plenty Regional Public Transport Plan.
- Approve, implement, monitor and review operational public transport policy and plans and enter into contracts on matters within its terms of reference, provided that the exercise of this power shall be subject to a total financial limit of \$200,000 per decision and within the allocation of funds set aside for that purpose in the Long Term Plan or Annual Plan or as otherwise specifically approved by Council.
- Receive reporting on the performance of the Passenger Transport Activity.

Note:

- The Public Transport Committee reports to the Regional Council.

The Public Transport Committee is not delegated the authority to develop, approve or review strategic policy and strategy, other than provided for within these Terms of Reference.

Public Forum

1. A period of up to 15 minutes may be set aside near the beginning of the meeting to enable members of the public to make statements about any matter on the agenda of that meeting which is open to the public, but excluding any matter on which comment could prejudice any specified statutory process the council is required to follow.
2. The time allowed for each speaker will normally be up to 5 minutes but will be up to the discretion of the chair. A maximum of 3 public participants will be allowed per meeting.
3. No statements by public participants to the Council shall be allowed unless a written, electronic or oral application has been received by the Chief Executive (Governance Team) by 12.00 noon of the working day prior to the meeting and the Chair's approval has subsequently been obtained. The application shall include the following:
 - name of participant;
 - organisation represented (if any);
 - meeting at which they wish to participate; and matter on the agenda to be addressed.
4. Members of the meeting may put questions to any public participants, relevant to the matter being raised through the chair. Any questions must be asked and answered within the time period given to a public participant. The chair shall determine the number of questions.

Membership

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

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

Agenda

- 1 Apologies**
- 2 Public Forum**
- 3 Acceptance of Late Items**
- 4 General Business**
- 5 Confidential Business to be Transferred into the Open**
- 6 Declarations of Conflicts of Interests**
- 7 Previous Minutes**
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Resolution to exclude the public

THAT the public be excluded from the following parts of the proceedings of this meeting.

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

General Subject of Matter to be Considered	Reason for passing this resolution in relation to this matter	Grounds under Section 48(1) LGOIMA 1987 for passing this resolution
9.1 Public Excluded Public Transport Committee Minutes - 9 February 2018	Please refer to the relevant clause in the open meeting minutes.	Good reason for withholding exists under Section 48(1)(a)
9.2 Regional Integrated Ticketing System Update	To carry out commercial and industrial negotiations	Good reason for withholding exists under Section 48(1)(a)
9.3 Waihi Beach Service Update	To protect the commercial position of an individual	Good reason for withholding exists under Section 48(1)(a)

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10 Confidential Business to be Transferred into the Open

11 Readmit the Public

12 Consideration of General Business

Previous Minutes

Minutes of the Public Transport Committee Meeting held in Mauao Rooms, Bay of Plenty Regional Council Building, 87 First Avenue, Tauranga on Friday, 9 February 2018 commencing at 9.30 a.m.

Present:

Chairman: L Thurston

Deputy Chairman: N Bruning

Councillors: P Thompson, J Nees, S Crosby, K Winters

Appointees: T Molloy (Tauranga City Council (TCC)), M Gould (Alternate, Rotorua Lakes Council (RLC))

In Attendance: Bay of Plenty Regional Council (BOPRC): F McTavish (General Manager, Strategy and Science), M Taylor (General Manager, Corporate Performance), G Maloney (Transport Policy Manager), Y Tatton (Governance Manager), J Metcalfe (Senior Transport Planner), M Furniss (Senior Transport Operations Officer), M Winters (Transport Operations Officer), J Proctor (Transport Operations Officer), S Neate (Transport Marketing Advisor), J Durham (Committee Advisor)

BOPRC Councillors: J Cronin, D Love, and M McDonald

TCC: M Parkes (Transport Operations Manager), C Cassidy (Transport Planner), Christine Jones (General Manager Growth and Infrastructure Services)

New Zealand Transport Agency (NZTA): I Herbert (Senior Transport Planner), C O'Keefe (Principal Planning Advisor), G Stephen (B2B Project Manager), J McCarthy (Project Manager, Team Leader)

Public Forum: S McArthur (Greater Tauranga)

Apologies: Councillors: A von Dadelszen (BOPRC) and D Thwaites (Western Bay of Plenty District Council (WBOPDC)), N Bruning for lateness, and S Crosby and T Malloy for early departure.

Absent: Councillors: T Tapsell (RLC)

Welcome

The Chair extended a welcome to all those present.

1 Apologies

Resolved

That the Public Transport Committee:

- 1 Accepts the apologies tendered at the meeting by Councillors: N Bruning for lateness, S Crosby and T Malloy for early departure, and A von Dadelszen and D Thwaites for absence.

Thurston/Winters
CARRIED

Chair's Announcement

The Chair announced agenda item 7.1 would be heard next, to accommodate other commitments of the external presenter.

2 Reports

2.1 Bayfair Interchange Developments

Refer Objective ID A2805398 for presentation.

Martin Parkes (Transport Operations Manager, TCC), Clare Cassidy (Transport Planner, TCC), and Joe Metcalfe (Senior Transport Planner, BOPRC) updated Members on progress of the Bayfair Interchange Development Project, along with the challenges and delays it was facing.

Key points raised were:

- In January 2018 Bayfair/AMP withdrew their agreement to the original location of the interchange, due to concerns raised in a safety audit, and their redevelopment plans.
- Since then TCC, NZTA, and BOPRC had considered alternative locations, including a temporary interchange on Farm Street for the next 12 months (approximately) while a permanent interchange was developed.
- Alternative locations under consideration for the permanent interchange were 40 metres north of the original location on Farm Street, and Baypark.
- The alternative location on Farm Street presented challenges.
- Baypark looked to have future merit; the idea was supported by Bay Venues Limited, could potentially be developed into a Park'n'Ride, and had further development opportunities. Conversely, an interchange at Baypark would still require an interchange at Bayfair.
- Members suggested an express route from Bayfair/Baypark into downtown Tauranga.

Members sought clarification on the following points:

- Bayfair/AMP's withdrawal of agreement to the original location of the interchange was given in accordance with the notice period set out in the current Agreement.
- An interchange at the front of Bayfair would not be feasible with the permanent close of access via Girven Road and risk to pedestrians from buses navigating the carpark.
- The timing around the development of a multimodal Tauranga transport model (being progressed by partners), with current and future models accounting for proposed and planned land use change in the Pāpāmoa/Arataki/Mount corridor.

Resolved

That the Public Transport Committee:

- 1 **Receives the report, Bayfair Interchange Developments;**

**Winters/Nees
CARRIED**

3 Public Forum

3.1 Sue McArthur, Greater Tauranga

Refer Objective ID A2807727 for presentation.

Sue McArthur (Farm Street Resident and Editor of Greater Tauranga) outlined to Members her position on the proposed interchange on Farm Street, namely:

- Opposed to Farm Street being used as a main bus route due to having substantial traffic congestion issues as is, and its designed purpose as a residential street.
- Concerned with the safety of students crossing Farm Street, and the resultant increased number of students if an interchange was introduced.
- Suggested an unreliable bus timetable would result due to traffic delays, causing a reduced uptake of public transport.
- Noted the current bus shelters on Farm Street were insufficient.
- Concerned with heavy vehicles using Farm Street to access the Bayfair redevelopment.
- Dedicated bus lanes were needed.

Ms McArthur suggested mitigation as follows:

- Permanent bollards be installed on Farm Street to stop rat running.
- Removal of all access to and from Bayfair from Farm Street.

- Installation of additional cycle paths along Farm Street – it was suggested residents of Farm Street would consider the loss of some street parking to allow this.

4 **General Business**

Nil

5 **Declaration of conflicts of interest**

Nil

6 **Previous Minutes**

6.1 **Public Transport Committee minutes - 23 November 2017**

Correction

Item 7.1 of the minutes be amended to read:

“A query was raised regarding the road widening works at Welcome Bay roundabout and Turret Road/Fifteenth Avenue and whether any initiative could be investigated to ~~relive~~ relieve impacts on traffic.”

Matters arising

In relation to reducing emissions as stated in point 1 of item 5.1, Members were advised Climate Change Action Plans were being developed amongst TLAs and Regional Councils across the country, and a report regarding same would be going to the Regional Direction and Delivery Committee at the end of the financial year.

Regarding item 6.1, Members were advised NZTA would report back on the National Port study in due course.

Fiona McTavish (General Manager, Strategy and Science, BOPRC) updated Members on progress in relation to item 6.8, confirmed she had met with the Chief Executive of Priority One, who were now communicating with businesses to promote the use of public transport to employees.

Resolved

That the Public Transport Committee:

- 1 **Confirms the Public Transport Committee minutes - 23 November 2017 as a true and correct record.**

**Winters/Crosby
CARRIED**

7 Reports Continued

7.1 Tauranga Programme Business Case

Refer Objective ID A2808001 for presentation.

Ian Herbert (Senior Transport Planner, NZTA), Christine Jones (General Manager Growth and Infrastructure Services, TCC) and Joe Metcalfe (Senior Transport Planner, BOPRC) presented TCC's Tauranga Transport Programme Business Case to Members and sought opinion on the direction.

Attendance

Cr Malloy exited the room at 10.10am

The business case looked to address three problems; transport relying on limited key routes, responses to growth that reinforced private transport, and the disproportionately high number of deaths and serious injuries involving vulnerable road users (pedestrians, cyclists, mobility scooters, motorbikes). Four objectives with KPI measures were developed which would see improved safety on a multimodal, lower emission, resilient and reliable transport system.

Attendance

Cr Malloy re-entered the room at 10.17am

Cr Bruning joined the meeting at 10.21am

In response to the problems and objectives, eleven programmes were developed and put through a multi-criteria analysis, then shortlisted and further developed to become shortlisted programmes 2, 8, and 9.

Programme 2 continued with planned investments and forecasted significant network deterioration from 2031.

Programme 8 mostly continued with planned investments but further invested in public transport, walking and cycling infrastructure, increased vehicle occupancy, and travel demand management. It also required an increase in budget and was the recommended programme.

Programme 9 mainly continued with planned investments with increased investment in road capacity improvements and had some investment in public transport, walking and cycling infrastructure, increased vehicle occupancy, and travel demand management in order to increase the service for private vehicles. Programme 9 required the largest budget but did not have the best cost-benefit ratio.

Key points discussed by Members were:

- Western Bay Transport Programme Business Case to be included in future Agendas.
- Goals for emission reduction and public transport uptake were not ambitious enough, and concern was raised that new technology and central government's focus on rail were not addressed in the business case.
- Concerned TCC's LTP consultation (in June/July) would not go into enough detail on the business case.

- The business case aligned with the Western Bay of Plenty Public Transport Blueprint in most areas, except the expenditure from Year 4 was higher than indicated in the Blueprint/Long Term Plan.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Tauranga Programme Business Case;**
- 2 Agrees to the preferred programme for the Tauranga Programme Business Case outlined in this report to be issued for public consultation through Tauranga City Council's 2018 - 2028 Long Term Plan and 30 year Infrastructure Strategy.**
- 3 Notes that agreeing to the Tauranga Programme Business Case preferred programme for consultation does not represent a formal financial commitment by Regional Council.**

**Gould/Crosby
CARRIED**

Adjournments

Meeting adjourned at 10.57am and reconvened at 11.16am

Attendance

Cr Malloy left the meeting during the adjournment

7.2 Tender Award Process - Western Bay of Plenty Bus Service Tender

Mike Furniss (Senior Transport Operations Officer, BOPRC) and Garry Maloney (Transport Policy Manager, BOPRC) recommended Council delegate to the Chief Executive the power to award the contract decision of the Western Bay of Plenty Bus Service, provided specifications were met and the tender fell within the 2018-2028 draft Long Term Plan Budget.

Staff clarified the Chief Executive's current delegation was \$400,000.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Tender Award Process - Western Bay of Plenty Bus Service Tender.**
- 2 Endorses the proposed tender award process for the Western Bay of Plenty Bus Service Tender.**

That the Public Transport Committee recommends that the Regional Council:

- 1 Approves the Western Bay of Plenty Bus Service proposed tender award process set out in this paper and delegates authority to the Chief Executive to receive the Tender report and award the contract, conditional to the tender**

specifications being met, and the tendered price being within the 2018 – 2028 Draft Long Term Plan budget.

- 2 Notes that if these conditions are not met, the Tender report and the contract award decision shall be bought to Council (at a time and date to be determined).**

**Winters/Bruning
CARRIED**

7.3 Rotorua CCTV

Jen Proctor (Transport Operations Officer, BOPRC) and Garry Maloney (Transport Policy Manager, BOPRC) outlined to Members the reasoning behind the recommendation to install CCTV cameras on 20 Rotorua buses, namely:

- To improve health and safety outcomes by discouraging theft, assault and other criminal activity.
- An 11% drop in perceived passenger safety (User Satisfaction Survey).
- To align with features of the Tauranga network commencing December 2018.

Members clarified:

- Cameras would be visible to the public and a sticker indicating CCTV was operating would be on the side of each bus.
- CCTV feeds would be stored on a hard drive on the bus with operations personnel able to request a specific time and day of footage.
- The contractor, Reesby Rotorua Ltd, had indicated a contribution of \$10-\$14k in funding towards the initiative.
- The current contract would lapse in 2024. Staff had not considered what would happen with the cameras at that time, given favourable new technology may be available.
- Similar technology was widely used in Auckland, Wellington and Christchurch public transport services. Staff would investigate if the introduction of CCTV on those services had shown a corresponding increase in perceived safety.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Rotorua CCTV.**
- 2 Endorses the procurement of CCTV on Rotorua Cityride urban buses.**
- 3 Notes that the costs are currently unbudgeted and the implementation cost is estimated to be approximately \$164,000 with the operational cost to be funded from targeted rates being approximately \$21,300 per year.**
- 4 Notes that the operator, Howick & Eastern, is prepared to co-invest up to 10% of the installation cost up to \$14,000.**

That the Public Transport Committee recommends that the Regional Council:

- 1 Agrees to implement and fund CCTV on Rotorua Cityride urban buses from the start of the 2018/19 financial year at an estimated cost of approximately \$164,000 with the operational cost to be funded from targeted rates being approximately \$21,300 per year.**

**Winters/Gould
CARRIED**

7.4 Passenger Wi-Fi

Melissa Winters (Transport Operations Officer, BOPRC) and Garry Maloney (Transport Policy Manager, BOPRC) updated Members on the success of the two month passenger Wi-Fi trial on six Tauranga and six Rotorua buses since December 2017.

Members noted it was well received, a valuable addition to the customer experience and now an expected feature.

Members clarified that Wi-Fi would continue until the new Contractor was decided.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Passenger Wi-Fi.**
- 2 Endorses Option 2 in the report “Passenger Wi-Fi” to deliver Wi-Fi on Rotorua and Eastern Bay bus services (excluding Ruatahuna, Matata and Potaka).**
- 3 Notes that the costs of Option 2 are currently unbudgeted and the estimated implementation cost is approximately \$69,500 with the operational cost to be funded from targeted rates being approximately \$33,500 per year.**

That the Public Transport Committee recommends that the Regional Council:

- 1 Agrees to implement and fund passenger Wi-Fi on Rotorua and Eastern Bay bus services (excluding Ruatahuna, Matata and Potaka) from the start of the 2018/19 financial year at a cost of approximately \$69,500 with the operational cost to be funded from targeted rates being approximately \$33,500 per year.**

**Winters/Gould
CARRIED**

7.5 Waihi Beach Trial Service

Melissa Winters (Transport Operations Officer, BOPRC) and Garry Maloney (Transport Policy Manager, BOPRC) discussed the Waihi Beach Trial Service with Members, highlights included:

- A steady increase in usage as word of the service spread and confidence grew.
- Great feedback had been received and a second day for the service (on Tuesdays) was requested.

- Students were using the service to get from school to surf lifesaving activities.
- The fare return was comparable to other rural services and was funded through general rates but would become a targeted rate in the Draft LTP. Staff had initiated discussions with NZTA and Waikato Regional Council on process and funding issues.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Waihi Beach Trial Service.**
- 2 Agrees that the current configuration of the Waihi Beach trial passenger transport service has been successful and endorses its continuation and expansion to two days a week.**

That the Public Transport Committee recommends that the Regional Council:

- 1 Agrees to make the Waihi Beach trial service permanent and extend it to two days of operation per week from 1 July 2018, at an estimated total cost of \$41,600 per annum.**

**Nees/Bruning
CARRIED**

7.6 Public Transport Promotional Activity

Refer Objective ID A2808003 for video presentations.

Simon Neate (Transport Marketing Advisor, BOPRC) and Garry Maloney (Transport Policy Manager, BOPRC) updated Members on the previous three months of promotional activity and upcoming promotions.

Members noted the success of the free travel on Rotorua's Cityride buses on Saturday 3 February for the Te Aka Mauri Open Day which saw an additional 1,350 passengers using public transport, a 100% increase from the Saturday prior.

Members requested a discussion be held on the best way to promote the new bus network, specifically how to reach every household.

Fiona McTavish (General Manager, Strategy and Science, BOPRC) would present a report discussing guidelines where staff could assess events against criteria to consider if Council were to support an event by providing free public transport.

Attendance

Cr Thompson exited the room at 11.39am

Cr Crosby left the meeting at 11.39am

Resolved

That the Public Transport Committee:

- 1 Receives the report, Public Transport Promotional Activity.

Gould/Winters
CARRIED

7.7 **Performance of Public Transport Services for July to December 2017**

Resolved

That the Public Transport Committee:

- 1 Receives the report, Performance of Public Transport Services for July to December 2017.

Thurston/Nees
CARRIED

7.8 **Other Matters of Interest**

Melissa Winters (Transport Operations Officer, BOPRC), Joe Metcalfe (Senior Transport Planner, BOPRC) and Garry Maloney (Transport Policy Manager, BOPRC), updated Members on Other Matters of Interest.

Attendance

Cr Thompson re-entered the room at 11.42am

A real time passenger information system was under development to give public transport users in the Western Bay live information on bus routes, bus stop locations, destinations, current bus locations and estimated times of arrival. The implementation of the system required fitting 41 buses with GPS units which would integrate with Google Maps to provide live data.

Members confirmed BOPRC would be able to review the number of users and discussed the Track-A-Bus system available in Rotorua and Eastern Bay and its shortcomings.

Resolved

That the Public Transport Committee:Receives the report, Other Matters of Interest.

Thurston/Bruning
CARRIED

8 Public Excluded Section

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
8.1 Public Excluded Public Transport Committee minutes - 23 November 2017	Please refer to the relevant clause in the open meeting minutes.	Good reason for withholding exists under Section 48(1)(a).
8.2 Regional Integrated Ticketing System Update	Enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations) (Schedule 7(2)(i))	Good reason for withholding exists under Section 48(1)(a).

Thurston/Thompson
CARRIED

9 Consideration of General Business

Nil

The meeting closed at 11.57am

Reports



Receives Only – No Decisions

Report To: Public Transport Committee

Meeting Date: 11 May 2018

Report From: Garry Maloney, Transport Policy Manager

New Zealand Transport Agency Update

Executive Summary

The purpose of the report is to enable New Zealand Transport Agency representatives to update the Committee on current national and regional initiatives.

Recommendations

That the Public Transport Committee under its delegated authority:

1 Receives the report, New Zealand Transport Agency Update;

1 Background

A New Zealand Transport Agency (NZTA) representative will be in attendance at the meeting and update the Committee on current national and regional initiatives.

2 Council's Accountability Framework

2.1 Community Outcomes

This project/proposal directly contributes to the Regional Collaboration and Leadership and Economic Development Community Outcomes in the Regional Council's Long Term Plan 2015-2025.

2.2 Long Term Plan Alignment

This work is provided for under the Passenger Transport Activity in the Long Term Plan 2015-2025.

Current Budget Implications

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

Future Budget Implications

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

Garry Maloney
Transport Policy Manager

3 May 2018

Report To: Public Transport Committee

Meeting Date: 11 May 2018

Report From: Garry Maloney, Transport Policy Manager

Regional Public Transport Plan Draft for Consultation

Executive Summary

This report presents the draft Regional Public Transport Plan (RPTP) to the Committee to be considered prior to consultation with stakeholder. The report outlines the major changes to the plan and provides a timeline for consultation and approvals.

The report notes that there may be future budget implications of adopting some of the policies within the RPTP with the most significant of these being potential cost escalations in the Total Mobility scheme from 2019/20 as a result of the wider range of operators within the scheme and a likely increase in the number of users. A paper will provide the Committee with options to manage these costs ahead of the 2019/20 annual planning process.

Consultation of the RPTP should be limited to identified stakeholders and stakeholder groups. There is limited advantage in undertaking public consultation given the extent of reason consultation on transport and the relatively limited impacts the RPTP will have on the general public. This will free resources for other high priority projects that are currently underway in particular implementation of the Blueprint network.

Recommendations

That the Public Transport Committee under its delegated authority:

- 1. Receives the report, Regional Public Transport Plan Draft for Consultation.**
- 2. Notes that the document will not be released for public consultation due to recent consultation on the Public Transport Blueprint, Long Term Plan, and Regional Land Transport Plan.**
- 3. Confirms that the consultation process outlined in this document is consistent with the Land Transport Management Act requirements and the Local Government Act principles of consultation.**
- 4. Approves the Draft Public Transport Plan for consultation with stakeholders.**

1 Introduction

The Regional Council must review, renew, or vary the Regional Public Transport Plan (RPTP) as soon as practicable after the public transport service components of the Regional Land transport Plan are approved or varied (S 126 (1) (b)).

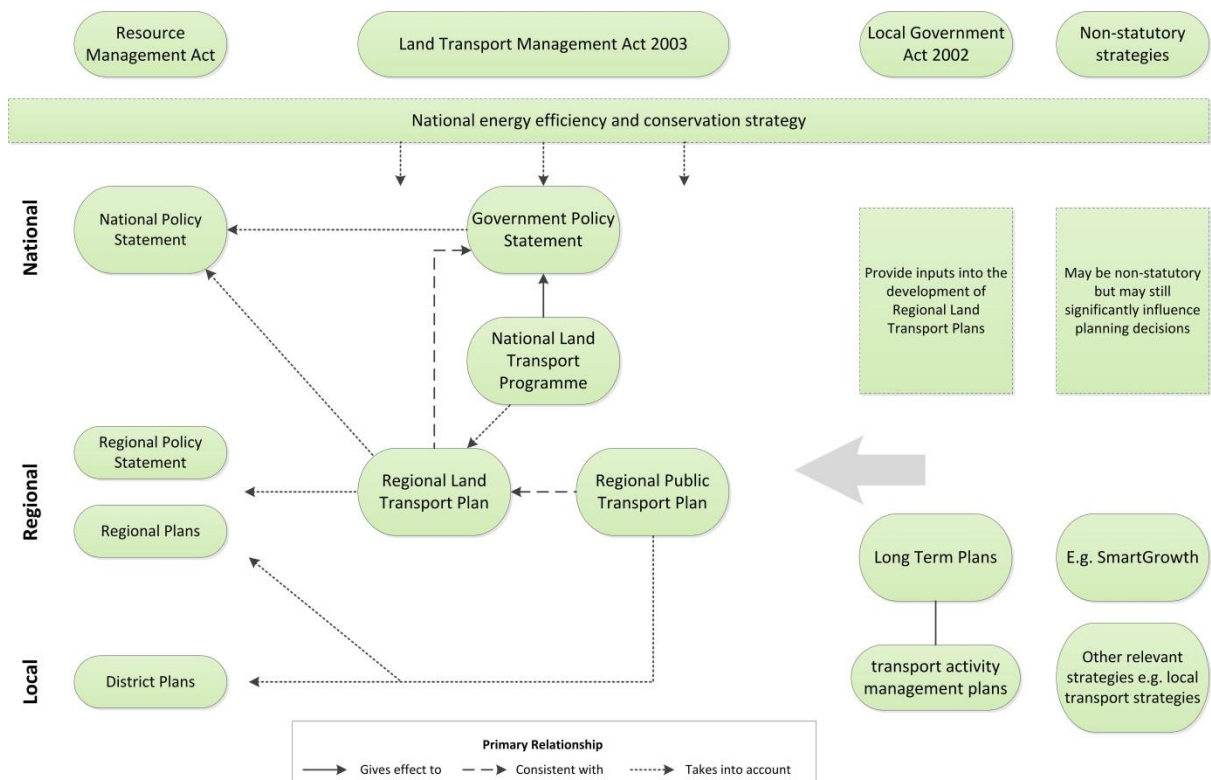
The purpose of the RPTP is:

- as a means for encouraging regional councils and public transport operators to work together in developing public transport services and infrastructure,
- an instrument for engaging with the public in the region on the design and operation of the public transport network, and
- to provide a statement of:
 - the public transport services that are integral to the public transport network,
 - the policies and procedures that apply to those services, and
 - the information and infrastructure that support those services.

The RPTP must be prepared in accordance with provisions within the Land Transport Management Act 2003 (LTMA) and any guidance provided by the New Zealand Transport Agency (NZTA).




The purpose of this report is to present the draft RPTP to the Committee for its consideration and approval for consultation.

Figure 1 Transport policy framework



2 Process

The RPTP has been reviewed according to the process outlined in the following table:

Date	Step	
31 October 2017	Total mobility workshop with providers	
23 November 2017	Report to Committee to gain direction on RPTP policy changes	
11 May 2018	Draft for consultation to Committee for approval	
June-July 2018	Stakeholder Consultation	
16 August 2018	Committee recommends adoption to Council	
13 September 2018	Council Adopts RPTP	
10 December 2018	RPTP becomes operative	

3 Key outcomes of the review

Key aspects for the review are:

- an update to be consistent with the objectives of the Draft Regional Land Transport Plan 2018;
- to signal intent for investigations into passenger rail;
- to signal intent to pursue Mobility as a service within the region;
- to update fare policies to reflect changes sought through the Regional Fare Review;
- to update fare policies so that reduced fares or free student fares are supported by appropriate policies;
- review policies to give effect to the Public Transport Blueprint (the Blueprint) and increase focus on increasing patronage in Tauranga and Rotorua urban areas;
- encourage the delivery of appropriate bus infrastructure in new developments; and
- update Total Mobility policies to reflect legislative changes affecting the operation of small passenger services and to take advantage of technological changes with potential to improve service delivery and outcomes.

3.1.1 Financial Implications

Opening the Total Mobility scheme to new providers will add additional cost to the scheme. The increased variety and availability of providers will likely increase the number of trips taken by existing total mobility users as well as encouraging new users to join the scheme.

The impact of this is largely unknown at this time. Due to the time required to adopt the RPTP and then develop new total mobility contracts and processes it is unlikely there

will be much change in the first year of the 2018 Long Term Plan (2018/19). Staff will report to the Committee prior to the start of 2019/20 with further information in regard to future costs of total mobility and recommendations for managing costs in a sustainable manner.

There are also financial implications for the introduction of concessionary fares in Rotorua however these have been included within the LTP based on work carried out as part of the Regional Fare Review.

Direction within the RPTP calls for investigations into passenger rail for the Region. There is currently no budget available to undertake this work however it will form part of the LTP deliberations as a result of submissions received.

Direction and policies within the RPTP call for the “aggressive pursuit” of Mobility-as-a-Service. Budget is not currently available within the LTP for this and will need to be considered in future annual plan deliberations although some work is likely to progress within existing budgets.

4 Consultation approach

Staff propose that the RPTP have a focussed consultation process, compared to both the Western Bay of Plenty Public Transport Blueprint and Regional Land Transport Plan. This would see consultation undertaking with parties required under the Land Transport Management Act, Total Mobility operators (current and potential future), and through the Public Transport Stakeholder Forum.

4.1 Requirements of the Land Transport Management Act

The Land Transport Management Act requires:

- (1) When preparing a draft regional public transport plan, a regional council must consult—
 - (a) the relevant regional transport committee (and, in the case of Auckland Transport, the Auckland Council and each affected local board of the Auckland Council); and
 - (b) the Agency; and
 - (c) every operator of a public transport service in the region; and
 - (d) every person who has notified the regional council of a proposal to operate an exempt service in the region; and
 - (e) the Minister of Education; and
 - (f) the territorial authorities in the region; and
 - (g) the relevant railway line access provider.
- (2) Before adopting a regional public transport plan, a regional council or Auckland Transport (as the case may be)—
 - (a) must consult in accordance with the consultative principles specified in [section 82](#) of the Local Government Act 2002; and
 - (b) may use the special consultative procedure specified in [sections 83, 87, and 89](#) of the Local Government Act 2002, and those sections apply for the purposes of this section with the necessary modifications.

Therefore the RPTP does not need to be publicly consulted but will need to meet the requirements of Section 82 of the Local Government Act. This stipulates consultation with affected parties with consideration to the extent to which:

- the views of affected parties are known;
- the extent to which affected parties will be affected; and
- the costs and benefits of any consultation process.

4.2 Consideration of affected parties

Staff consider that public consultation will not provide any new information with regard to the views that have already been expressed through public consultation on: the Blueprint, Long Term Plan, and Regional Land Transport Plan.

Changes to the RPTP will largely impact Total Mobility users and operators (future and existing), territorial authorities, users of school services and residents of Rotorua who will be eligible for concessionary fares.

Total mobility users will benefit from the changes and the views expressed to date by users of the scheme is that they would prefer more choice in their operators. It is not anticipated that consultation will uncover new views or add value to the RPTP development.

Total mobility operators (current and potential future) will be invited to provide feedback on the draft.

The Blueprint LTP and RLTP have both heard the view of school parents and others around the cost of fares for school children and it is unlikely that new views on this will become known as a result of consultation. It is also noted that the RPTP policies will enable future changes to school fares if desired by Council and therefore will not significantly impact this segment of the community.

Bus users in Rotorua will only benefit from the proposed introduction of concession fares and further consultation is unlikely to uncover new views or add value to the RPTP development.

Any impact on rates associated with changes of the RPTP are also consulted through LTPs and Annual Plan process providing ample consideration of these views to be captured prior to implementation.

4.3 Benefits of limited consultation

The benefits of a limited consultation are:

- reducing consultation fatigue on the public who have already been consulted on multiple related transport plans, and projects;
- some limited cost savings, with less materials and marketing being required; and
- freeing resources to focus on delivery of other high priority projects including the Future Development Strategy, Blueprint network and infrastructure improvements.

Given the legislative requirements, the extent of previous consultation and the pipeline of high priority work currently underway the limited consultation process is considered appropriate.

5 Next Steps

- Make any changes requested by the Committee.
- Committee Chair approves changes prior to consulting on the draft RPTP.
- Consultation with identified stakeholders undertaken through June and July.

6 Council's Accountability Framework

6.1 Community Outcomes

This project directly contributes to the Regional Collaboration and Leadership and Economic Development Community Outcomes in the council's Long Term Plan 2015-2018.

6.2 Long Term Plan Alignment

This work is provided for under the Passenger Transport Activity in the Long Term Plan 2015-2025.

Current Budget Implications

This work is being undertaken within the current budget for the Passenger Transport Activity in the Annual Plan 2017/18.

Future Budget Implications

From 2019/20 the wider choice and access of service providers within the Total Mobility scheme will likely increase the budget requirements. A future paper will address any budget issues with methods for limiting these costs.

The RPTP has signalled further work in a number of areas that is currently unbudgeted. No definitive time frames are given and this will be managed through annual planning processes with work undertaken when appropriate budget and resources are available.

Joe Metcalfe
Senior Transport Planner

for Transport Policy Manager

4 May 2018

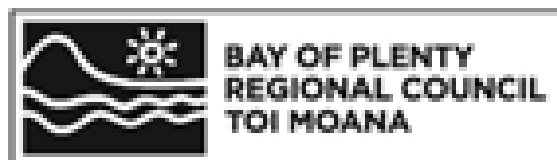
APPENDIX 1

Draft Regional Public Transport Plan 2018



Bay of Plenty Regional Public Transport Plan

May 2018



Objective ID:

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Executive Summary

The Regional Public Transport Plan (the Plan) provides guidance and policies that direct the investment in public transport across the Bay of Plenty Region.

The statutory purpose of the Plan is:

- as a means for encouraging regional councils and public transport operators to work together in developing public transport services and infrastructure,
- an instrument for engaging with the public in the Region on the design and operation of the public transport network, and
- a statement of:
 - (i) the public transport services that are integral to the public transport network,
 - (ii) the policies and procedures that apply to those services, and
 - (iii) the information and infrastructure that support those services.

Guidance

The Plan is guided by policy and strategy set within the national context by the Government Policy Statement on Transport and within the Bay of Plenty Region (the Region) by the Regional Land Transport Plan. These documents provide clear direction for investment and policy setting within the public transport context across the Region.

In addition to these, a number of transport studies have been completed in that area guiding the implementation on a more local scale including:

- the Eastern Bay Public Transport Network Review,
- the Western Bay Public Transport Blueprint (the Blueprint), and
- the Tauranga Transport Programme Business Case (TTPBC).

Challenges and opportunities

The Region faces a number of challenges in meeting the transport needs of our communities now and over the coming decades but there are also significant, once-in-a-generation changes on the doorstep that could enable a future with better mobility for all, and in particular those with the greatest needs.

Key challenges include: Climate Change, an ageing population, isolated communities, uncertainty brought by rapid technological innovation, and transport affordability for councils and individuals.

Key opportunities include: 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 busses, delivering mobility-as-a-service, integrated planning with land use and passenger rail.



How we deliver public transport

Public transport in the Region needs to be delivered in partnership with local councils and the New Zealand Transport Agency (NZTA) to ensure that the services provided integrate with:

- other modes of transport,
- surrounding land uses and planned growth, and
- infrastructure that is provided by NZTA and local councils.

Services across the Region will be delivered according to the intended purpose for each. Patronage services will be targeted at areas of high congestion and will have high frequencies and be supported by priority infrastructure. Access services will provide a basic low-level of service to isolated areas, to ensure that access to essential services are available to as many people as possible within budget constraints. In many areas, transfer based services will provide more choices in destinations at the expense of users being required to transfer between services.

Total Mobility services will be opened up to a wider range of operators outside of existing taxi services. Users of the scheme will be able to receive subsidies for services that offer fixed price rides or services that provide assistance with tasks such as shopping or attending appointments. Changes to Total Mobility will also bring the service in line with recent legislative changes for small passenger vehicle services.

Public transport in the Region will continue to support the needs of the transport disadvantaged through providing the right services, vehicles, fares and infrastructure to support those with limited mobility, means, or who live in isolation while balancing affordability for the Region.

Objectives and policies

The objectives and the policies of the Plan are:

Quality and performance	
Objective: Reliable and integrated public transport services that go where people want to go.	
1	Provide high quality (frequent, reliable, convenient, and efficient) urban services to support mode shift from single occupancy vehicles on key transport corridors.
2	Provide public transport services on Connector Routes to support Regional Strategic corridors.
3	Regularly review service levels on Urban Connector Routes to support areas demonstrating high demand for public transport.
4	Consider providing public transport to growth areas with a density of at least 15 dwellings per hectare with a developed area of at least 10 ha and where a high level of priority infrastructure is provided.
5	Consider financial support for viable ferry services in the Region that provide access to essential community goods and services or reduces congestion on key transport routes.
6	Further investment in public transport service for the western bay sub-region will be subject to City, District and the Transport Agency supporting service through infrastructure investment and policy changes.

Accessibility	
Objective: Pursue improved accessibility for isolated communities and for mobility impaired persons where this can be delivered at reasonable cost.	
7	Provide public transport services on Rural Connector Routes that link to Regional Strategic corridors and maintain access to essential community goods and services.
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 current gap in service levels.
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.



Fares, ticketing and information

Objective: Fares, ticketing and information systems that attract and retain customers while covering a reasonable proportion of operating costs.

10	Maintain region-wide fare box recovery ratio for public transport services above 30% with a target of achieving 40% by 2028.
11	Review fare levels annually to support the achievement of the fare box recovery target.
12	Set fares on Urban Connector Routes at a level that attract and retain customers, are largely consistent across the Region and offer incentives for frequent use, whilst balancing user contributions against public funding.
13	Investigate, develop and implement public transport service enhancements, including region-wide integrated ticketing, and new technology that provides real-time information to users.
145	Promote public transport as the preferred mode for travel in urban centres.
15	Set fares on Rural Connector Routes at levels that attract customers and recognise the needs of the transport disadvantaged, while balancing user contributions against public funding.
16	Establish zone or distance based fares across the Region including urban centres when practical.
17	Investigate and provide special fare concessions or free travel where there is a significant benefit to the transport system and this is supported by benefit cost analysis

Contracting requirements

Objective: A procurement system that enables efficient and effective delivery of public transport services.

18	Implement a procurement system that is consistent with the NZTA Public Transport Operating Model (PTOM).
19	Establish new units where there is the need for new services that would not be efficiently or effectively delivered through existing units or where there is no geographically similar unit.

Infrastructure

Objective: High quality and accessible public transport infrastructure that supports safe and comfortable travel.

20	Investigate, develop and implement bus priority measures in urban areas.
21	Implement the 'accessible journey' approach to public transport by providing infrastructure and information that enables all people to access public transport services.
22	Integrate public transport with other transport modes to encourage patronage growth.

CO² reduction

Objective: Reduce carbon intensity of transport to assist in meeting greenhouse gas targets.

23	Actively seek methods for reducing the CO ² emissions from public transport and apply where practical and affordable.
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Funding

Public transport services are currently funded on a near equal basis from the NLTF, rates and user fares. The rate component is currently collected on a mix of regional and targeted rates however from 2018/19 this will be shifting to an almost entirely targeted rate basis.

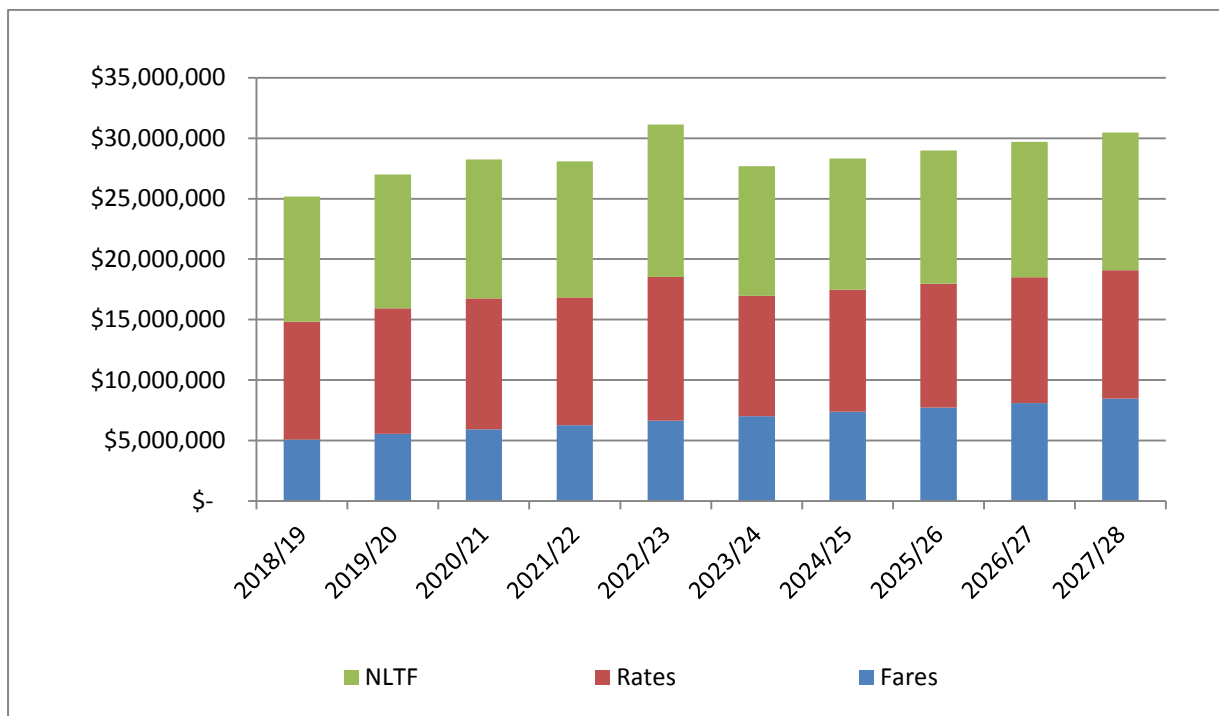
The shift towards targeted rates provides critical opportunities including:

- the ability to consult with the public the level of service and initiatives they want in their own community without needing to consider the cost to the rest of the Region, and
- the ability for Bay of Plenty Regional Council (BOPRC) to directly or indirectly fund infrastructure improvements based on individual communities desires and willingness to pay.

The cost of delivering public transport services in the Region is currently split between the following sources:

- revenue generated from the fares paid by public transport users,
- funding sourced from the National Land Transport Fund, which is administered by the New Zealand Transport Agency (NZTA), and
- funding from BOPRC (comprising rates and general funding).

The public transport funding currently included in Long Term Plans (LTPs) within the Region, fares and the National Land Transport Fund (NLTF) are shown in the following figure.



Draft Tauranga Transport Programme Business Case funding gap

The Draft TTPBC identifies a significant sum of investment in public transport services required to ensure that the Tauranga transport network continues to function effectively. This funding is not yet included within BOPRC's LTP and would represent a significant step change in funding for public transport. The funding gap is shown in the table below:

TTPBC Operational spending on public transport 2018-28 period (\$ millions)	
Total:	380
Unbudgeted in 2018-28 Draft LTP:	195

Monitoring and review

Monitoring will be undertaken to measure the performance of services and how successful the Plan has been in meeting its objectives. Monitoring will include indicators identified through the Blueprint, Eastern Bay Review, and region wide indicators for customer satisfaction, farebox recovery, patronage, perceptions of safety and security and vehicle kilometres completed with electric buses.

Part 1: Introduction

1.1 Purpose of the Plan

The Land Transport Management Act (LTMA) provides detail on the statutory requirements that must be followed when preparing a regional public transport plan. These include specifying the purpose of the Plan, which is to provide:

A means for encouraging regional councils and public transport operators to work together in developing public transport services and infrastructure,

An instrument for engaging with the public in the Region on the design and operation of the public transport network, and a statement of:

- (i) the public transport services that are integral to the public transport network,
- (ii) the policies and procedures that apply to those services, and
- (iii) the information and infrastructure that support those services.

1.2 Responsibility

The Plan is a statutory document which is prepared by BOPRC according to the requirements of the Land Transport Management Act (LTMA). It specifies the public transport services that BOPRC proposes for the Region, and the policies that apply to those services.

1.3 Consultation and submissions

Consultation on the Plan will take place between **4 June 2018 and 29 June 2018 (dates to be confirmed)**. Contact details for submissions are below:

Email submissions to publictransportplan@boprc.govt.nz

Post your submissions to: **Transport Policy Team**
Bay of Plenty Regional Council
PO Box 364
Whakatāne 3158

1.4 Process for adopting the Plan

Figure 1 below, outlines the key steps in the process for developing the Plan.




Date	Step	
31 October 2017	Total mobility workshop with providers	
23 November 2017	Report to Committee to gain direction on RPTP policy changes	
11 May 2018	Draft for consultation to Committee for approval	
June-July 2018	Stakeholder Consultation	
16 August 2018	Committee recommends adoption to Council	
13 September 2018	Council Adopts RPTP	
10 December 2018	RPTP becomes operative	

Figure 1 Process for adopting the Regional Public Transport Plan

Part 2: Strategic context

This chapter provides a summary of the strategic context within which the Plan has been prepared. It provides a brief overview of the statutory requirements, and the national and regional policy context for public transport. It discusses the challenges and opportunities for public transport in the Bay of Plenty.

For a broader view of the strategic context, it is recommended readers refer to the Draft Regional Land Transport Plan (RLTP) available on the Councils website: www.boprc.govt.nz

2.1 Statutory requirements

The statutory provisions relating to the regulation and management of public transport are contained in Part 5 of the Land Transport Management Act 2003 (LTMA). The overall purpose of the LTMA is to contribute to an effective, efficient, and safe land transport system in the public interest.

Section 115 of the LTMA includes a set of principles that are intended to guide the actions of regional councils in undertaking their public transport functions. These principles are:

- Regional councils and public transport operators should work in partnership to deliver the public transport services and infrastructure necessary to meet the needs of passengers.
- The provision of services should be coordinated with the aim of achieving the levels of integration, reliability, frequency, and coverage necessary to encourage passenger growth.
- Competitors should have access to regional public transport markets to increase confidence that services are priced efficiently.
- Incentives should exist to reduce reliance on public subsidies to cover the cost of providing services.
- The planning and procurement of services should be transparent.

Part 5 of the LTMA also sets out the statutory requirements for preparing a Regional Public Transport Plan. The statutory purpose of the Regional Public Transport Plan is to provide:

- A means for encouraging regional councils and public transport operators to work together in developing public transport services and infrastructure.
- An instrument for engaging with the public in the Region on the design and operation of the public transport network.
- A statement of the public transport services that are integral to the public transport network, the policies and procedures that apply to those services, and the information and infrastructure that support those services.

Section 124 of the LTMA includes a number of matters that Regional Council must take into account in preparing the Plan. In particular, Regional Council must be satisfied that the Plan contributes to the purpose of the LTMA, and that the principles outlined above have been applied.

2.2 Policy and Planning context

2.2.1 Draft Regional Land Transport Plan

The draft Regional Land Transport Plan (RLTP) sets out the Region’s vision and objectives to be achieved through investing in transport.

The Vision:

Best transport systems for a growing economy and a safe, healthy and vibrant Bay lifestyle.

Regional Land Transport Plan objectives	
Access and resilience (15%)	Communities have access to a resilient and reliable transport system that provides them with a range of travel choices to meet their social, economic, health and cultural needs.
Environmental sustainability (10%)	The social and environmental effects arising from use of the transport system are minimised.
Land use and transport integration (10%)	Long term planning ensures regional growth patterns and urban form reduce travel demand, support public transport and encourage walking and cycling.
Energy efficiency (5%)	People choose the best way to travel to improve energy efficiency and reduce reliance on non-renewable resources.
Public health (5%)	The transport system minimises the health damaging effects of transport for all members of society.
Safety (30%)	Deaths and serious injuries on the Region’s transport system are reduced.
Economic efficiency (20%)	The transport system is integrated with well planned development, enabling the efficient and reliable movement of people and goods to, from and throughout the Region.
Affordability (5%)	Investment in the transport system maximises use of available resources and achieves value for money.

The Plan takes into account the direction and is consistent with the RLTP in relation to public transport.

2.2.2 Western Bay Public Transport Blueprint

Completed in 2017, the Western Bay Public Transport Blueprint (the Blueprint) is a partnering agreement between Tauranga City Council, Western Bay of Plenty District Council and NZTA, that sets out the investment in public transport services and infrastructure for the western bay sub-region between 2018 and 2027. The Blueprint sees a significant increase in the level of service provided to customers, in recognition that public transport needs to play a more significant role in meeting transport demand in a rapidly growing part of the Region. Network changes proposed in the Blueprint will take effect from December 2018, with bus priority and other measures to be delivered in subsequent years.

Benefit one: Improved optimisation of the transport network (55%).

Benefit two: Improved travel choice (more options for people) (25%).

Benefit three: Greater alignment of planning and investment (20%).

For a copy of the Blueprint, please contact transport@boprc.govt.nz

2.2.3 Eastern Bay Network Review

Undertaken in 2015, the Eastern Bay Network Review identified improvements to the public transport services serving communities of the Eastern Bay sub-region. The review called for a moderate increase in service levels, implementation of a project to identify where better coordination of volunteer services could improve service levels, and for a three year review to examine the potential for an additional bus within the Eastern Bay, to deliver better coverage and service levels.

Key benefits of investment were identified as:

Benefit one: Services that meet community needs (50%).

Benefit two: Improved travel choice (20%).

Benefit three: A more efficient transport network (30%).

For a copy of this review, please contact transport@boprc.govt.nz

2.2.4 Draft Tauranga Transport Programme Business Case

The Tauranga Transport Programme Business Case (TTPBC) has set out a programme of investment for Tauranga that will see spending in public transport, cycling and walking, increase substantially to meet the transport challenges faced by a rapidly growing city. It has been developed jointly by Tauranga city Council, Western Bay of Plenty District, the Regional Council and the New Zealand Transport Agency and covers a 30-year horizon.

The programme builds on the direction set by the Blueprint and identifies additional investment in services beyond those established in the Blueprint from 2021 onwards.

Benefit One: Better able to manage and support economic and urban growth activity with a resilient, optimised and prioritised transport system 40%.

Benefit Two: The transport network enables a liveable city with investment responses that support increased mode share and emission reduction 40%.

Benefit Three: People are able to make safe, healthy travel choices 20%.

2.2.5 Draft Government Policy Statement for Transport 2018

The Draft Government Policy Statement (GPS) is currently being consulted with objectives as per the diagram to the right.

The Plan is aligned with the objectives' GPS:

- Providing access by delivering public transport services across the Region,
- Improving safety by moving more people to public transport from private vehicles where accidents are more likely,
- Enhancing the environment by reducing the carbon intensity of the transport system, and
- Providing value for money by continuing to focus on maintaining a reasonable farebox recovery and delivering efficient services.
- The themes of the draft GPS are shown in the diagram to the right. Whilst these themes are appropriate at the national level, they may not be entirely appropriate at a regional level.
- The integration of land use and transport planning is integral to the Region and is supported through the Plan.
- Mode-neutrality may not be appropriate, given the Region's high car dependency with more emphasis required on walking, cycling, scootering and public transport. This point is supported within the GPS where it is noted "mode neutrality will involve giving some modes greater funding priority due to past under investment".



Incorporating technology is a component of the Plan, however, innovation is not seen as being critical to the development of public transport in the Region at this point in time. Innovation often comes with high cost and risk of failure; for the time being there are many proven initiatives that can be deployed in the Region that will be effective at improving the customer experience and with minimal risk of failure.

- providing access by delivering public transport services across the Region,
- improving safety by moving more people to public transport from private vehicles where accidents are more likely,
- enhancing the environment by reducing the carbon intensity of the transport system, and
- providing value for money by continuing to focus on maintaining a reasonable farebox recovery and delivering efficient services.

2.3 Challenges facing the Region

2.3.1 Climate Change

Transport contributed 31% of the Region's total carbon emissions in 2015/16 - in Tauranga City this proportion rises to 63%. The BOPRC and several city and district councils in the Region have signed the New Zealand Local Government Leaders' Climate Change Declaration 2017, which includes commitments to reduce greenhouse gas emissions in the transport sector.

Meeting these targets while building resilience to climate events within the transport system, requires a significant change in how transport is provided across the Region. Public transport will need to play a much larger role in meeting the transport task if this is to be achieved.

2.3.2 Ageing population

The population is ageing, as more people live longer and as the birth rate declines. An ageing population will require access to a wider range of transport options, and an increasing proportion of households with fixed incomes will mean transport will need to become more efficient and affordable over time.

Public transport will play a large role in meeting the mobility needs of an older population at an affordable price (often free) but will need to adapt to be both more responsive and more efficient, so as to reduce the subsidy provided through rates.

2.3.3 Isolated communities

Rural areas of the Bay of Plenty are often isolated and lack basic essential services which increase the demand for people to travel from these communities. It is often these communities that have the lowest income and makes it difficult for residents to travel. This can result in increased costs for public services as residents miss hospital appointments and cannot access employment but more importantly can reduce the quality of life for these communities.

Public transport plays an important role in enabling these communities to access services and improves the quality of life for residents. New, more innovative, delivery methods will be needed to meet increasing demand and keep these services affordable for users and rate payers.

2.3.4 Rapid innovation

The future of transport has never been less certain, with technological advances now allowing a myriad of disruptive transport models to be delivered cost effectively and with high customer acceptance. Public transport will need to embrace new service models and modify how it integrates with other modes so it supports positive changes and competes against negative changes in the transport system.

2.3.5 Transport affordability

All the low cost projects to increase capacity on urban networks have largely been delivered within the Region, leaving only the more complex and expensive to increase the capacity that is required for cities to grow. Under the current funding model, many of these improvements are unaffordable for growing cities where ratepayers' funds must be used to meet the increasing demands for other infrastructure and social services.

In the public transport context, BOPRC has recently taken on responsibility for the urban school bus network at significant cost, the funding of the SuperGold free travel scheme has been capped, and the public have increasing expectations for what a public transport system must deliver. Add to this the growing cost imposed on bus services as a result of congestion and the ability to deliver quality public transport services becomes heavily constrained by the ability and willingness for ratepayers to fund these services, despite being more cost effective than the alternative of higher congestion.

In order for Tauranga to maintain a level of congestion on the road network similar to today's the Tauranga Programme Business Case identifies a required increase in public transport service investment of 270% over current levels in 2021, increasing to 470% by 2028. The ability for this to be funded through rates alone will be tested, especially given the increasing proportion of retirees with fixed incomes.

2.4 Opportunities for public transport

2.4.1 Delivery of information technology projects

Technology offers a significant opportunity for the Region to improve the customer experience and provide more fare products to customers. To date the Region has fallen behind customer expectations for delivering paperless ticketing, real time information, online top-ups and other services that improve the customer experience. A series of projects is planned to address these deficiencies and is likely to result in modest patronage uptake. Projects include:

- procurement of a long term real time information platform for the Region,
- roll out of real time signs and screens at high use stops, and
- delivery of the Regional Integrated Ticketing System for paperless ticketing, online top-ups, inter-regional compatibility.

Likely timeframe:	Largely by December 2018
Likely Impact:	Better customer experience, more efficient network planning
RLTP Objectives:	Access and resilience, environmental sustainability, affordability

2.4.2 Patronage growth in Rotorua

The Rotorua bus network has experienced several years of slowly declining patronage. This is due to the reliability of the network diminishing as congestion increases and services become less reliable while not appealing to younger users, due to the high cost preventing the public transport becoming a habit.

Addressing these issues will result in a significant opportunity to increase patronage and return to a growth trend. Bay of Plenty Regional Council will implement concession fares that will lower the cost of travel for users who need it the most, in particular children and students. A review of the network is also scheduled for 2018/19 to look at options for improving the reliability and effectiveness of the bus services.

Likely timeframe:	One to two years.
Likely impact:	Increased patronage, better customer experience, more affordable transport.
RLTP objectives:	Environmental sustainability, access and resilience.

2.4.3 Creating a competitive advantage over private vehicles

In Tauranga, the Public Transport Blueprint and the Tauranga Programme Business Case have both supported the prioritisation of public transport over private vehicles. This provides planners in Tauranga with an evidence base that supports the use of bus lanes, high occupancy vehicle lanes, head start lights and other bus priority measures in the most highly congested corridors. Both the Arataki and Cameron Road multi-modal studies are under way to identify short and long term measures to be implemented.

The competitive advantage is also being supported by farebox policies that will allow fares to remain relatively low and by examining parking policies that keep the cost of travelling by bus low in comparison to private vehicle travel.

Likely timeframe:	One to ten years.
Likely impact:	Increased patronage, reduced costs, better customer experience, improved reliability.
RLTP objectives:	Environmental sustainability, access and resilience, energy efficiency, land use and transport integration.

2.4.4 Automation and on-demand services

The automation of public transport vehicles is inevitable and will bring considerable cost savings to the operation of bus networks as well as adding flexibility in the way our services are delivered. On-demand and near-to-door services will become possible which will lift the customer experience significantly and increase passenger uptake.

To take advantage of automation, BOPRC will need to develop a strategy to bring new services into the network, prevent over investment in current vehicle technologies and ensure that external competition does not fragment the market and introduce inefficiencies.

Likely timeframe:	Within 15 years.
Likely impact:	Increased patronage, reduced costs, better reliability, better customer experience, reduced emissions, fundamental shift in transport behaviour.
RLTP objectives:	Environmental sustainability, access and resilience, energy efficiency, land use and transport integration, Economic efficiency, Safety.

2.4.5 Electric buses

Current electric vehicle technologies are largely untested in New Zealand and do not represent cost operating efficiencies over diesel buses. However, it is expected that this will rapidly change as trials of electric vehicles are being incorporated into new bus networks across the country and in Tauranga and as the technology matures to become more affordable and to provide better range.

It is anticipated that within ten years, electric buses will become price competitive with diesel buses and result in significant cost savings while improving the customer experience. Bay of Plenty Regional Council will look for opportunities to start delivering the required charging infrastructure to enable vehicles and steadily increase the use of electric vehicles in its fleet.

Likely timeframe:	Within 10 years.
Likely impact:	Increased patronage, reduced costs, better customer experience.
RLTP objectives:	Environmental sustainability, energy efficiency, affordability.

2.4.6 Mobility-As-A-Service (MAAS)

Mobility-as-a-service describes a shift away from personally-owned modes of transportation and towards mobility solutions that are consumed as a service. This is enabled by combining transportation services from public and private transportation providers through a unified gateway that creates and manages the trip, which users can pay for with a single account.

Users can pay per trip or a monthly fee for a limited distance. The platform also enables trips made on the platform to be subsidised or rewarded to encourage behaviours that provide improve social, environmental, or health wellbeing.



Mobility-as-a-service is being developed in jurisdictions across the world to reduce the impacts of transport and increase personal mobility. Bay of Plenty Regional Council sees a significant role for MAAS in the future as a way to manage the cost of operating public transport, drastically improve mobility in isolated communities and provide better choice for those who cannot use public transport.

Likely timeframe:	Within five years.
Likely impact:	Increased patronage, reduced costs, better customer experience, greater accessibility in isolated areas and for total mobility.
RLTP objectives:	Environmental sustainability, energy efficiency, affordability, access and resilience.

2.4.7 Integrated transport and land use planning

The current level of integration between land use and transport within the Bay of Plenty is limited, with little consideration for the effect of developments on the transport system.

This is rapidly changing in the western bay sub-region where new developments are providing greater levels of integration and providing high levels of density that both reduce the need for transport and make travelling by bike, foot or public transport easier. However, a significant amount of work still needs to be done to ensure this continues and to improve the approach taken in the remainder of the Region.

Likely timeframe:	Three to thirty years.
Likely impact:	Increased patronage, reduced operating costs, better transport choices.
RLTP objectives:	Land use and transport integration, affordability, energy efficiency.

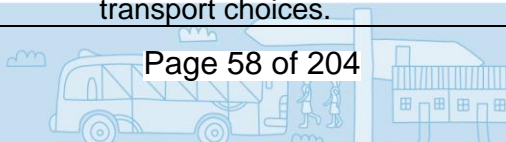
2.4.8 Intra-regional passenger rail

The current rail network does not support passenger rail services, however, the opportunity exists to commence long term planning and investment that will allow this in the future. Significant investment is required in the rail infrastructure including:

- automated safety systems,
- double tracking and passing loops,
- improving existing track quality and alignment, and
- development of stations and associated infrastructure.

The investment required will be significant and is unlikely to be supported by a standard economic evaluation, requiring a more holistic look at the connection between land use development, rail investment, and how agencies can leverage this connection to assist the funding case. Any investment in this area will require a significant contribution and guidance from Central Government.

Likely timeframe:	Ten to fifteen years.
Likely impact:	Increased patronage reduced operating costs, better transport choices.



RLTP objectives: Land use and transport integration, energy efficiency, safety, economic efficiency



Part 3: How we deliver public transport

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

3.1 We're in this together

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

3.2 Public Transport planning principles

3.2.1 Patronage services

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

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

3.2.2 Access services

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

3.2.3 School services

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

Over time it is anticipated that more students will transition to the urban network as it offers more flexibility in where and when they can travel before and after school. There is likely to always be some need for school services to provide additional capacity on the network during peak periods.

3.2.4 Connected journeys

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

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



3.2.5 Integration with active modes

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

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

3.2.6 Park and Ride

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

- bus services that provide a time and/or cost advantage over private vehicle,
- bus services that are aligned with the destinations people want to access, and
- where safety and security of people and property is assured.

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

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

3.2.7 Education services

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

3.2.8 Integration with land use

Bay of Plenty Regional Council will promote the integration of transport and land use to reduce the demand placed on the transport system without restricting population and economic growth in the Region. This will be achieved by working with territorial authorities, developers and NZTA to ensure best practice integration models are implemented.

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

3.2.9 Review of services

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

3.3 Total Mobility

Total Mobility is a nationwide scheme designed to help eligible people with impairments use appropriate transport to access essential goods and services, and enhance their community participation. Total Mobility consists of subsidised door-to-door transport services in areas where the scheme operates.

Bay of Plenty Regional Council administers the scheme and funds 50% of the cost of providing the scheme. The remaining 50% comes from Central Government funding administered by the NZTA. Users are entitled to a 50% discount on fares paid to maximum \$25 for any trip.

To be eligible for Total Mobility, a person must have an impairment that prevents them from, at times, undertaking any one or more of the following components of an unaccompanied journey on public transport in a safe and dignified manner:

- Getting to the place from where the transport departs.
- Getting onto the transport.
- Riding securely.
- Getting off the transport.
- Getting to the destination.

Potential scheme members are assessed by a BOPRC approved agency. For details on approved agencies please contact us at transport@boprc.govt.nz.

New transport providers who wish to join the Total Mobility Scheme must enter into a contract with BOPRC. To join the scheme, transport providers will need to:

- meet all service level requirements set out by BOPRC within a service agreement which will be reviewed from time to time, and
- provide evidence that the service will fill a gap in the current provision of total mobility services either by way of geographical extent or type of service.



3.4 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
- Footpaths

Council will advocate for the development or improvement of facilities with territorial authorities and NZTA and wherever possible, form partnering agreements that will help direct funds to the right areas of the network.

3.5 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 NZTA.

3.6 Marketing of public transport

Bay of Plenty Regional Council will deliver a marketing programme for public transport in the Region targeted to drive behaviour change and grow awareness of service improvements. This will encourage uptake and ultimately reduce the long term cost of operating the service while maximising the social good that the service can provide.

3.7 Transport pricing mechanisms

The pricing of transport through road tolls, parking prices, and fares strongly influences how, when and if people travel. Bay of Plenty Regional Council will pursue policies with NZTA, district and city councils and other agencies that see pricing mechanisms set at levels that reflect the social, environmental and financial costs of delivering an effective transport system. Doing so will create a system that is more efficient and produces better transport outcomes for the residents of the Bay of Plenty.

3.8 On demand services

Demand responsive services respond to demand and fill the gaps between fixed-route network services and taxi services.

Bay of Plenty Regional Council recognises that demand responsive services are one option for connecting isolated communities and will explore on-demand services alongside Mobility-As-A-Service to identify ways of delivering public transport more cost effectively to more people in the Region.

3.9 Mobility-as-a-service

Mobility-As-A-Service offers a single, connected network-wide transport information and payment system, focused on providing people with the transport services that suit them best. Mobility-As-A-Service offers an opportunity to change the way different transport modes work together by integrating each mode seamlessly and with the most up to date information.

Bay of Plenty Regional Council sees MAAS as an opportunity to both lift the quality and choices of transport available in the Region, whilst reducing the social and financial costs. Delivering MAAS in the Region will take significant investment and time, both to develop and to gain support from users, however, the opportunities it provides will be significant.

As a first step towards MAAS, BOPRC will pursue the development of a mobility market for Total Mobility users. This will provide users with access to the widest range of public and private transport providers with the aim of providing more coverage and better levels of service for Total Mobility. Options will be available for BOPRC to subsidise some of these trips much like it currently does for taxi services.

3.10 Ferry services

Bay of Plenty Regional Council will consider providing concessionary fare agreements with ferry operators where services provide access to essential community goods and services, or demand be removed from critical parts of the transport system cost effectively.

3.11 Future passenger rail

Bay of Plenty Regional Council recognises that passenger rail could play an important part in providing greater choice for inter and intra-regional journeys, as well as playing a major role improving public transport within the Western Bay and Tauranga urban areas. The use of rail to support intensification and provide development opportunities that assist with the funding of transport infrastructure will also be supported by Council.

Bay of Plenty Regional Council will pursue options with Central Government for the future delivery of passenger rail, whilst recognising that the anticipated technical challenges and implementation costs currently place it beyond the means of the Region.

3.12 Assisting the transport-disadvantaged

Bay of Plenty Regional Council has specifically considered the needs of the transport-disadvantaged when preparing the Plan. The LTMA defines transport-disadvantaged as:

People whom the regional Council has reasonable grounds to believe are the least able to travel to basic community activities and services (for example, work, education, health care, welfare and shopping).

The following groups are considered to be more likely to be transport-disadvantaged in the Bay of Plenty Region:

- people with disabilities,
- children (under driving age),
- students,
- elderly, and
- people living or working in isolated rural locations.

Bay of Plenty Regional Council has considered the accessibility needs of these groups and identified initiatives in the Plan to help meet those needs. The following table describes how the Plan will assist the transport disadvantaged.

	Urban	Rural
Services	Services with broad coverage on the Tauranga and Rotorua networks will assist the transport disadvantaged in these urban areas.	Rural coverage services will provide access to essential goods and services. Policy 4 in the Plan supports working with rural or isolated communities to develop targeted services.
Vehicles	All buses will be wheelchair accessible.	All buses will be wheelchair accessible. Replacing non-accessible vans will be considered on a case by case basis.
Fares	Discounts for children aged 5-15, secondary and tertiary students. Free travel for children under 5. Continued support for the SuperGold off-peak free travel scheme for senior citizens.	
Infrastructure	Implement the 'accessible journey' approach and best practice guidelines for public transport infrastructure.	Implement the 'accessible journey' approach and best practice guidelines for public transport infrastructure.

In providing for these groups, BOPRC recognises that the affordability of public transport for some will remain an issue but there are limitations in the assistance BOPRC can provide. When considering provisions for the transport disadvantaged, BOPRC will consider:

- The cost,
- The benefits,
- The complexity and ability to implement, and
- The likelihood of provisions being misused.

Part 4: Objectives and policies

This chapter contains the objectives and policies for public transport services in the Region.

Each policy area is designed to achieve a specific public transport objective for the Region, and is accompanied by the rationale for the policies and the methods that will be used to implement them.

Quality and performance Objective: Reliable and integrated public transport services that go where people want to go.	
1	<p>Provide high quality (frequent, reliable, convenient, and efficient) urban services to support mode shift from single occupancy vehicles on key transport corridors.</p> <p>The service levels on Regional Strategic Corridors are designed to enable public transport to compete effectively as a viable alternative transport option to the private car. Over time, high frequency services have the potential to support increased development densities along the corridors that will reinforce.</p>
2	<p>Provide public transport services on Connector Routes to support Regional Strategic Corridors.</p> <p>Services on Urban Connector Routes support the objectives for Regional Strategic Corridors by feeding passengers into these corridors.</p>
3	<p>Regularly review service levels on Urban Connector Routes to support areas demonstrating high demand for public transport.</p> <p>Regular reviews to ensure that investment is targeted at the right areas to achieve the best outcomes is important to improving the efficiency of the network and encourage patronage growth.</p>
4	<p>Consider providing public transport to growth areas with a density of at least 15 dwellings per hectare, with a developed area of at least 10 ha and where a high level of priority infrastructure is provided.</p> <p>The introduction of public transport services to urban growth areas is important for growing the public transport network. However, it is important that service provision is timed correctly to ensure resource allocation delivers maximum value for money.</p>
5	<p>Consider financial support for viable ferry services in the Region that provide access to essential community goods and services or reduces congestion on key transport routes.</p> <p>Any ferry service proposal would need to demonstrate that there is sustainable demand and that it meets the criteria of the policy for either access or congestion reduction.</p>
6	<p>Further investment in public transport service for the western bay sub-region will be subject to City, District and the Transport Agency supporting service through infrastructure investment and policy changes.</p> <p>Regional Council has committed to a significant increase in service levels in Tauranga to support the city's growth recognising that public transport will be more affordable than ever increasing car dependency. In order for this investment to be realised now and into the future, public transport requires measures that support public transport, beyond service enhancements, to increase patronage and reduce operating costs.</p>



Accessibility Objective: Pursue improved accessibility for isolated communities and for mobility impaired persons where this can be delivered at reasonable cost.	
7	<p>Provide public transport services on Rural Connector Routes that link to Regional Strategic Corridors and maintain access to essential community goods and services.</p> <p>The Rural Connector Network links small settlements with urban services to form an integrated network. To improve efficiency, these services will terminate at urban hubs requiring most passengers to transfer to complete their journey.</p> <p>Service levels on Rural Connector Routes will provide a basic level of access to essential community goods and services.</p>
8	<p>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 current gap in service levels.</p> <p>Total Mobility enhances the community participation of people with impairments who are unable to use conventional public transport in a safe and dignified manner. Regional Council will continue to support for the Total Mobility Scheme providing that the local share continues to be matched by Government funding.</p> <p>The policy recognises that opening competition to all potential operators will increase the cost of delivering the scheme and therefore new operators will need to clearly demonstrate a gap in the market which they can fill before entering the scheme.</p>
9	<p>Aggressively pursue the development of MAAS platform that delivers innovative transport services for small communities and for those with special transport needs.</p> <p>There are many in the community who cannot be well served by fixed bus routes due to the low demand, relatively high delivery costs, or limited physical mobility. Mobility-as-a-Service offers the ability for community based operators and other social agencies to find transport solutions and communicate with customers whilst receiving targeted subsidies.</p>

Fares, ticketing and information Objective: Fares, ticketing and information systems that attract and retain customers while covering a reasonable proportion of operating costs.	
10	<p>Maintain region-wide fare box recovery ratio for public transport services above 30% with a target of achieving 40% by 2028.</p> <p>This policy recognises that by running a more efficient public transport system, less reliant on public subsidies, more service improvements can be delivered for the same amount of funding. This will improve the overall level of service for users leading to faster passenger uptake.</p>
11	<p>Review fare levels annually to support the achievement of the fare box recovery target.</p> <p>Recognises that to achieve a high quality service, the level of subsidy must be maintained at a reasonable level to ensure ongoing service improvements can be delivered.</p>
12	<p>Set fares on Urban Connector Routes at a level that attract and retain customers, are largely consistent across the Region and offer incentives for frequent use, whilst balancing user contributions against public funding.</p> <p>Consistent fare setting makes understanding the public transport system easier and ensures equity across the Region. Incentives for frequent use encourage more diverse use of the public transport system that encourages uptake during off-peak periods at little or no cost to BOPRC.</p>



13	Investigate, develop and implement public transport service enhancements, including region-wide integrated ticketing, and new technology that provides real-time information to users.
	Technology and information projects typically have a pronounced positive affect on patronage and are typically delivered at low costs. National and international evidence indicates very high benefit to cost ratios for these type of projects.
14	Promote public transport as the preferred mode for travel in urban centres.
	As our centres become larger and more congested, there are limited, affordable opportunities to improve road capacity for private vehicles and therefore public transport needs to play a more significant role in these areas. Promoting public transport in this way to the public and funding partners is an important aspect of delivering quality public transport improvements.
15	Set fares on Rural Connector Routes at levels that attract customers and recognise the needs of the transport disadvantaged, while balancing user contributions against public funding.
	Isolated communities are home to those with the most limited means and affordability of transport is a significant issue for these individuals. Public transport fares should be set in such a manner to make it affordable for people to access essential services whilst balancing the overall cost of the service.
16	Establish zone or distance based fares across the Region including urban centres when practical.
	Establishment of zones or distance based pricing in urban areas will provide more flexibility in pricing so that short distance, high impact trips can be encouraged on to public transport through more reasonable fares. This includes short trips being made on the most congested parts of the network.
17	Investigate and provide special fare concessions or free travel where there is a significant benefit to the transport system and this is supported by benefit cost analysis
	Where a transport system is under significant pressure there may be justification for targeted special fares of free travel on public buses to address a short term known issue. Any such fare changes should be supported by benefit cost assessment to ensure that the fares will result in a benefit that supersedes investments in service or infrastructure improvements..

<p>Contracting requirements</p> <p>Objective: A procurement system that enables efficient and effective delivery of public transport services</p>	
18	<p>Implement a procurement system that is consistent with the NZTA Public Transport Operating Model (PTOM).</p> <p>This is a legislative requirement that is supported by BOPRC. The majority of bus services have been tendered under the PTOM.</p>
19	<p>Establish new units where there is the need for new services that would not be efficiently or effectively delivered through existing units or where there is no geographically similar unit.</p> <p>New units will be created in accordance with the above policy and in collaboration with operators with final approval by the Regional Council Public Transport Committee or in the absence of said committee, the Regional Council. Consultation will be undertaken in accordance with the LTMA.</p>

Infrastructure Objective: High quality and accessible public transport infrastructure that supports safe and comfortable travel	
20	<p>Investigate, develop and implement bus priority measures in urban areas.</p> <p>Bus priority provides much faster, more reliable journeys for customers and encourages patronage uptake on our busiest corridors. The increase uptake of passengers and faster journey increases the cost effectiveness of services.</p>
21	<p>Implement the ‘accessible journey’ approach to public transport by providing infrastructure and information that enables all people to access public transport services.</p> <p>All members of society should be able to travel and participate in social, economic and recreational opportunities. Public transport better enables this for the young, old and those with impaired mobility or for whom driving isn’t an option.</p>
22	<p>Integrate public transport with other transport modes to encourage patronage growth.</p> <p>In order to access public transport users must walk, cycle, or drive bus stops. Ensuring other modes integrate with public transport opens up opportunities for more customers.</p>

CO² reduction Objective: Reduce carbon intensity of transport to assist in meeting greenhouse gas targets	
23	<p>Actively seek methods for reducing the CO² emissions from public transport and apply where practical and affordable.</p> <p>The use of low or no emission buses is becoming more affordable as technologies advance and the opportunity exists to transition our fleet in order to reduce CO² emissions.</p>

Part 5: Our network

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

5.1 Contracting units

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

The following table describes the Region's units:

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

Unit	Service Level	Description	Commencement
Tauranga Schools Unit 3	School Connector Routes	School services provided in Tauranga based on existing contracts	15 January 2015 To be incorporated in Tauranga western and eastern units from 10 December 2018
Twin City	Commercial Unit	Rotorua to Tauranga	Current
Waihī Beach	Rural Access Routes	Waihī Beach – Waihī – Katikati	10 December 2018
Innovation Unit	To be determined	To allow the delivery of innovative service offerings	July 2018

5.2 Western Bay sub-region

5.2.1 Tauranga public services (from December 2018)

Route number	Service	Service type	Operating hours	Peak frequency (minutes)	Contract unit
Tauranga Western Unit					
1	Pyes Pa	Connector	6:00 am–8:00 pm	20	Tauranga Western
40	Welcome Bay	Connector	6:00 am–8:00 pm	20	Tauranga Western
52x	The Lakes Express	Special	7:00 am-9:00 am, 4:00 pm-6:00 pm Weekdays only	30	Tauranga Western
55	Windermere and Ohauti	Frequent	6:00 am–8:00 pm	15	Tauranga Western
59	Gate Pa and Greerton	Urban Access	6:00 am–8:00 pm	60	Tauranga Western
60	Cambridge Heights	Connector	6:00 am–8:00 pm	20	Tauranga Western
62	Bethlehem	Connector	6:00 am–8:00 pm	20	Tauranga Western
70	Matua	Connector	6:00 am–8:00 pm	20	Tauranga Western
72	Otumoetai	Connector	6:00 am–8:00 pm	20	Tauranga Western

Route number	Service	Service type	Operating hours	Peak frequency (minutes)	Contract unit
Tauranga Eastern Unit					
Cross City	Cross City Connector - Bayfair to Tauranga Crossing	Connector	6:00 am–8:00 pm	30	Tauranga Eastern
CW	City Loop Clockwise	Frequent	6:00 am–8:00 pm	15	Tauranga Eastern
ACW	City Loop Anti-Clockwise	Frequent	6:00 am–8:00 pm	15	Tauranga Eastern
Goldline	Mount to Pāpāmoa Plaza	Urban Access	9:00 am-4:00 pm	60	Tauranga Eastern
30	Pāpāmoa, Wairakei	Connector	6:00 am–8:00 pm*	20	Tauranga Eastern
30x	Pāpāmoa Express	Special	7:00 am-9:00 am, 4:00 pm-6:00 pm Weekdays only	30	Tauranga Eastern
33	Pāpāmoa, The Boulevard	Connector	6:00 am–8:00 pm	20	Tauranga Eastern

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

5.2.2 Tauranga school bus services (from December 2018)

The Regional Council operates approximately 27 school bus services within the Tauranga urban area. The services are divided between the Tauranga eastern and Tauranga western contract units. School services are subject to regular change as school rolls change and new schools open. Full details on these services are available on baybus.co.nz

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

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

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

5.2.3 Regional services (from December 2018)

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

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

* Saturdays services are planned from July 2021.

NB: services do not operate on public holidays

5.3 Rotorua (current)

5.3.1 Urban services

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



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

5.3.2 Regional services

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

NB: services do not operate on public holidays

5.4 Eastern Bay services (current)

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



Route number	Service	Service type	Operating hours	Daily return services	Contract unit
150	Pōtaka – Ōpōtiki	Regional Access	8:15am–4:45 pm	1 trip daily. Tuesday, Thursday only	Eastern Corridor

NB: services do not operate on public holidays

5.5 Matakana passenger ferry services

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

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

Part 6: Implementation Plan

Table 1 below, provides indicative implementation dates for public transport projects in the Region over the next ten years. This is not an exhaustive list and is subject to change through the life of the Plan. This list was last updated **April 2018**. If you would like to enquire about a more up to date version please contact transport@boprc.govt.nz.

Table 1 Indicative implementation dates for public transport related projects

Project	Description	When	Project owner
Infrastructure projects			
Hairini Interchange	Interchange being constructed on Welcome Bay Road to support the new bus network.	2018/19	Tauranga City Council
Bayfair Interchange	Interchange being constructed on Welcome Bay Road to support the Blueprint bus network.	2018/19	Tauranga City Council
Region wide real time passenger information	Interchange being developed in Brookfield to support the Blueprint Bus Network.	2018/19	BOPRC + Tauranga City Council
Regional Integrated Ticketing Solution	Deployment of a single ticketing platform Region wide to improve level of service for customers.	2018/19	Regional Council Consortium/NZTA
Cameron Road Bus priority – Stage 1	Deployment of short-term bus priority improvements on Cameron Road.	2018/19	Tauranga City Council
Arataki Corridor bus priority measures	Deployment of short-term bus priority improvements in the Arataki transport corridor.	2018/19	Tauranga City Council
Cameron Road Bus priority – Stage 2	Deployment of medium-term bus priority improvements on Cameron Road.	2021/22	Tauranga City Council
Brookfield Interchange	Interchange being developed on Farm Street to support the Blueprint Bus Network.	2022/23	Tauranga City Council
National Integrated Ticketing Solution	Deployment of a single ticketing platform nation-wide to improve level of service for customers, reduce costs, and improve interoperability.	2024/25	All regional councils + Auckland Transport
Planning Projects			
Arataki multi-modal study	Development of a multi-modal transport plan for the Arataki transport corridor.	2017/18	Tauranga City Council
Te Tumu multi-modal study	This study is looking at how bus rapid transit can be provided in the Te Tumu growth area alongside high quality cycle infrastructure and travel demand management measures. This will feed into the structure planning for this growth area.	2017/18	Tauranga City Council
Cameron Road multi-modal study	Development of a multi-modal transport plan for the Cameron Road corridor including short and long term implementation of bus priority measures.	2017/18	Tauranga City Council

Project	Description	When	Project owner
Infrastructure projects			
Western Corridor multi-modal study	Development of a multi-modal transport plan for the Western Corridor growth area.	2018/19	NZTA
Rotorua 3-year network review	3-yearly review of bus services to improve customer satisfaction and operational efficiency.	2018/19	BOPRC
Eastern Bay 3-year network review	3-yearly review of bus services to improve customer satisfaction and operational efficiency.	2018/19	BOPRC
Fare Zone Review for Urban Areas	Examination of new fare zone structure for urban centres, and new fare products available as a result of investment in new ticketing system.	2019/20	BOPRC
Mobility-As-A-Service	Development of a multi-modal information and marketplace portal for total mobility users.	2019/20	BOPRC
Regional Public Transport Plan Review	Review of the Regional Public Transport Plan policies and implementation plan.	2021/22	BOPRC
Western Bay 3-year Review	3-yearly review of bus services to improve customer satisfaction and operational efficiency.	2021/22	BOPRC
Multi-Model Model Development	Development of a forecasting model for public transport as well as active modes to improve project evaluation methods.	2022/23	Tauranga City Council
Service Improvements			
Western Bay PT Blueprint Network	Deployment of a new, enhanced bus network in the Western Bay.	2018/19	BOPRC
Concession fares for Rotorua	Some users will be able to access concession fares, consistent with the rest of the Region.	2018/19	BOPRC
Region Wide Real time Information system	Development and deployment of an integrated real time information solution across the Region.	2018/19	BOPRC
New Total Mobility Contracts	Review and development of new operating contracts for total mobility service providers.	2018/19	BOPRC
Extended operating hours in Tauranga	Extending operating hours for core services to 9pm Monday to Thursday and 11pm Friday and Saturday.	2021/22	BOPRC
Saturday services for Western Bay	Saturday services for Te Puke, Katikati, and Ōmokoroa.	2021/22	BOPRC
Extension of City Loop service to Greerton	Extension of City Loop service to Greerton.	2021/22	BOPRC



Part 7: Investment and funding

This chapter considers future public transport investment and funding in the Region. It discusses the current funding arrangements for public transport services and infrastructure and identifies the level of funding currently planned within the Region. This section also identifies the current funding gap to implement the Tauranga Transport Business Case.

NB: The final version of the Plan will be updated to reflect the LTP's and RLTP recognising that these documents are yet to be finalised.

7.1 Funding of public transport services

7.1.1 Current situation

Public transport services are currently funded on a near equal basis from the NLTF, rates and user fares. The rate component is currently collected on a mix of regional and targeted rates, however, from 2018/19 this will be shifting to an almost entirely targeted rate basis.

The shift towards targeted rates provides critical opportunities including:

- the ability to consult with the public, the level of service and initiatives they want in their own community without needing to consider the cost to the rest of the Region, and
- the ability for BOPRC to directly or indirectly fund infrastructure improvements based on individual communities desires and willingness to pay.

7.1.2 Possible funding changes

With the most recent Draft GPS, there is a significant increase in funding available for public transport from the NLTF. This change may enable BOPRC to increase the level of service provided in the Region without impacting rates or fares, or could enable lower fares across the Region, however, it is unclear how NZTA will allow for the increased funding through its investment assessment framework and other policies. At this stage, however, changes are likely to result in increased public transport funding of one form or another.

In addition to this, the Plan sets targets for increasing the component of revenue received from fares to 40% by 2028. This target is to ensure that services are operated efficiently and to allow continued, affordable reinvestment in public transport services.

7.2 Funding of public transport infrastructure

7.2.1 Current situation

Public transport infrastructure is typically the responsibility of district and city councils and NZTA. Over recent years there has been little investment in public transport infrastructure beyond bus shelters and stops. With the agreement of the Blueprint Business Case, Tauranga City Council (TCC) and Western Bay of Plenty District Council (WBOPDC) will see investment in interchange, park and ride, and priority infrastructure over the coming years. Full details are available in the appropriate Long Term Plan documents.

For a copy of these, please contact transport@boprc.govt.nz

New Zealand Transport Agency does not have any current plans to invest in public transport infrastructure in the Bay of Plenty Region.

7.2.2 Possible funding changes

With a shift to fully targeted rates for public transport BOPRC is in a stronger position to invest, with its partners, in infrastructure to support public transport should the need arise.

Increased Government attention on public transport and, in particular rail and rapid transit may also provide opportunities for increased investment through the NLTF or the Crown.

7.2.3 Other funding sources

Central Government is currently consulting on mechanisms that will allow the implementation of Regional Fuel Taxes to fund transport investment. The outcome of this may provide an additional funding source for public transport services and infrastructure where a case can be made to support this.

7.3 Committed and planned expenditure

7.3.1 Planned investment in public transport

In preparing the Plan, BOPRC was required to take into account the amount of public transport funding likely to be available within the Region.

The cost of delivering public transport services and infrastructure in the Region is currently split between the following sources:

- revenue generated from the fares paid by public transport users and GoldCard subsidies provided by Central Government,
- funding sourced from the National Land Transport Fund (NLTF), administered by the NZTA, and
- funding from BOPRC and territorial authorities.

The estimate of public transport funding for the Region is based on the three draft Long Term Plan budgets. The public transport funding likely to be available within the Region is shown in Figure 13.

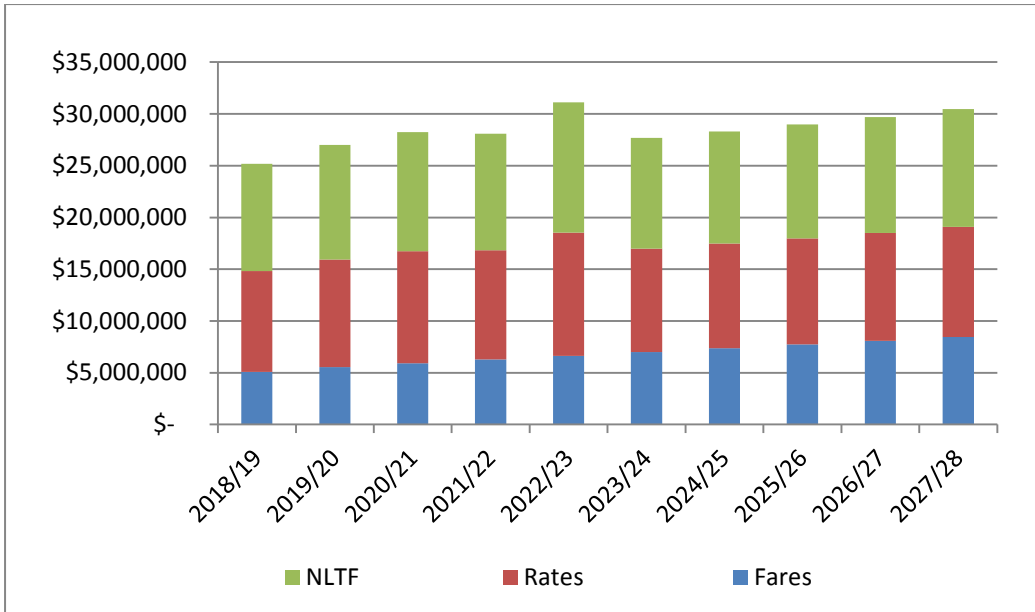


Figure 2 Planned, region wide operational and capital investment in public transport for the 2018-28 LTP period

A comprehensive list of planned investments though the LTP period is included as Appendix 4.

7.3.2 Draft Tauranga Transport Business Case funding gap

The TPBC provides a 30 year view for transport in Tauranga is heavily focused towards investment away from private motor vehicles and towards active modes and public transport. The programme calls for a significant boost for investment in public transport from 2021, which is not currently reflected in Regional Council LTP.

The funding gap is shown in the table below:

Table 2 Operational spending on public transport required in Draft Tauranga Transport Business Case

Operational spending on public transport 2018-28 period (\$ millions)	
Total spend	380
Unbudgeted in 2018-28 Draft LTP	195

Beyond the current LTP, the Draft Tauranga Transport Business Case calls for a six-fold increase in public transport service expenditure by 2038 and a 250% increase in public transport infrastructure investment. Further details are included below in Table 3.

Table 3 Indicative spending on public transport services and infrastructure from the Draft Tauranga Transport Business Case

Average annual spend (\$ millions)	Period 1 (2018-20)	Decade 1 (2021-2028)	Decade 2 (2028-2038)	Decade 3 (2038 onwards)
Public Transport Capital spend (TCC/NZTA)	8	10	27	21
Public Transport Operational spend (BOPRC)	18	47	86	117

Part 8: Monitoring and review

This chapter describes the processes for monitoring and review of the Plan. The first section outlines the indicators and targets that are used to monitor public transport performance in the Region. The second section details processes for reviewing the Plan. This includes the policy on significance that will be used to determine the significance of any variation to the Plan, and the corresponding level of consultation that will be required.

8.1 Monitoring

The purpose of monitoring is:

- to measure how successful the Plan has been in meeting its objectives,
- to measure the impact of investment in public transport, and
- to evaluate the performance of individual services.

8.1.1 Regional public transport performance

Bay of Plenty Regional Council will monitor the performance of the public transport network to ensure that the investment by the Region and through the NLTF is improving the level of service. BOPRC will measure the performance of services indicators including:

- patronage,
- fare box revenue, and
- customer satisfaction.

In addition to this, BOPRC will monitor the performance of individual services on an annual basis as part of the annual review process.

The most recent measurements of the investment objectives are included as Appendix Two

8.1.2 Other performance measures

Western Bay Public Transport Blueprint Programme and Network Business Case developed investment objectives to measure the progress of the programme over the next ten years.

Eastern Bay of Plenty Bus Network Review - Programme Business Case was adopted in 2015 and developed investment objectives to measure the progress of the programme over the next ten years.

The most recent measurements of the investment objectives are included in Appendix Two.

8.2 Review

Bay of Plenty Regional Council is required to review the Plan following or in line with changes to the Regional Land Transport Plan and can be current for a period between three and ten years.

At any time that BOPRC desires or when the plan no longer meets its legislative requirements, then a variation to the Plan can be undertaken. If the variation is considered to be significant, in accordance with the significance policy, consultation is required.

8.2.1 Policy on significance

The following policy sets out how to determine the significance of variations to the Plan as required by the LTMA.

The Plan can be varied at any time but consultation will be required in accordance with Section 126 of the LTMA if the variation is significant.

The significance of any proposed variation will be made on a case by case basis. When making a decision on significance, the Regional Council will consider the following matters:

- the reasons for the variation,
- the options available to the Regional Council,
- those likely to be affected by the variation,
- the extent to which the variation affects the RLTP or any of the Region's local authority Long Term Plans,
- consistency with national or regional policies and strategies,
- consistency with the strategic direction in the Plan, and
- effects on the overall affordability and integrity of the Plan.

Matters that are considered significant include:

- the addition of a unit, and
- amendment of the policy on significance.

Matters that are not considered significant include:

- the addition, removal or amendment of any matter that has already been consulted on in accordance with Section 125 of the LTMA,
- The addition, removal, or amendment of policies or objectives required to maintain consistency with any other plan, policy or directive of BOPRC or Central Government,
- the addition, removal or amendment of any activity amounting to less than 10 percent of the total cost of providing public transport services in the Region in any one financial year, and
- minor editorial changes to the Plan.



Appendices



Appendix 1 – Glossary

Term/Acronym	Meaning
ATO	Approved Taxi Organisation
BOPRC	Bay of Plenty Regional Council
GPS	Government Policy Statement on Land Transport Funding
LTMA	Land Transport Management Act
Long Term Plan	A plan prepared by all local authorities under the Local Government Act and covering a period of at least ten years. <i>Also known as Ten Year Plan.</i>
MoE	Ministry of Education
National Land Transport Fund	The set of resources, including land transport revenue, that are available for land transport activities under the National Land Transport Programme.
National Land Transport Programme	A three-yearly programme of investment in land transport infrastructure and services from the National Land Transport Fund.
NLTF	National Land Transport Fund
NLTP	National Land Transport Programme
NZTA	New Zealand Transport Agency
PTOM	Public Transport Operating Model
Regional Council	Bay of Plenty Regional Council
RLTP	Bay of Plenty Regional Land Transport Programme
RLTS	Bay of Plenty Regional Land Transport Strategy
The Plan	Bay of Plenty Regional Public Transport Plan
Smartride card	An electronic debit card that enables users to load credit and receive discounts on public transport.
SuperGold card	A discounts and concessions card issued free to all New Zealand residents aged 65 years and over and those under 65 years receiving a Veteran's Pension or New Zealand Superannuation, in recognition of their contribution to New Zealand society. SuperGold card holders receive free off-peak public bus travel.
The Blueprint	The Western Bay of Plenty Public Transport Blueprint
Ten Year Plan	A plan prepared by all local authorities under the Local Government Act and covering a period of at least ten years. <i>Also known as Long Term Plan</i>
The Plan	Bay of Plenty Regional Public Transport Plan
Total Mobility	A nationwide scheme that provides a subsidised taxi service to people with serious mobility constraints.

Appendix 2 – Monitoring results

Region wide monitoring results

Measure	2016/17 Baseline	2017/18	2018/19	2019/20
Customer Satisfaction	92%			
Fare Box Recovery	30.8			
Patronage	3,132,219			
Perception of Safety and Security Increase perceptions of safety and security above 2017 levels	8.44			
Kilometres completed with electric buses	0			

Western Bay Public Transport Blueprint monitoring results (design case)

Blueprint investment objectives	2016/17 Baseline	2017/18	2018/19	2019/20
Reduce bus travel times on key corridors by 20% by 2026 (AM peak average)	1.00			
Target a bus passenger mode share of 10% on key corridors by 2026	6%			
Increase the fare box recovery ratio to 45% by 2026	28%			
95% of bus services will operate within five minutes of schedule during AM peak by 2026	80% (estimate)			
Implement at least 50% of the projects identified in the PBC by 2021 and 100% by 2026	0%			
The organisations responsible for investing will commit 100% of the necessary funding as defined in the PBC by 2026	0%			
Tauranga City Council	0%			
Western Bay of Plenty District	0%			
Regional Council	0%			

Eastern Bay Public Transport Review monitoring results

Investment objectives	2014/15 Baseline	2016/17	2017/18	2018/19
Services that meet customer needs				
95% of respondents cite satisfaction with current service (all rural services)	non-available	94.5%		
Increase Patronage to 50,000 by 2027	41,938	40,226		
Reduce number of “did not attends” for DHB services to 5% (non-maori)	6%	6%		
Reduce number of “did not attends” for DHB services to 5% (maori)	14%	14%		
More travel choice				
Number of destination pairs that are reasonably accessible using PT remains above 130	78	100		
20% of population within 400 m of an accessible bus service	0%	GIS to complete		
More efficient transport network				
Increase farebox recovery to 42% by 2018/19	35%	31%		
Person km travelled per in service km increased to 8 by 2018/19	6.2	4.8		

Appendix 3 – Giving effect to the Regional Land Transport Plan

The Plan must give effect to the public transport components of the RLTP. The following table identifies the individual public service components of the RLTP and sets out how the Plan gives effect to them.

RLTP 2018-28 public transport component	How this Plan gives effect
Policies	
8. Ensure that future transport corridors are identified and protected in strategies and plans	Reflected in Policy 2
9. Ensure that the location and design of new development in urban areas, including greenfield urban development ¹ , gives effect to: <ul style="list-style-type: none"> • minimising the number of private motor vehicle trips, • minimising the distance of remaining private motor vehicle trips, and • increasing the uptake of walking, cycling and public transport 	Reflected in Policy 4 and Policy 6
11. Require that high person trip generating activities locate in town centres or in locations that have good access to the Region's strategic public transport network.	Reflected in Policy 6 and Policy 1
15. Actively promote alternative transport and fuel technologies that reduce the use of fossil fuels.	Reflected through the document in terms of promoting "alternative" transport. Also reflected in Policy 22
16. Adopt national best practice fuel efficiency and emissions standards when procuring public transport services.	Reflected in Policy 22
22. Implement school walking and cycling programmes to increase safety and reduce congestion associated with schools at peak times. (<i>city and district councils</i>)	Supported in Policy 20

¹ For the western Bay of Plenty sub-region this means growth management areas identified in the Bay of Plenty Regional Policy Statement.



Appendix 4 – Land Transport Management Act requirements

A regional public transport plan must contribute to the purpose of the LTMA which is an efficient and effective land transport system in the public interest (Section 3 of the LTMA). A regional council must also, when preparing a statement of proposal to adopt a regional public transport plan and before adopting a regional public transport plan, be satisfied that the proposal satisfies the requirements of Section 123 of the LTMA. The following table contains an assessment against the requirements of Sections 3, 114 and 123. Bay of Plenty Regional Council is satisfied that the Plan complies with the LTMA.

LTMA Reference	Provision	Contribution
3 Purpose	The purpose of this Act is to contribute to an effective, efficient, and safe land transport system in the public interest”.	The Plan’s contribution to the purpose of the LTMA, and the efficiency and effectiveness of the overall strategic approach to public transport in the Bay of Plenty Region has been assessed through the RLTP.
115 Principles “(1) (a)	Regional councils and public transport operators should work in partnership and collaborate with territorial authorities to deliver the regional public transport services and infrastructure necessary to meet the needs of passengers.	The Plan includes a section on working together which covers both our relationship with operators and territorial authorities.
115 (1) (b)	The provision of public transport services should be coordinated with the aim of achieving the levels of integration, reliability, frequency, and coverage necessary to encourage passenger growth.	Enhanced levels of service on Regional Strategic Corridors in Tauranga and Rotorua will contribute to improved journey times, reduced congestion, more efficient freight supply chains and better use of existing transport capacity. The coverage providing by the regional public transport network as a whole will provide better access to markets, employment and areas that contribute to economic growth.
115 (1) (c)	Competitors should have access to regional public transport markets to increase confidence that public transport services are priced efficiently.	The establishment of units and implementation of PTOM is designed to enable efficient contracting for service in a transparent market.
115 (1) (d)	Incentives should exist to reduce reliance on public subsidies to cover the cost of providing public transport services.	Policies 10 and 11 address efficient through maintaining a reasonable farebox recovery target.
115 (1) (e)	The planning and procurement of public transport services should be transparent.	Reflected in policies 17 and 18



LTMA Reference	Provision	Contribution
124 (a) (ii)	Has been prepared in accordance with any relevant guidelines that the NZTA has issued.	NZTA's <i>Requirements for Urban Buses</i> (2011) have been taken into account and referenced in this Plan. NZTA guidance note issues August 2017 has been taken into consideration in the Plan.
124(c)(i)	Take into account any national energy efficiency and conservation strategy.	Reflected in Policy 22 and through monitoring of electric bus travel distance.
124(c)(ii)	Take into account any relevant regional policy statement, regional plan, district plan, or proposed regional plan or district plan under the Resource Management Act 1991.	All relevant policies and plans have been considered in developing the Plan.
124(c)(iii)	Take into account the public transport funding likely to be available within the Region.	All funding required to implement the Plan is included within LTPs and NLTF funding submissions for the appropriate agencies.
124(c)(iv)	Take into account the need to obtain the best value for money, having regard to the desirability of encouraging fair competition and a competitive and efficient market for public transport services.	BOPRC has developed a procurement strategy for transport activities. The objective of the strategy is to procure public transport services in a way that: achieves value for money, encourages competitive and efficient markets, and sustains those markets.
124(c)(v)	Take into account the views of public transport operators in the Region.	A workshop was conducted with total mobility operators to enable their views to be taken into account during the development of the Plan.
19(c)	Consider the needs of persons who are transport disadvantaged.	Part 3 of the Plan considers the needs of the transport disadvantaged.



Appendix 5 – Planned public transport investment

Planned expenditure on Public Transport (Draft LTPs)											
	Owner	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28
Maintenance Bus Bays & Shelters	TCC	-	-	\$ 110,000	-	\$ 220,000	-	-	-	-	-
Bus Shelter Installation	TCC	\$ 75,000	\$ 75,000	\$ 75,000	\$ 75,000	\$ 75,000	\$ 75,000	\$ 75,000	\$ 75,000	\$ 75,000	\$ 75,000
City Centre Bus Interchange	TCC	\$ 100,000	-	\$ 2,500,000	-	-	-	-	-	-	-
Hairini Bus Interchange	TCC	\$ 900,000	-	-	-	-	-	-	-	-	-
Improved pedestrian connections for bus services	TCC	\$ 300,000	\$ 200,000	-	-	-	-	-	-	-	-
Brookfield Interchange - Final solution	TCC	-	-	-	\$ 50,000	\$ 850,000	-	-	-	-	-
Brookfield Interchange - Interim solution	TCC	\$ 250,000	-	-	-	-	-	-	-	-	-
Peak hour traffic management and PT priority	TCC	\$ 450,000	\$ 1,000,000	-	\$ 1,500,000	\$ 2,000,000	-	-	-	-	-
Mount Drury minor interchange	TCC	\$ 100,000	-	-	-	-	-	-	-	-	-
Windermere Campus interchange improvements	TCC		\$ 150,000								
Realtime passenger information system	TCC		\$ 100,000	\$ 500,000							
Trial Pāpāmoa Express	BOPRC	\$ 271,000	\$ 538,000								
Trial Goldline Service	BOPRC	\$ 450,000	\$ 450,000								
Rotorua CCTV	BOPRC	\$ 156,000									
WiFi on Buses - Rotorua	BOPRC	\$ 92,000	\$ 92,000	\$ 92,000	\$ 92,000	\$ 92,000	\$ 92,000	\$ 92,000	\$ 92,000	\$ 92,000	\$ 92,000
WiFi on Buses - Tauranga	BOPRC	\$ 316,800	\$ 316,800	\$ 316,800	\$ 316,800	\$ 316,800	\$ 316,800	\$ 316,800	\$ 316,800	\$ 316,800	\$ 316,800
Shelter installs	Whakatāne District	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000	\$ 60,000
Shelter installs	Rotorua District	\$ 50,000	\$ 50,000	\$ 50,000	\$ 50,000	\$ 50,000	\$ 50,000	\$ 50,000	\$ 50,000	\$ 50,000	\$ 50,000
Shelter installs	Western Bay District	\$ 30,000	\$ 30,000	\$ 30,000	\$ 30,000	\$ 30,000	\$ 30,000	\$ 30,000	\$ 30,000	\$ 30,000	\$ 30,000
New Ticketing Machines	BOPRC					\$ 947,000					
Work category 511 – Bus services	BOPRC	\$19,666,743	\$21,994,038	\$22,479,325	\$23,876,561	\$24,426,986	\$24,988,374	\$25,587,043	\$26,227,377	\$26,909,376	\$27,635,234
Fares and Revenue	BOPRC	-\$ 4,347,286	-\$ 4,818,401	-\$ 5,188,031	-\$ 5,548,431	-\$ 5,908,431	-\$ 6,278,431	-\$ 6,638,431	-\$ 6,998,431	-\$ 7,358,431	-\$ 7,728,431
Miscellaneous revenue	BOPRC	-\$ 734,167	-\$ 733,535	-\$ 733,535	-\$ 733,535	-\$ 733,535	-\$ 733,535	-\$ 733,535	-\$ 733,535	-\$ 733,535	-\$ 733,535
512 – Passenger ferry services	BOPRC	\$ 48,450	\$ 49,514	\$ 50,607	\$ 50,607	\$ 50,607	\$ 50,607	\$ 50,607	\$ 50,607	\$ 50,607	\$ 50,607
517 – Total mobility services	BOPRC	\$ 592,175	\$ 584,191	\$ 617,833	\$ 617,833	\$ 617,833	\$ 617,833	\$ 617,833	\$ 617,833	\$ 617,833	\$ 617,833
519 – Total Mobility wheel chair hoists	BOPRC	\$ 51,000	\$ 52,120	\$ 53,270	\$ 53,270	\$ 53,270	\$ 53,270	\$ 53,270	\$ 53,270	\$ 53,270	\$ 53,270
521 – Total mobility hoist use payments	BOPRC	\$ 191,760	\$ 195,971	\$ 209,884	\$ 209,884	\$ 209,884	\$ 209,884	\$ 209,884	\$ 209,884	\$ 209,884	\$ 209,884
524 - Public transport information supply	BOPRC	\$ 1,022,676	\$ 1,068,832	\$ 1,092,415	\$ 1,116,409	\$ 1,120,654	\$ 1,146,409	\$ 1,173,874	\$ 1,203,251	\$ 1,234,540	\$ 1,267,841



Report To: Public Transport Committee

Meeting Date: 11 May 2018

Report From: Garry Maloney, Transport Policy Manager

Public Transport Technology

Executive Summary

This report provides a summary of progress in the area of Public Transport Technology, including:

- A summary of the Public Transport Technology Report recently completed by MRCagney, including international drivers of public transport demand and key recommendations of the report;
- an explanation of the elements of a Real Time Passenger Information System, and an update on progress with implementing and testing a real-time system in Tauranga; and
- an update on estimated costs and recommendation on the Wi-Fi initiative.

Recommendations

That the Public Transport Committee under its delegated authority:

- 1 Receives the report, Public Transport Technology.**
- 2 Continues to endorse the provision of passenger Wi-Fi on Western Bay of Plenty Public Transport Blueprint bus services.**

1 Background

One of the projects in the current Annual Plan is to procure a Tauranga Real Time Passenger Information System. As staff started to work through the process to do that, it became apparent that there might be some value in seeking some advice to understand the wider technology environment.

Given the considerable expense in rolling out new technologies, along with the rapidity of change in this field, it is critical to future proof today's decisions for tomorrow's world and to prioritise investment decisions.

Council consequently let a contract to MR Cagney to broadly identify the array of technology available for public transport agencies and operators and provide a strategic pathway as to what and how Council should procure.

That report is application ended as a supporting document. It provides strategic insights and a 'best practice' review relating to technology-based innovations in the public transport sector, to inform future technology procurement decisions.

2 Factors Affecting Public Transport Demand

As part of the project, MR Cagney noted that factors influencing the level of public transport usage in a particular region fall in to two main categories:

2.1 External:

- Service catchment area and population levels/growth trends
- Socio-economic profile - income levels, employment levels, age profile, private vehicle ownership
- Spatial - urban form including densification of residence and employment and topographic characteristics.

2.2 Internal:

- Service levels (quantity and quality of service)
- Transport options (mode alternatives and types of service) provided
- Pricing and ticketing systems and fares policies
- Facilities and technologies (including information)
- Marketing including education/communication
- Policies re. land use, road and parking pricing, priority to public and active transport, and travel demand management
- Road/street design
- Availability of funding/finance for public transport.

Internal factors are those over which Council has some control and the power to influence and shape the level of public transport usage.

3 Drivers of Public Transport Choice

MR Cagney suggest that understanding 'the value proposition' of passenger transport for both regular and infrequent/non-users will assist in guiding Council's priorities with regard to enabling/procuring new technology applications.

Our past customer satisfaction surveys reveal which service delivery dimensions are of most importance to users.

In order of priority, the journey experience factors which customers are least satisfied with and thus may drive a decision to discontinue use of passenger transport include frequency of services, reliability (punctuality), fares value and convenience of payment, and information about service delays.

When prompted to provide suggested service improvements, more than half of urban bus users mention an improvement to the service pertaining to scheduling. Only 9% mention bus stop improvements, with only 3% mentioning timetable information improvements.

MR Cagney recommend the application of new and emerging technologies to enhance scheduling/network planning and to deliver new types of transit services to customers as the highest priority.

These results are very consistent with Greater Wellington Regional Council's survey of Metlink's customers' experiences. Key areas of concern are the provision of information about service delays and disruptions and value for money. These aspects have been identified as core drivers of overall satisfaction.

International research findings are also very consistent with the local insights derived from the Bay of Plenty Regional Council's and Greater Wellington Regional Council's customer and community surveys.

TransitCenter (a US foundation) has published a report on what transit riders really want from surveying 3,000 people from 17 different cities in the US. It concludes that the major elements that are important to transit users are: (1) frequency of service, (2) travel time, (3) stop/station facilities, (4) information as to when the next bus/train is coming. The report concludes:

"To put it simply: What makes an unhappy transit rider? Transit service that is infrequent, slow, and unreliable, and transit stops that lack shelter and information. Addressing these deficiencies should be at the top of agencies' to-do lists.

4 Key short term recommendations (1-5 years)

- Consider procuring Real Time Passenger Information (RTPI) and Automatic Passenger Counting (APC) systems.
- Ensure Bay of Plenty Regional Council retains ownership of data.
- Procure a Business Intelligence (BI) system and use this to identify opportunities for improvement in the transit network. A BI system allows for accurate reporting and analysis of data such as speed, patronage, fare recovery, route design, on-time performance and timetable design.
- Invest in Intelligent Transport Systems (ITS) which offer an integrated Demand Responsive Travel (DRT) technology solution. These systems combine mobile phone technology, payment systems, scheduling and route design systems to enable an individual-focussed solution for planning, paying for and completing journeys.
- Reconsider expansion of Wi-Fi initiative due to a lack of evidence that this encourages public transport use.
- Recommends not locking in proprietary-based electronic bus stop signage solutions, but rather invest in generic solutions that interface with RTPI system. Limit direct investment in on-bus audio/visual displays.
- Progress Transport Mobile Applications.

5 Longer term recommendations

- Mobility as a Service (MaaS) – in essence MaaS is an information service with products that physically transport people. Potential outcomes include new markets, new funding streams from value added products and services, efficiency savings, better supply and demand management.
- Next generation ticketing.
- Way finding incorporating digital and dynamic technologies.
- Investigating public/private partnership funding models.

6 Real-Time Passenger Information System (RTPIS)

A RTPIS has five elements that combine to deliver a system that provides users with timely information relating to their journey, and also provides operations staff with essential data and analysis to enable them to provide and maintain a reliable and efficient public transport service.

6.1 Timetable data

The first element is the static timetable information, including bus stop locations, arrival and departure times, and driver shift information. This is currently maintained through a system called GTFS Manager.

6.2 Tracking buses

The second element is the tracking of buses, including latitude, longitude, speed and heading. This is currently provided by independent trackers installed in BayHopper buses, but will possibly be provided by INIT ticketing machines.

6.3 Real-time prediction software

The third element is software that considers previous trip times between bus stops to accurately predict when a bus will reach its next stop. Council has purchased the Swiftly system as a short term solution to provide a real-time passenger information system. Swiftly also allows for basic real-time performance monitoring, contract management and reporting.

6.4 Mobile phone application for tracking buses

The fourth element is the provision of this information to passengers. Transit Application is currently being tested with staff and some members of the public. Feedback to date has been very positive, with any faults reported by users being rectified quickly. The system continues to learn and improve as it collects data over time. Staff are planning a public launch of this system shortly.

6.5 Business Intelligence system (BI)

The final element is a BI system which allows for accurate reporting and analysis of data such as speed, patronage, fare recovery, route design, on-time performance and timetable design. Having quick and easy access to detailed information is crucial in providing accurate and useful financial analysis as well as operational analysis.

7 Text-a-Bus

The current text-a-bus system in Tauranga will continue in the short term but will be phased out over time and replaced with Transit Application. This reflects the need for customers to have free access to real-time information, instead of paying for static timetable information.

While the current text-a-bus and real-time system in Rotorua is working well, with the roll-out of the INIT ticketing system comes the opportunity to extend Transit Application to all routes (excluding Waihi Beach, Murupara, Matatā and Pōtaka). There are advantages to using one system for the whole region, and this will be explored in 2019.

8 Passenger Wi-Fi

The MRCagney report concludes that, for urban transit with short trip lengths, having free passenger Wi-Fi on board buses has a negligible impact in making transit more attractive and in attracting new users to transit. The report recommends that Council reconsider its plans for wider rollout of the current Wi-Fi initiative and potentially limits this investment to longer distance commuter services.

At the Public Transport Committee meeting on 9 February, it was noted that Wi-Fi has been a valuable addition to the customer experience and it is now an expected feature on bus services. Council agreed to expand the provision of free passenger Wi-Fi to all routes. For Rotorua and regional services, Council agreed to an unbudgeted cost of approximately \$69,500 for the 2018/19 financial year and an operational cost to be funded from targeted rates of approximately \$33,500 per year.

Tauranga costs are estimated at \$120,750 for purchase and installation of 69 units, in buses in the new network. Estimated data usage of 25Gb per unit per month at \$5 per Gb costing \$8,625 per month (\$103,500 per year). The provision of Wi-Fi was included in the Blueprint for the new Tauranga Network. This cost is to be funded from the difference between the contract price and the draft budget as indicated in the Long Term Plan.

To include the additional 25 dedicated school services will be an additional \$37,500 for purchase and installation, and approximately \$28,000 per year in data cost.

In the current trial, data requirements for providing free passenger Wi-Fi have been higher than anticipated, which alters the projected costs of providing this service across all routes. This is offset by a reduction in data cost from \$10 per Gb to \$5 per Gb offered by Vodafone. Staff are working to better understand the data requirements in order to provide more accurate estimates of cost.

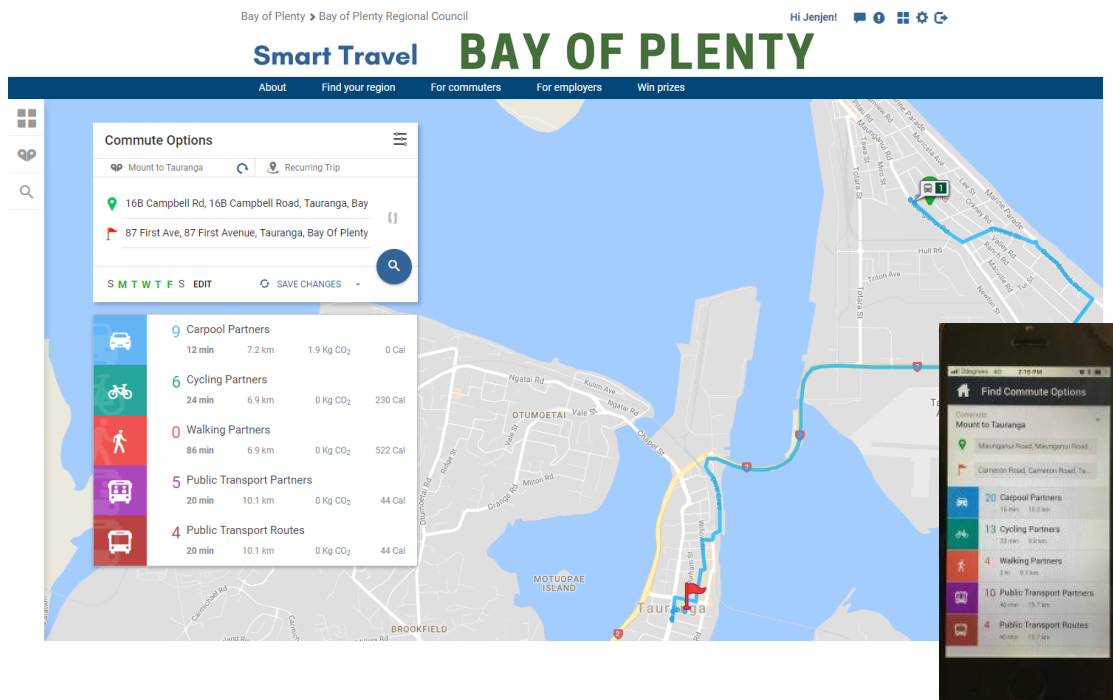
Staff continue to recommend that this initiative go ahead, but recommend a shorter period of three years as the MRCagney report highlighted that Wi-Fi may potentially be overtaken by new and emerging technologies causing it to become unnecessary. In 2020 this can be reassessed for viability given the fast pace of change in the technology space.

9 Rideshare

Bay of Plenty Regional Council supports Smart Travel, an online platform and application that helps people to plan their journeys and find others to share rides with.

Smart Travel replaced the old 'Lets Carpool' national website in May 2017. It was developed in partnership with a consortium of councils, including Auckland Transport, Hamilton, Palmerston North, Nelson and Christchurch City Councils, New Plymouth, Tasman and Waimakariri District Councils, Toi Moana/ Bay of Plenty and Hawkes Bay Regional Councils. West Coast and Dunedin City Council joined the consortium in early 2018.

As well as carpooling, Smart Travel encourages the use of public transport, walking and cycling and is the first multi-modal transport platform in New Zealand.



Council ran a social media and radio campaign over February and March 2018 to raise awareness of Smart Travel within the Bay of Plenty. Numbers registering are continuing to grow.



Ride better together

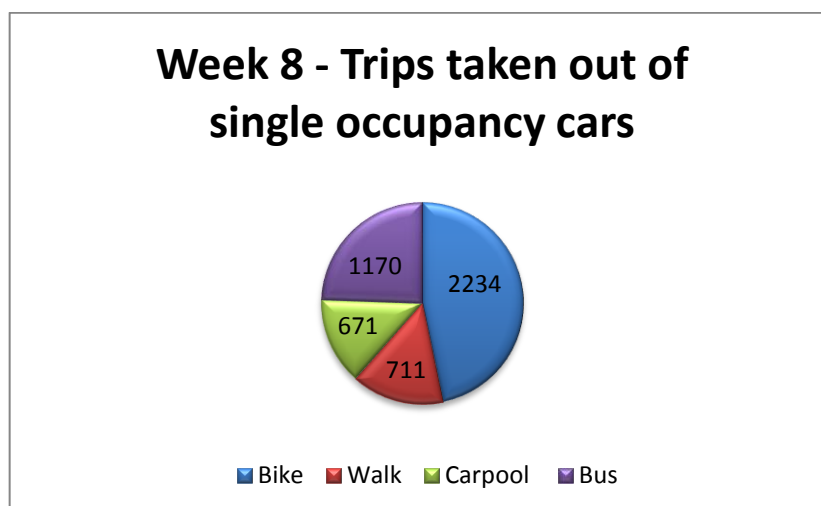
<http://play.google.com/st...>

Match with carpoolers going your way on the Smart Travel App and share a better commute to work

The multi-modal travel options available on Smart Travel combined with the ability to match people willing to ride share is relatively new to New Zealand. The Platform's

functionality means organisations and institutions can also offer incentives to encourage travel behaviour and report on the results.

Tauranga City Council are currently in week eight of a pilot programme to challenge and incentivise their employees to travel to work by other modes instead of single occupancy vehicles. To date, 25% of its employees are registered and trips logged through Smart Travel show 711 carpooling trips have been made. As well 1,170 trips to work were by bus, with another 2,234 bicycle trips. People also choose to walk 711 times. Regional Council staff are working closely with Tauranga City Council and the lessons learnt from the pilot will be applied when promoting the Smart Travel Platform.



Work continues by the Consortium of Councils and the provider Rideshark, (located in Ontario Canada) to enhance functionality of the platform and usefulness.

10 Next steps

Work is continuing to establish the best pathway to obtain the best possible public transport technology system. This includes real-time bus location, ways to distribute route, timetable and disruption information to the public, potentially a depot dispatching and driver touch-screen system, and a business intelligence system to inform planning and contract monitoring.

Staff focus is on ensuring a seamless transition of the RTPIS from the current network to the new network in December 2018.

11 Council's Accountability Framework

11.1 Community Outcomes

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

11.2 Long Term Plan Alignment

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

Current Budget Implications

In Tauranga the provision of Wi-Fi is being undertaken within the current budget for the Passenger Transport Activity in the Draft Long Term Plan 2018-2021.

For Rotorua and regional services, the provision of Wi-Fi is outside the current budget for the Passenger Transport Activity in the Long Term Plan 2018-2021.

Future Budget Implications

Future work on Public Transport Technology is provided for in Council's Draft Long Term Plan 2018-2028.

Melissa Winters
Transport Operations Officer

for Transport Policy Manager

4 May 2018

**SUPPORTING DOCUMENT - Bay of Plenty Regional
Council 2017 Public Transport Technology Project
Stage 1**



Receives Only – No Decisions

Report To: Public Transport Committee

Meeting Date: 11 May 2018

Report From: Garry Maloney, Transport Policy Manager

Public Transport Blueprint - Progress update

Executive Summary

Since the February 2018 Committee meeting work has been progressing on a number of elements relating to the delivery of the Western Bay of Plenty Public Transport Blueprint (the Blueprint).

Most significantly, Council has completed the procurement process for the Blueprint bus services and awarded the contracts to NZ Bus. The final price for the contracts is \$14.8million per annum which represents a reduction from the Draft 2018 - 2028 Long Term Plan budgeted price. There are a number of minor adjustments that may be required prior to the network being implemented in December 2018 with a likely annual variation to contract price of up to \$270,000.

There are on-going issues relating to the delivery of critical infrastructure with none of the proposed transfer points on the Blueprint network having progressed from concept to detailed design phase. Staff are working with Tauranga City Council (TCC) to expedite delivery however alternative bus network designs are also being examined to reduce the impact of infrastructure not being delivered as required in December 2018. Should changes be required there may be cost implications and/or significant reductions in the level of service for customers.

Other work that is ongoing:

- staff are drafting a marketing and communications plan to support the delivery of the Blueprint network;
- school bus timetables are near finalised with staff now waiting on a decision from Ministry of Education for the provision of bus services in Pāpāmoa; and
- Tauranga City Council and the Regional Council have developed a Memorandum of Understanding relating to the objectives and delivery of the school bus travel and crossing guard programmes.

Recommendations

That the Public Transport Committee under its delegated authority:

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

1 Introduction

This report provides a regular update of matters relevant to the delivery of the Western Bay of Plenty Public Transport Blueprint (the Blueprint).

2 Procurement Update

2.1 Tender Award

Staff have completed the tender processes for Blueprint bus services with NZ Bus being awarded the contracts. The final annual price for the contracts is \$14.8 million.

2.1 Likely contract variations

A number of changes to the awarded contracts are expected ahead of implementation of the new network in December 2018. Some of these are required due to infrastructure not being available or having changed from the original concepts. Some are to take advantage of opportunities for service enhancements.

2.1.1 Goldline Route Change

Tauranga City Council is implementing a trial one-way system through Mount Maunganui in 2018. This will require a minor change to the contracted Goldline route.

Estimated Cost: \$5,000 saving



2.1.2 Maketū, Paengaroa, and Pukehina Beach service variation

There is an opportunity to serve the communities of Maketū, Paengaroa, and Pukehina Beach using the Blueprint contracted buses for Te Puke as opposed to the current arrangement where these communities are served by the bus from Whakatāne. This should be able to be accommodated relatively cheaply as no new busses should be required, although this would need to be confirmed with the operator.

Advantages of doing this:

- it reduces travel times for residents from the Eastern Bay to Tauranga by from 90minutes to 60minutes;
- it allows for more flexibility in how the Eastern Bay services operate should changes be implemented at a later date to accommodate requests from Kawerau and education providers;
- it provides more flexibility in when services to Maketū, Paengaroa, and Pukehina operate with departure times that can be altered to better suit customers than the current arrangement.

Estimated Cost: \$34,000 per annum extra for Blueprint services
\$24,000 per annum less for Eastern Bay services
Net Cost increase approx. \$10,000 per annum

2.1.3 Additional school services

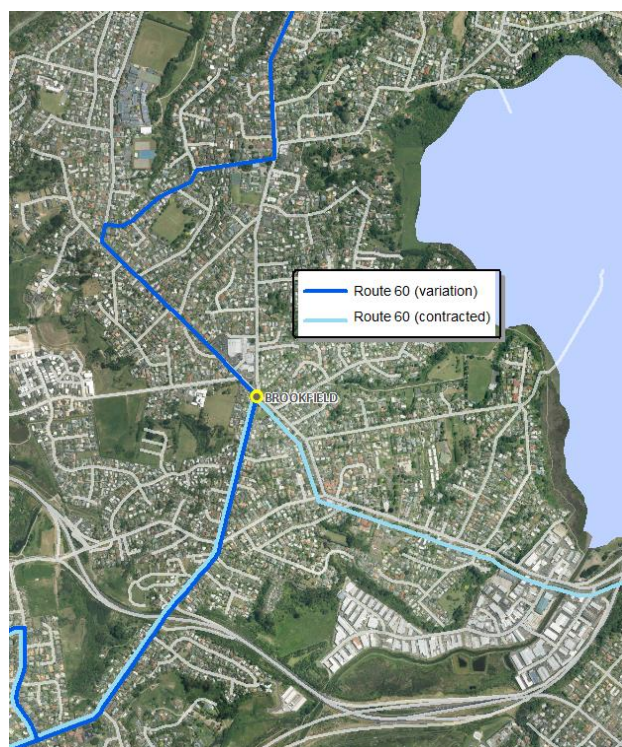
As a result of conducting consultation with schools and assessing the latest school roll data two additional school services will need to be added to the contract. There may also be changes required if Ministry of Education is not forthcoming with transport support for Pāpāmoa students.

Estimated Cost: \$152,000 per annum

2.1.4 Brookfield Interchange – Route 60 Variation

Due to a relocation of the planned short term interchange location, Route 60 has been re-routed to better facilitate interchanges between services at Brookfield until the temporary interchange is complete. This route change also increased the level of service for residents of Otumoetai who will receive a more direct service to the CBD.

Estimated Cost: \$100,000 per annum



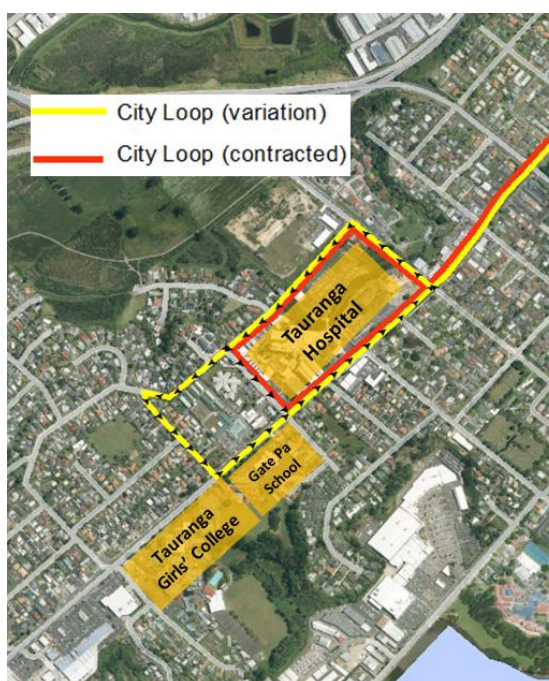
2.1.5 Hairini Interchange

The concept design for the Hairini Interchange whilst looking promising for some time has been identified to have a potential safety flaw which may prevent the site being developed as an interchange. This will require rerouting vehicles in and around this area once an alternative location is found. There are no significant costs associated with the changes to the network however there will be a significant drop in the level of service provided to customers.

2.1.6 City Loop

To accommodate better turning movements on to Cameron Road the city loop will operate one street further south of the Tauranga Hospital. As well as accommodating better access to Cameron Rd it will also bring the service to within 200 metres of Tauranga Girls College rather than 600 metres.

Estimated cost: \$10,000 per annum



2.1.7 Summary of Variation Estimated Costs

Variation estimates	Estimated Cost (per annum)
Goldline	- \$ 5,000
Maketū, Paengaroa, Pukehina Beach	+ \$10,000
Additional school services	+\$152,000
Hairini interchange changes	no cost
Route 60 variation	+ \$100,000
Cityloop variation	+ \$10,000
Total	+ \$268,000

2.2 Electric Buses

Through the tender process, NZ Bus has committed to operating five fully electric buses as part of the Western Bay of Plenty fleet. Discussions between Council and NZ Bus have also started around increasing this number and potentially submitting a joint application to the Energy Efficiency and Conservation Authority (EECA) Low Emission Vehicles Contestable Fund for funding assistance for more.

There are significant challenges ahead in getting these electric vehicles operating, including building the vehicles and installing the charging infrastructure before the 10 December 2018 contract start date.

2.3 Living Wage

NZ Bus has indicated within their tender that all staff in Tauranga will receive at the least the living wage from contract start. In light of the ongoing pay disputes occurring in Wellington and Auckland the decision to put emphasis on wages through the tender process is very likely to have a positive result for operational reliability as well as the anticipated customer service benefits.

The New Zealand living wage as determined by the New Zealand Family Centre Social Policy Unit has increased from \$20.20 to \$20.55 since the contract was tendered. Staff are working to clarify with NZ Bus what their definition of “a living wage” relates to and

if this is consistent with the New Zealand Centre Social Policy Unit assessment of the living wage.

3 Blueprint Programme Delivery

An update of infrastructure, planning and policy work relevant to the delivery or success of the Blueprint is included in Appendix One. This provides a high level overview to the end of 2019 and identifies risks associated with each item.

3.1 Tauranga City Council Infrastructure Delivery

There are a number of infrastructure improvements that TCC are required to implement ahead of the Blueprint bus network being delivered. These were largely identified and agreed through the Blueprint Programme Business Case however there have been adjustments and additions that have been identified as required since the detailed design of the bus network

A number of the infrastructure improvements have experienced delays or are subject to significant delivery risks. The table below identify the infrastructure being progressed and the potential risks and mitigations.

Project	Significant Risks	Mitigations
Hairini Interchange (agreed through PT Blueprint for delivery 2019)	Design not adequately progressed to enable tie in with Hairini Link works may result in rework, cost increases and delays. Traffic safety issues with proposed location may make currently proposed site untenable requiring new location and design resulting in delays, sub-optimal bus network performance and additional operating costs for Regional Council.	Reviewing network to move transfer point so that interchange is no longer required in the short term.
Farm Street temporary stops (permanent interchange has been planned since 2012 so not included in Blueprint)	Lack of formal consultation to date (beyond directly affected residents) may result in public disapproval and negative media commentary. May result in delays to the project and a consequent redesign of the Blueprint network to remove transfers. Current design for amenities is incomplete without adequate provision for waiting facilities, shelter from the elements or security. Poor amenity will reduce customer experience, uptake and may result in security issues.	Will review network prior to August 2018 with a view to remove transfer point.
Greerton Interchange (identified in	No adequate design agreed between TCC and BOPRC; current arrangement will not meet planned	Reviewing network to remove some services from Greerton or reroute some services to reduce bus bay

Project	Significant Risks	Mitigations
Blueprint for delivery in 2021, however additional bus bay required from December 2018)	operational requirements May result in delivery delays that require a redesign of the Blueprint network. May not be able to be incorporated in planned street upgrades resulting in cost increases and poor public perception if rework is required.	requirements.
Brookfield Interchange (temporary solution) (not identified through Blueprint*)	Location identified requiring some minor service changes. No design completed; may result in delays and no guarantee that the identified location will be able to meet all requirements. No consultation undertaken to date, may result in poor public perception and implementation delays	Staff have requested through TCC's Long Term Plan process that funding for a permanent solution is brought forward to the next financial year enabling delivery sooner. Staff have requested a timeline for delivery of this interchange including detailed design.

*Whilst the Brookfield interchange was not identified in the Blueprint as a requirement the Tauriko Interchange was. The detailed network design showed that an interchange at Brookfield was required, taking the place of the Tauriko Interchange.

It must also be noted that there has been a significant increase in the cost of delivering the identified infrastructure from the Blueprint Programme Business Case.

3.2 Recent correspondence with Tauranga City Council

On 14 March 2018 a letter was sent by the Regional Council to TCC highlighting issues with TCC's delivery of priority infrastructure. This letter is included in Appendix 3.

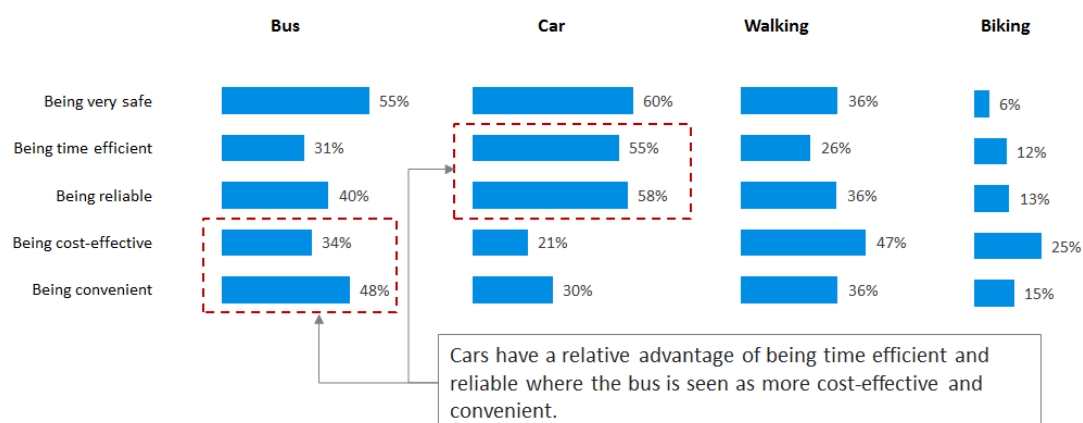
The TCC response is included as Appendix 4.

The response from TCC suggests an impact that introducing fares for school users is having on the wider network. The letter indicates that the fares are responsible for 2,500 trips no longer being taken by bus being added to the network as a direct response to increased fares. This fails to take in to account a number of other important aspects of the transport system:

- that a significant number of students no longer use the service as they can no longer reliably arrive at school on time as a result of congestion and a lack of priority;
- that travel times have become significantly longer in recent years due again to increased congestion and lack of priority measures;

- that the fares are having a positive impact in some areas where students are now choosing to attend their local school rather than to travel across town with a significant benefits for the long term health of the transport system and reduced social costs through travel subsidies as well as the benefits that accrue from more students being able to walk or cycle to school.

The travel time and reliability issues facing the school bus network are highlighted in the 2017 school transport survey undertaken by Council that indicated that bus was seen as being both more cost effective and more convenient than travel by car but was not providing a journey as reliable or fast as private car.



Whilst TCC staff are working in a collaborative manner this does not mean the planning and delivery of improvements are being delivered in a timely manner:

- the Bayfair/Arataki interchange has been in planning since 2012 and the Regional Council has been provided delivery dates ranging from 2016 and 2019 since then;
- a significant number of other infrastructure projects required for the Blueprint network as mentioned in the previous section, are currently at risk of not being delivered on time or at all; and
- options for priority infrastructure for buses on Welcome Bay Road and Turret Rd have been raised with TCC on a number of times since May 2016 and two years on there is still more planning and modelling to be undertaken before anything is on the ground.

Failure to deliver infrastructure for the bus network now represents a risk to the delivery of the Blueprint bus network.

3.3 Te Puke Bus Stops

Staff will be meeting with the Te Puke community board on the evening of 3 May to discuss potential locations for stops and shelters.

4 School Transport Update

4.1 Timetable Development

Timetables have largely been finalised. However, the Ministry of Education is yet to confirm its provision for school bus services in Pāpāmoa and may not do so until the end of term 3.

A draft version of the school timetables is attached as Appendix Two.

4.2 SchoolHopper Brand

The SchoolHopper brand will be discontinued from term 1, 2019. This was influenced by a number of factors including the need to differentiate the new school bus offering from the current service – especially given the altered routes and reduction of school specific services and a move to a standard bus fleet. Perhaps more importantly, it was envisioned that through a subtle change in branding and creative direction in our collateral and advertising we could bring things more in line with the Ministry of Education announcement in 2015 that public transport in Tauranga had reached a stage that it was suitable for school pupils to rely on.

This decision means less of a focus for Council on providing a school specific network and more on an inclusive public transport solution for all. By introducing BayHopper School as a sub-brand alongside BayHopper we can better illustrate this integration of services while still acknowledging the important role our school network provides.

4.3 Travel Safe and Crossing Guard Programmes

A memorandum of understanding has been drafted between Tauranga City Council and Regional Council outlining the expectations around the delivery of this programme. The MOU will be completed by the August Committee meeting with further information around the specifics of programme delivery.

5 Communicating the New Networks

As part of preparing for the new network in December 2018, Council staff are currently developing a detailed communication and marketing plan that will be presented at the August Committee meeting.

Staff are also working to integrate wider blueprint messaging with infrastructure consultation that Tauranga City Council is undertaking. The intent of this work is to ensure clear consistent messaging to better facilitate community response.

6 Council's Accountability Framework

6.1 Community Outcomes

This project/proposal directly contributes to the Regional Collaboration and Leadership and Economic Development Community Outcomes in the Regional Council's Long Term Plan 2015-2025.

6.2 Long Term Plan Alignment

This work is provided for under the Passenger Transport Activity in the Long Term Plan 2015-2025.

Current Budget Implications

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

Future Budget Implications

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

Joe Metcalfe

Senior Transport Planner

for Transport Policy Manager

4 May 2018

APPENDIX 1

2018-04-30 - Programme monitor PT Projects

Public Transport Blueprint Programme Monitor - Timelines

updated 30/4/2018

Public Transport Project	2017						2018						2019						Status	Owner							
	April	May	June	July	Aug	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Oct	Nov			Dec	Jan	Feb	March	April	May	June
3 PT Blueprint - Bus Stops, shelters, pedestrian improvements (trange 1)								Design							Consult (local areas only)	Implement										On Track	TCC
4 PT Blueprint - Bus Stops, shelters, pedestrian improvements (trange 2)	Commence 2022/23																							Not started	TCC		
5 Integrated Ticketing Solution																										New Delivery Date	BOPRC
6 Hairini Interchange				Preliminary Design				Detailed Design							Prepare											Delayed potential critical design fault	TCC
7 Brookfield Interchange - Short term															Design											Not started, significant delivery risk	TCC
8 Brookfield Interchange - Long Term	Commences 2022/23																							Not started	TCC		
9 BOPRC Regional Fare Review - Rotorua Fare change																										On Track	BOPRC
10 RTP Review																										On Track	BOPRC
11 Tauranga City Parking Review																										On Track	TCC
13 Bayfair Interchange upgrade																										Delayed until 2019	TCC
14 Bayfair temporary interchange																										Delayed, new delivery date	TCC
15 Temporary PT Measures for Bayfair to Baypark NOW Arataki Multi-modal study																										Delayed due to Bayfair interchange	BOPRC/NZTA/ TCC
16 Cameron Road Bus Priority Measures Preliminary investigations																										On Track	TCC
17 Cameron Road Bus Priority Measures Stage 1 - Detailed Design + delivery																										not started	TCC
18 Tauriko West Network Plan - Detailed Business Case																										adjusted for Draft GPS requirements	NZTA/TCC/BOPRC
19 Tauranga Transport Busines Case - Programme Business Case																										Consultation delayed, new delivery date	NZTA/TCC/BOPRC
20 Te Tumu Multi-modal study																										On Track	TCC
21 Tauranga CBD Bus Interchange	Dates to be confirmed																							On Track	TCC		
Related projects																											
22 Waikato University CBD Campus																										On Track	Private Development
23 Student accomodation Block																										On Track	Private Development
24 Civic Centre Upgrade - Active space next to Willow Street interchange																										Delayed - unknown delivery date	TCC

Public Transport Project	Description	Status	Owner	Notes	Design Estimate	Build Estimate	Entered in RLTP 2018	Category	Activity ID
3	PT Blueprint - Bus Stops, shelters, pedestrian improvements (trange 1)	On Track	TCC	Includes all enabling works for PT and pedestrian infrastructure improvements	\$70,000	\$800,000	yes	Low Cost / Low Risk Local Roads	
4	PT Blueprint - Bus Stops, shelters, pedestrian improvements (trange 2)	Not started	TCC	To commence 2022/23.	\$30,000	\$650,000	No	Low Cost / Low Risk Local Roads	
5	Integrated Ticketing Solution	New Delivery Date	BOPRC				Is included in 2015-18 with Capital spend brought forward to 2018.	Infrastructure	
6	Hairini Interchange	Delayed potential critical design fault	TCC	Safety audit at a late stage identified risk with current configuration	\$100,000	\$800,000	Yes	Low Cost / Low Risk Local Roads	
7	Brookfield Interchange - Short term	Not started, significant delivery risk	TCC	Detailed design yet to commence	\$50,000	\$200,000	Yes	Low Cost / Low Risk Local Roads	
8	Brookfield Interchange - Long Term	Not started	TCC	Scheduled to commence 2022/23	\$100,000	\$800,000	No	Public Transport Infrastructure	
9	BOPRC Regional Fare Review - Rotorua Fare change	On Track	BOPRC	Consultation delayed. Target delivery date remains the same			No	Transport Planning	
10	RPTP Review	On Track	BOPRC	Consultation delayed. Target delivery date remains the same			No	Transport Planning	
11	Tauranga City Parking Review	On Track	TCC	Scheduled for start of 2017/18 financial year			No	Transport Planning	
13	Bayfair Interchange upgrade	Delayed until 2019	TCC	Originally scheduled to be complete by November 2017. \$250k Investment	\$100,000	\$1,000,000	partial, RLTP2009-2012	Public transport Infrastructure	
14	Bayfair temporary interchange	Delayed, new delivery date	TCC	This will see a temporary interchange developed on Farm Street to allow continued operation in lieu of a permanent interchange	\$25,000	\$100,000	unknown	Public transport Infrastructure	
15	Temporary PT Measures for Bayfair to Baypark NOW Arataki Multi-modal study	Delayed due to Bayfair interchange	BOPRC/NZTA/ TCC	Originally scheduled to be complete by November 2017. \$250k Investment	\$50,000	\$1,000,000	No	Transport Planning	
16	Cameron Road Bus Priority Measures Preliminary investigations	On Track	TCC	Waiting on NZTA to confirm if funding is available. TCC writing scope of works for investigation of priority infrastructure	\$50,000	\$1,400,000	Yes	Transport Planning	124679
17	Cameron Road Bus Priority Measures Stage 1 - Detailed Design + delivery	not started	TCC	Includes treatment of Cameron Road as per Blueprint PBC					
18	Tauriko West Network Plan - Detailed Business Case	adjusted for Draft GPS requirements	NZTA/TCC/BOPRC	CBD university campus being developed for upto 1000 FTE students with minimal on-site parking provided					
19	Tauranga Transport Busines Case - Programme Business Case	Consultation delayed, new delivery date	NZTA/TCC/BOPRC	Development of a multi-modal transport plan for the Western corridor Growth area.				Planning +	
20	Te Tumu Multi-modal study	On Track	TCC	Examination of Tauranga's transport requirements and how these are best meet over the enxt 30 years				Planning +	
21	Tauranga CBD Bus Interchange	On Track	TCC	This study is looking at how bus rapid transit can be provided in the Te Tumu growth area along side high quality cycle infrastructure and travel demand management measures. This will feed into the structure planning				Planning +	
Related projects									
	Waikato University CBD Campus	On Track	Private Development	Investigation into alternative interchagne locations within the Tauranga CBD.					
	Student accomodation Block	On Track	Private Development	An additional 700 students in the CBD campus represents a considerable opportunity to drive PT uptake and growth					
	Civic Centre Upgrade - Active space next to Willow Street interchange	Delayed - unknown delivery date	TCC	200 accomodation units being provided with no dedicated parking spaces. This will drive significant uptake of public transport from the CBD					
				Project to revitalise the Willow street area by brining container and truck based business on to the vacant lot.					

APPENDIX 2

Draft Schoolhopper Timetable



SCHOOL ROUTE 701

AQUINAS COLLEGE

MORNING RUN



AFTERNOON RUN



SEE MAP ON REVERSE

SCHOOL ROUTE 701



ABOUT THE BAYBUS SCHOOL NETWORK

Route 701 is a Bayhopper School route, part of a dedicated school bus network for Tauranga.

Only primary, intermediate and college students can travel on Bayhopper School routes.

Bayhopper School is managed by Bay of Plenty Regional Council which also manages the Bayhopper network.



**WE'RE
ALL ON IT!
TO GET TO SCHOOL**

BAYBUS.CO.NZ | 0800 4 BAYBUS (0800 422 928)
transport@boprc.govt.nz

bayhopper
SCHOOL

APPENDIX 3

**2018-03-14 Letter to TCC on the impacts of traffic
congestion on buses PDF**

Your Ref:
Our Ref: 8.00092 A2822878



14 March 2018

Garry Poole
Chief Executive
Tauranga City Council
Private Bag 12022
Tauranga 3143

E-mail: garry.poole@tauranga.govt.nz

Dear Garry

Traffic Congestion Causing Delays to Tauranga Urban and School Bus Services

The Regional Council is struggling to deliver reliable Tauranga school and public bus services, especially from the Welcome Bay and Pāpāmoa/Arataki areas. While this has been caused by ever increasing motor vehicle traffic, it has also not been helped by the perceived length of time Tauranga City Council is taking to implement measures that would improve bus travel (which could be as simple as paint only options).

For example:

- from at least May of last year Regional Council staff had indicated to Tauranga City Council staff on a number of occasions where they believed priority measures might be able to be delivered for the Welcome Bay bus service with minimal traffic disruption and cost;
- towards the end of last year, Officers from both Councils had come up with a plan to improve bus transportation during the Baylink project construction, but that subsequently devolved in to a multi-modal study.

My Council would like to see Tauranga City Council place greater emphasis on delivering bus priority measures, particularly on Welcome Bay Road and Links Avenue in Arataki.

Currently, congestion delays to several school bus services are causing students to arrive at school well after the school day has started. This has the flow-on effect of parents turning back to car travel to transport students, leading to more cars on the roads, compounding the problem. Bus patronage is reducing and our customers are telling us that reliability and timeliness issues are the major reasons why they are choosing to use the car instead of the bus.

For example, students are boarding the Schoolhopper bus in Welcome Bay at 7:15 am and commonly not getting to Tauranga Intermediate in time for classes that start at 8:30 am. It can take 25 minutes to get from Ranginui Road to the Welcome Bay Hall – a distance of 1.2 kilometres.

At peak times it can also take bus services 23 minutes to travel along Links Avenue from Farm Street to Golf Road. During off peak hours, this segment takes less than five minutes. Links

Objective ID: A2822878

Avenue is a key public transport corridor for Bayhopper and Schoolhopper buses, and will be even more critical when the Public Transport Blueprint is implemented in December 2018.

If parents were assured that school services would arrive on time irrespective of traffic and if commuters could travel more quickly via public transport than in private cars, bus patronage would be much higher and the benefits to all road users would be much greater.

I recognise that our staff are collaboratively working on finding solutions and some progress is being made. However, I ask that greater effort is given to bus priority measures.

Yours sincerely

A handwritten signature in black ink that reads "M Macleod." The signature is written in a cursive, slightly slanted style.

Mary-Anne Macleod
Chief Executive

APPENDIX 4

2018-04-19 Tauranga City Council - Response to BOPRC letter of Traffic Congestion Causing Delays to Tauranga urban and School Bus Services

19 April 2018

Mary-Anne Macleod
Chief Executive
Bay of Plenty Regional Council
PO Box 364
Whakatane

Email: Mary-Anne.Macleod@boprc.govt.nz

Dear Mary-Anne,

Traffic Congestion Causing Delays to Tauranga Urban and School Bus Services

Thank you for your letter of 14 March 2018 regarding current issues with the performance of bus services in Tauranga and in particular those servicing Welcome Bay and the Arataki/Papamoa areas.

It's acknowledged the level of congestion currently being experienced is impacting network performance. We are as keen as you to deliver measures that give bus services a time advantage over the private motor car. To this end, elected members, senior Council staff, and our transport experts support any initiatives that lead to better transport outcomes for the City.

With regard to the specific areas mentioned in your letter, TCC transport staff have been working collaboratively with your staff on a number of bus priority initiatives, as well as the delivery of infrastructure measures that enhance the opportunities to increase the level of walking and cycling across the City. Modelling and technical assessment is underway in terms of the Arataki / Bayfair area that is assessing options and impacts of measures to provide safe and reliable routes for both passenger transport and walking & cycling. With respect to Welcome Bay a range of bus priority measures were identified and technical analysis undertaken. The traffic modelling shows that the investigated bus lanes in Welcome Bay actually slow down the traffic rather than speed it up. So we are putting this initiative on hold until the tunnel opens in May and then will relook at traffic flows. The bus lane option around Hairini (north side of State Highway) looks more effective and we are continuing to move this forward in conjunction with NZTA.

We understand that there are 2,000 year 7-13 students living in Welcome Bay / Ohauti / Mangatapu / Hairini / Windermere area. With no public schools for them to attend they are forced to travel across one of the most congested parts of the transport network (Turret Rd / 15th Ave) each day to attend school. The SmartGrowth briefing paper for Minister Tywford raised this issue and identified the need for education facilities to be located in a manner that facilities good land use and transport outcomes. TCC staff are actively working with the Ministry of Education to encourage a new school to be located in this area.

The Ministerial briefing paper noted that when the free Ministry of Education service was provided, it was estimated that around 4,500 students used the service across the city. The number of students using school hopper services is currently estimated at 1,400 on the school service with another 600 on the public service. This one change has resulted in an additional 2,500 people movements by mode other than bus across our network from the beginning of the 2018 school year. This is clearly negatively impacting on the reliable travel times across the network.

I can assure you our aspirations for the transport network are in alignment with those your Council seek; the delivery of a balanced network that is safe and efficient, and provides transport choices for all. As you are aware, we've signalled considerable investment in our draft Long Term Plan for the provision of infrastructure to support public transport, walking and cycling. This aligns with the recently released draft GPS for Transport. Reducing dependency on private motorcar use is crucial if we are to improve the level of safety and reduce congestion on our network.

In conclusion, you have my assurance we will continue to work in a collaborative way with your Council, at both political and staff levels, to deliver the outcomes we all seek.

Yours sincerely



Garry Poole
Chief Executive

Report To: Public Transport Committee
Meeting Date: 11 May 2018
Report From: Garry Maloney, Transport Policy Manager

Free transport for school students

Executive Summary

Recently, the Council has received submissions through both its Regional Land Transport Plan and Long Term Plan consultation exercises seeking that access to public bus services be made free for school students in Tauranga.

The Council's school transport survey indicates that if students could travel for free on Tauranga buses it would likely remove some car trips and car travel from the morning peak period. But without further analysis and modelling there is no way of knowing how much and the actual travel savings that would accrue.

There is also no way of knowing whether or not those bus services would still be caught in traffic congestion and therefore the need for bus priority, without that modelling.

While free-fares would lessen the financial burden on families of school students, the cost of the foregone fare revenue would be about \$1.2 million per annum. However, without further more detailed analysis it is unknown how much Council would forgo from displaced passengers, nor the additional cost of having to provide more bus capacity.

Just as importantly, for a fare-free initiative to be implemented we need to know who meets the costs.

One option could be to implement something like the Queenstown model where Queenstown Lakes District Council is contributing to the cost of running the bus service in Queenstown.

Staff recommend that the Council partner with Tauranga City Council and the New Zealand Transport Agency to prepare a robust case for investment in a fare-free school transport initiative. Staff anticipate that the Regional Council would need to fund that (unbudgeted currently) and a rough order of cost would be about \$100,000. Ideally such a case would be completed in time to be used as an input to preparation of a 2019/20 Annual Plan.

Recommendations

That the Public Transport Committee under its delegated authority:

- 1 Receives the report, Free transport for school students.**

That the Public Transport Committee recommend that the Regional Council:

- 1 Agrees as part of 2018 – 2028 Long Term Plan deliberations continue to allocate additional budget of about \$100,000 in the 2018-19 financial year to further investigate the cost and benefits of providing free school transport in Tauranga.**
- 2 Confirms that the decision has a medium level of significance as determined by the Council’s Significance and Engagement Policy. Council has identified and assessed different options and considered community views as part of making the decision, in proportion to the level of significance.**

1 Introduction

Prior to 2015, the Ministry of Education provided access to free school transport to all students in Tauranga. This assistance was provided up to this time because there was no suitable public transport available. From February 2015 this assistance was removed and dedicated school bus fare-paying services were instead provided by the Bay of Plenty Regional Council.

Current Tauranga student bus fares are \$2.00 cash and \$1.60 with a smartcard. In comparison, the cost in Rotorua is currently \$2.70 and \$1.89, respectively (from July 2018, the fares will be \$1.70 and \$1.34).

Recently, the Council has received submissions through both its Regional Land Transport Plan and Long Term Plan consultation exercises seeking that access to public bus services be made free for school students in Tauranga.

The advocates for fare-free services promote the benefits as:

- relieving traffic congestion across the Tauranga road network; and
- reducing the financial burden for families with school students.

This report examines the case for free transport for Tauranga school students.

2 Background

There are approximately 25,000 school students attending primary and secondary schools in Tauranga (~15,000 primary and ~10,000 secondary). The number of school students has risen by approximately 600 per year over the last few years.

Patronage on Tauranga SchoolHopper services has dropped since fares were introduced in 2015. The 2015/16 year recorded approximately 539,000 trips, and the 2016/17 financial year recorded approximately 503,000 trips.

A number of school students have always used the BayHopper service, however, this number is also dropping. There were a total of 431,000 trips in the 2015/16 year, and 361,000 trips in the 2016/17 year.

2.1 School bus users survey

A survey commissioned by the Bay of Plenty Regional Council and undertaken by Key Research in 2017 sought to understand how Tauranga students were travelling to/from school and barriers to using buses.

The survey found that half of primary school students surveyed, travel to/from school by car. Of those that did, 18% travelled to school by car in the morning and that was the sole trip purpose (see Figure 1).

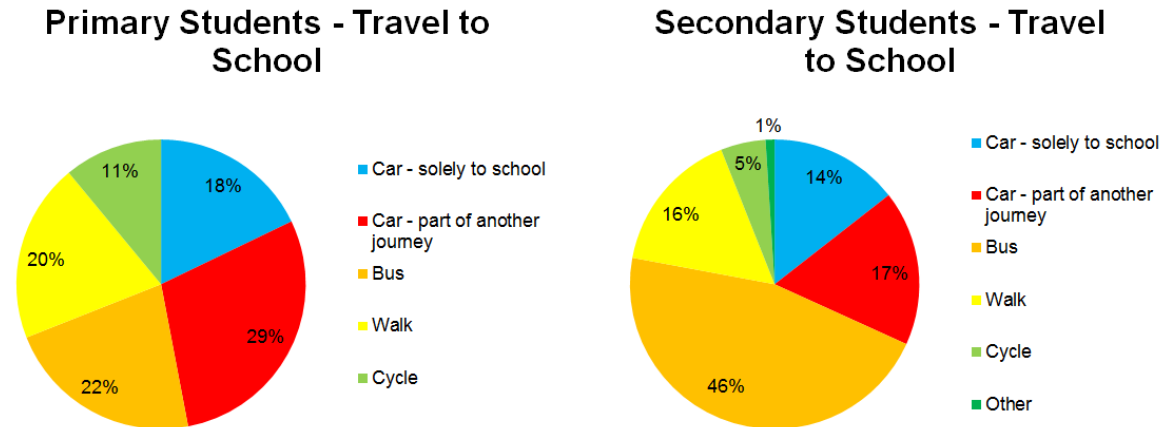


Figure 1: Morning Peak Mode of School Student Travel

Just under half of secondary school students surveyed travel to/from school by bus. Of those that travel by car, 14% travel by that mode and that is the sole trip purpose.

“Overall satisfaction with the bus service is most strongly influenced by the extent that the service is perceived to offer good value, followed by reliability and then on-bus service quality” (page 37).

“Value for money is the single most important driver of satisfaction and this element is being influenced almost entirely by pricing and ... scores poorly” (page 41).

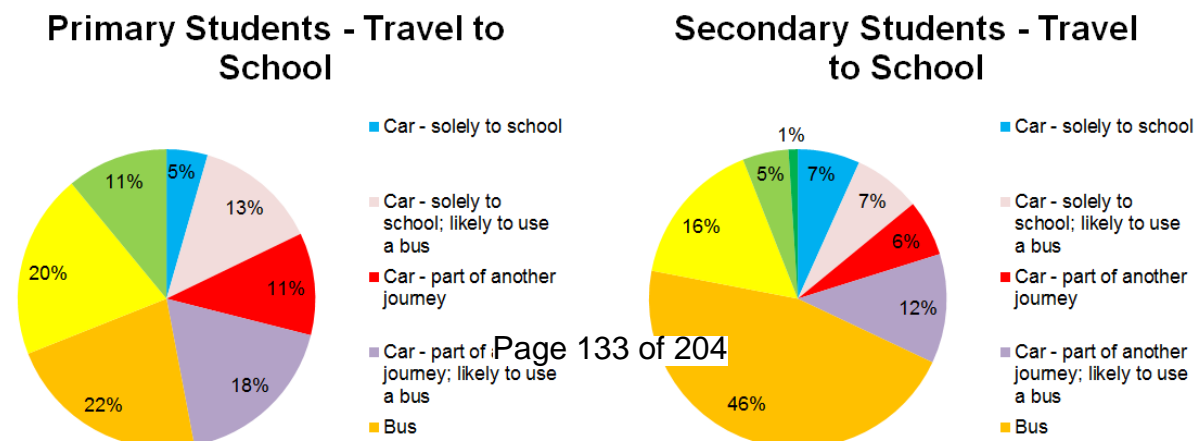
“Price perceptions are relatively consistent across all the groups evaluated and overall the acceptable price for a single trip is within a range of \$1.40 to \$1.50.

Families of primary school students and non-users tend to have slightly lower price expectations relative to families of secondary school students and users of the service generally.

Notwithstanding this, the upper price is considered to be \$1.60 for a single trip” (page 48).

The *“non-users ... group is particularly price sensitive with only 16% likely to use the bus at a price of \$1.30” (page 61).*

If bus services were free potentially another 13% of primary school students travelling



to/from school by car where that is the sole purpose of that car trip, may use a bus service instead. Another 18% of students travelling to/from school by car as part of another trip, may also use a bus service instead (see Figure 2).

For secondary school students potentially, another 7% to 8% of students travelling to/from school by car where that is the sole purpose of that car trip, another 7% may use a bus service instead. Also 12% of students travelling to/from school by car as part of another trip, may use a bus service instead.

Therefore, making student travel on buses free would:

1. remove some car trips from morning peak traffic where the sole journey purpose is to transport primary school students (the number of students travelling by car may decrease from 18% to 4%);
2. remove some car trips from morning peak traffic where the sole journey purpose is to transport secondary school students (the number of students travelling by car may decrease from 14% to 6%);
3. remove some car travel from the morning peak period where transporting a primary school student to school is part of a wider trip (the number of students travelling by car may decrease from to 29% to 11%); and
4. remove some car travel from the morning peak period where transporting a secondary school student to school is part of a wider trip (the number of students travelling by car may decrease from 17% to 6%).

In regards to 3 and 4 above, the move to free fares wouldn't remove cars from the network, but may reduce congestion outside schools and the kilometres those cars travelled within the road network.

3 The Case For Fare-Free

3.1 Traffic Congestion

It is a commonly held belief that traffic congestion is greatly reduced during school holidays, and that this reduction in traffic is due to parents not driving their children to school.

While nobody can deny that there is less traffic on the road during school holiday periods, this cannot be attributed solely to students not being driven to school. Many caregivers take time off work or alter their working hours during holiday periods, which also has an effect on peak travel periods during school holidays.

A case in point, one mother recently presented at the Hearings to the Draft Regional Land Transport Plan. She advocated for fare-free services on the grounds of reducing congestion. As part of her presentation she advised that when students had a holiday on the Tuesday after Easter (3 April 2018), instead of driving to work she remained at home to care for her child.

At the start of the 2018 school year several school bus services were delayed due to traffic congestion and this was causing students to arrive at school well after the school day has started. This had a flow-on effect of parents turning back to car travel to transport students, leading to more cars on the roads, compounding the problem.

For example, students were boarding the SchoolHopper bus in Welcome Bay at 7:15 am and commonly not getting to Tauranga Intermediate in time for classes that start at

8:30 am. It could take up to 25 minutes to get from Ranginui Road to the Welcome Bay Hall – a distance of 1.2 kilometres.

At peak times it can also take bus services 23 minutes to travel along Links Avenue from Farm Street to Golf Road. During off peak hours, this segment takes less than five minutes. Links Avenue is a key public transport corridor for BayHopper and SchoolHopper buses, and will be even more critical when the Public Transport Blueprint is implemented in December 2018.

Without bus priority measures in place there is the potential for full school buses to be caught in traffic, which increases the journey time and can lower reliability. This would not encourage students to choose to use a bus.

3.2 Financial

3.2.1 Cost to Families

Comments made through the Greater Tauranga submission to the Regional Land Transport Plan included:

"I have 4 teenagers in high school live in Welcome Bay and pay \$80 a week in bus fare. I really can't afford this. I pay high rent, work fulltime. And sometimes my kids can't go to school unless I'm able to drop them which is pretty much never because I start at 6am. So they end up staying home until I'm able to top their cards up. Free bus would help so much."

"Can't afford to send 4 children on the bus to school that's \$60 a week, we work and are not entitled to many benefits but once school coats student loans and tax come out there is not much left. What happened to free schooling in NZ we live in Welcome Bay 2.2km to the closest bus stop we are classed as a rural address yet can't get rural bus costs."

"We drop our kids to school to save on bus fares."

"Free school buses, the current price is just simply not affordable!"

Clearly, a fare-free service would lessen the financial burden on families in Tauranga.

3.2.2 Cost to Council/Ratepayers

Of course "free" isn't free as someone has to pay and it is not clear who that should be.

Based on the last 12 months, the revenue that Council has received from school students using BayHopper and SchoolHopper services was \$1.2 million (\$700,000 from SchoolHopper and \$470,000 from BayHopper). Allowing students to travel for free would require finding a substitute to fund the loss in revenue.

As indicated earlier in the report, the school transport survey indicated that more students would use buses if they were free. This additional patronage would give rise to the following two issues:

1. displacement of fare-paying passengers on the BayHopper (particularly adults) and an additional loss in fare revenue; and
2. the requirement for additional buses.

In regard to the first bullet point above, Council has not yet been able to model what the financial impact may be.

Similarly for the second bullet point, Council does not know how many additional vehicles will be required and therefore cost. However, members will see in the Blueprint Implementation report in the Agenda that as a result of engagement with schools we need to amend the new Tauranga contract to add two extra school bus services for 2019, and the estimated cost for that is about \$150,000.

Another issue with “free”, is what happens when it stops being free? Unless free-fares are going to be funded in perpetuity, such an initiative will cease one day. Council has experience with that scenario, in that Ministry of Education school bus services were free to students in 2014, but not free in 2015 when Council put SchoolHopper in place. The result of charging fares has seen a reduction in patronage. Therefore, fare-free services is at best a short term solution.

3.3 Environmental

There is an environmental cost to having large numbers of private vehicles on our roads, and any move to increase the patronage on public transport (including school buses) by reducing car travel would have a beneficial impact on the environment.

4 Conclusion

The Council’s school transport survey indicates that if students could travel for free on Tauranga buses it would likely remove some car trips and car travel from the morning peak period. But without further analysis and modelling there is no way of knowing how much and the actual travel savings that would accrue.

There is also no way of knowing whether or not those bus services would still be caught in traffic congestion and therefore the need for bus priority, without that modelling. Members will appreciate that there is little to be gained from having full school buses delayed in traffic and getting students to school late.

Free-fares would lessen the financial burden on families of school students (albeit they may pay in other ways).

Based on the last 12 months Council knows how much student fare revenue it would forgo if services were free. However, we don’t know how much we would forgo from displaced passengers, nor the additional cost of having to provide more bus capacity.

Just as importantly, for a fare-free initiative to be implemented we need to know who meets the costs.

Given the delivery of passenger transport is a shared responsibility between the Regional Council, Tauranga City Council and the New Zealand Transport Agency, who pays?

One option could be to implement something like the Queenstown model where Queenstown Lakes District is contributing to the cost of running the bus service in Queenstown.

In any event, if local government is looking to the Transport Agency to contribute, it will most likely require the partners to prepare a detailed business case that would set out the case for investment.

The Council could implement (and fund) a fare-free scheme for school students for the start of the 2019 school year, but as outlined in this report there are some very real financial risks in doing so and staff do not recommend this course.

Instead, staff recommend that the Council partner with Tauranga City Council and the New Zealand Transport Agency to prepare a robust case for investment in a fare-free school transport initiative. Staff anticipate that the Regional Council would need to fund that (unbudgeted currently) and a rough order of cost would be about \$100,000. Ideally such a case would be completed in time to be used as an input to preparation of a 2019/20 Annual Plan.

5 Analysis of Options

Options are discussed earlier in the report.

6 Community Views

In submissions to the Regional Land Transport Plan earlier this year, Greater Tauranga ran a poll asking for support of the statement 'we support a FREE school bus trial for the Bay of Plenty region'. Of 1016 responses, 889 were in favour of this.

Comments made through the Greater Tauranga submission included:

Having a free school bus system is a safety issue. Safer for our children and our community with less cars in the road and less congestion around our schools with parents having to drop off and pick up.

Free school busses would hugely cut down the traffic at peak times of the day. It's common sense really!!

We need to get school kids back onto free busses the cost to everyone of the current situation is too great.

A big push for fixing our school bus system!! Used to be free when my son started intermediate - now the change has caused HUGE traffic congestion in Welcome Bay! Bring back the free school bus service!!!!

The difference in traffic congestion between school holiday and school term periods is incredible, and cannot be ignored; those extra trips to take kids to school must be replaced with affordable (i.e. free) buses.

We have three kids that we drive to three different schools and back every day. TBC, TIS and TPS. We have to take two cars to do this run otherwise we wouldn't get all three to school on time. If the busses went back to being free then we would put our kids on them. It is cheaper to run our vehicles than pay for busses. Child no 4 starts primary in term 4 this year. We would also need to be guaranteed that our kids would get to school on time!!!

Free school buses and cycleways around schools can help make a major difference to the morning peak by removing unnecessary journeys dropping kids off at school

7 Council's Accountability Framework

7.1 Community Outcomes

This project/proposal directly contributes to the Regional Collaboration and Leadership and Economic Development Community Outcomes in the Regional Council's Long Term Plan 2015-2025

7.2 Long Term Plan Alignment

This work is planned under the Passenger Transport Activity in the Long Term Plan 2015-2025.

Current Budget Implications

If the recommendation is accepted by Council the bulk of preparing the proposed investment case will occur in the next financial year. As such, the financial impact in the current year should be minimal.

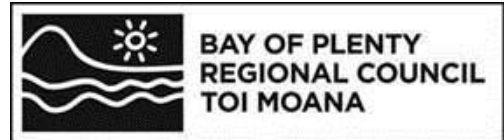
Future Budget Implications

Future work on fare-free services for Tauranga students is outside the Draft Long Term Plan 2018 – 2028, but the financial implications arising from the staff recommendation are addressed earlier in the report.

Melissa Winters
Transport Operations Officer

for Transport Policy Manager

4 May 2018



Receives Only – No Decisions

Report To: Public Transport Committee

Meeting Date: 11 May 2018

Report From: Garry Maloney, Transport Policy Manager

Request for Regional Education bus services

Executive Summary

The Regional Council has received a request from the University of Waikato for the provision of bus services to support tertiary education at their new Tauranga CBD campus. Toi Ohomai staff have also supported this request as they have a similar catchment for their Tauranga students and in addition would like support in transport for students to their Rotorua campus.

The services being requested would ideally support the travel of students from Whakatāne, Kawerau, and Murupara to campuses in Rotorua and Tauranga or a sub-section thereof. If operated by Council these services could also accommodate commuters and other users.

Staff will work with the Toi Ohomai and University of Waikato to provide an update and potential options for service delivery to a future Committee meeting. Staff note that there is no budget set aside for service improvements within the Draft Long Term Plan.

Recommendations

That the Public Transport Committee under its delegated authority:

- 1 Receives the report, Request for Regional Education bus services.**

1 Introduction

As part of the Draft 2018 – 2028 Long Term Plan consultation process the Council received a submission from the University of Waikato for the provision of bus services to support tertiary education at their new Tauranga CBD campus (appended). Toi Ohomai staff have also supported this request as they have a similar catchment for their Tauranga students and in addition would like support in transport for students to their Rotorua campus.

The current University of Waikato CBD campus supports 700 (part time and full time) students and this will double with completion of the new campus facilities. The Council has supported the campus development through a \$15 million in Regional Infrastructure Fund grant.

2 Current service arrangements

2.1 Toi Ohomai

Until 2018, Toi Ohomai maintained an agreement with the Council to provide free travel for students on Rotorua Urban buses supported through a subsidy paid by Toi Ohomai. Toi Ohomai chose to discontinue this arrangement resulting in students now paying the full bus fare for all trips.

Toi Ohomai currently provides free travel for students from Whakatāne and Kawerau to the Rotorua campus.

2.2 University of Waikato

The University of Waikato does not operate any bus services in the Bay of Plenty, however it has an arrangement in place with Waikato Regional Council for the Hamilton Campus. This sees students and staff receive a 30% discount on all services operated by the Waikato Regional Council.

2.3 Existing Regional Council services

Currently Council provides subsidised services between Kawerau, Whakatāne, and Tauranga, however the services do not operate at times that would be appropriate for students. Similarly the Council service operating between Murupara and Rotorua does not support student travel.

Reesby Rotorua Ltd operates a commuter service between Rotorua and Tauranga that can be utilised by students. This service is operated commercially and does not attract a subsidy from Council.

3 Requirements for tertiary services

Typically services should be operated so that students can arrive at campus by 9:00 am with departures after 5:00 pm to suit student timetables. Additional trips through the day would also support students who do not have a full timetable but these are not essential.

Given the regular need for travel and limited income of many students fares will need to be maintained at a very low level through various subsidy mechanisms.

Maintaining sufficient capacity for students would be a priority and careful monitoring would be required to ensure that students and others using the service are not left behind.

Ideally services would be available from the start of 2019 to coincide with the opening of the new Tauranga CBD campus. Staff note that there is no budget set aside for this service improvement within the Draft Long Term Plan.

4 Next Steps

The Draft 2018 – 2028 Long Term Plan does not currently make provision for implementing any additional service/fare changes in the eastern Bay and Tauranga.

In order to understand the financial implications of the changes proposed by the University of Waikato and Toi Ohomai, there needs to be an assessment of how the changes can be implemented. That assessment will be undertaken as staff resources permit.

Staff anticipate that assessment may be completed in time for consideration through the preparation of future Annual Plans.

5 Council's Accountability Framework

5.1 Community Outcomes

This project directly contributes to the Regional Collaboration and Leadership and Economic Development Community Outcomes in the council's Long Term Plan 2015 - 2025.

5.2 Long Term Plan Alignment

This work is planned under the Passenger Transport in the Long Term Plan 2015-2025.

Current Budget Implications

There are no current budget implications.

Future Budget Implications

There are no future budget implications.

Joe Metcalfe
Senior Transport Planner

for Transport Policy Manager

1 May 2018

APPENDIX 1

2018-03-27 - University of Waikato submission to Long Term Plan



27 March 2018

To the Bay of Plenty Regional Council

Submission to the Bay of Plenty Regional Council Long Term Plan

In anticipation of the opening of the new tertiary campus in the Tauranga CBD in 2019, the University of Waikato in collaboration with Toi Ohomai is exploring ways to improve access to tertiary options in Tauranga for communities across the wider Bay of Plenty.

In particular, we would appreciate the Regional Council's consideration of providing additional bus services to support transport of students from Whakatāne, Kawerau, Rotorua and Murupara to our Tauranga-based campuses. If such a service was possible, we would consider investing in these services to provide students with a heavily subsidised fare that removes one significant barrier for access to tertiary education for students and communities across the Bay of Plenty.

We have a similar model that is running successfully across the Waikato region to our Hamilton-based campus, and the University is keen to bring a similar service to Tauranga and the Bay of Plenty.

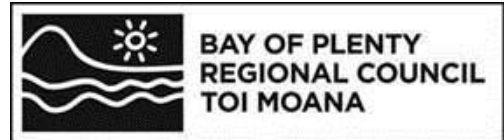
Many thanks for your consideration and I look forward to your advice.

I do not wish to present my submission to the Regional Council during hearings.

Kind regards

A handwritten signature in blue ink, appearing to be 'Alister Jones', written over a circular stamp or seal.

Professor Alister Jones
Senior Deputy Vice-Chancellor



Receives Only – No Decisions

Report To: Public Transport Committee

Meeting Date: 11 May 2018

Report From: Garry Maloney, Transport Policy Manager

Request for Changes to Kawerau Bus Service

Executive Summary

On the 17 January 2018 Regional Councillor Bill Clark received a letter from Mayor Campbell of Kawerau supporting a proposal put forward by the Kawerau Senior's forum. The proposal includes making a series of changes to the Kawerau bus service and Mayor Campbell has requested information pertaining to the likely cost of these changes.

Since receiving Mayor Campbell's letter support for the proposal has since been received from the Kawerau Senior Forum themselves and the Kawerau and Districts' Greypower Association. These correspondences are attached to this report as appendices.

Changes requested by the Seniors Forum include:

- alteration of departure times from Whakatāne and Kawerau;
- an additional trip between Whakatāne and Kawerau on each of the usual running days;
- a change of operating days to Tuesday and Thursday as opposed to Tuesday and Friday currently;
- potential route changes and stop removals to recognising where there is little patronage; and
- free fares for SuperGold Card holders during peak hours.

As resources permit, staff will explore options for implementing these, or similar, changes for the Committees consideration at a subsequent meeting.

Recommendations

That the Public Transport Committee under its delegated authority:

- 1 Receives the report, Request for Changes to Kawerau Bus Service.**

- 1 Introduction**

On 17 January 2018 Regional Councillor Bill Clark received a letter from Mayor Campbell of Kawerau supporting a proposal put forward by the Kawerau Seniors forum. The proposal includes making a series of changes to the Kawerau bus service and Mayor Campbell has requested information pertaining to the likely cost of these changes.

Since receiving Mayor Campbell's letter, support for the proposal has since been received from the Kawerau Senior Forum themselves and the Kawerau and Districts' Greypower association (also appended).

2 Current Kawerau Service

The current Kawerau to Whakatane service operates in conjunction with the Whakatane to Tauranga service connecting the three destinations using a single accessible low floor bus. The Kawerau service operates one return trip on Tuesday's and Friday's with the key destinations as per the timetable below:

Whakatane	Kawerau	Whakatane	Tauranga CBD arrive/depart	Whakatane	Kawerau	Whakatane
7:30	8:10	9:20	11:15 / 14:05	16:05	17:00	17:55

The service through to Tauranga also provides coverage to Te Teko, Edgecumbe, Matatā, Pukehina, Pongakawa, Paengaroa, Maketū, Te Puke, Bayfair and Tauranga Hospital.

The bus utilised on this service operates between Whakatane, Ōpōtiki, and Tauranga on Monday's and Wednesday's.

SuperGold Card users are entitled to free travel for trips starting in off-peak periods; essentially any time between 9:00 am and 3:00 pm for this service. As a result SuperGold users cannot travel free to or from Whakatane on this scheme however the Tauranga leg of the journey can be completed free.

3 Kawerau Senior's Forum Proposal

Changes requested by the Seniors Forum are shown in the table below.

Frequency	Twice per week
Days	Tuesday and Thursday
Departs Kawerau	Valley Road Kawerau
Departs Whakatane	Quay St Whakatane
Departure Times	Kawerau 9.00 a.m. ¹ and 1.00 p.m. ²
	Whakatane 12.00 noon and 4.00 p.m.
Route	Valley Road Kawerau - River Road Kawerau - Kawerau <i>i</i> -SITE – Edgecumbe - The Hub – Whakatane Hospital – Kopeopeo – Boon Street Whakatane– Quay Street Whakatane. Reverse order on return trip. Possibly remove some stops on some trips as at present, based on use.
Duration	Propose a six month trial followed by a review. Make adjustments based on use.
Advertising	Propose the changed service is widely advertised on radio, newspapers, council websites and social media.
Fares	Retain existing fares Free travel during peak hours for holders of a SuperGold Card.

The changes in departure times are been driven by:

- a desire to be able to make use of free travel offered to SuperGold Card holders between 9:00 am and 3:00 pm;
- enabling users to visit Whakatane for shorter periods than the current service which requires a stay of nearly 7 hours in Whakatane; and
- providing greater choice in travel times for Kawerau residents.

4 2015 Eastern Bay Bus Network Review

During the 2015 Eastern Bay Review staff discussed current issues on the services with the Kawerau Senior's Forum, however no significant changes were made at the time. The rationale behind this was to limit the requirement for a new service vehicle which would add significantly to the cost of the service. As it was, the benefit cost ratio for the moderate changes implemented was low and the New Zealand Transport Agency did not support the estimated increase in expenditure.

As part of the network review, two related actions are still to be followed up by staff:

- conduct an investigation into community based transport options; and
- implement an additional bus and associated routes in the eastern Bay of Plenty, three years following the review.

5 Next Steps

The Draft 2018 – 2028 Long Term Plan does not currently make provision for implementing any additional service changes in the eastern Bay.

In order to understand the financial implications of the service changes proposed by the Kawerau Senior's Forum, staff need to complete an assessment of how the changes can be implemented within the eastern Bay network. That assessment will be undertaken as staff resources permit and will also consider other requests that have been received in regard to the eastern Bay network.

Staff anticipate that assessment may be completed in time for consideration through the preparation of future Annual Plans.

6 Council's Accountability Framework

6.1 Community Outcomes

This project directly contributes to the Regional Collaboration and Leadership and Economic Development Community Outcomes in the council's Long Term Plan 2015-2018.

6.2 Long Term Plan Alignment

This work is planned under the Passenger Transport in the Long Term Plan 2015-2025.

Current Budget Implications

There are no current budget implications.

Future Budget Implications

There are no future budget implications.

Joe Metcalfe
Senior Transport Planner

for Transport Policy Manager

1 May 2018

APPENDIX 1

2018-01-27 Mayor Campbell letter - proposed Change to Kawerau to Whakatane Bus Service

17 January 2018

Councillor Bill Clark
BOP Regional Council
2752 SH30
Onepu
RD2
WHAKATANE

Dear Bill

Proposed Change to Kawerau to Whakatane Bus Service

Further to our recent discussion about the Kawerau to Whakatane bus service I have met with the Kawerau Seniors Forum to clarify what changes they think are necessary. Based on a survey conducted by Kawerau GreyPower last year and Seniors Forum discussions with others, including younger members of the community, the Forum put together the attached proposal.

On behalf of the Forum, I now send the proposal to you and ask that you bring it to the public transport committee or whichever forum in your council can consider the proposed changes.

I am aware that the cost of running the service would need to be met by ratepayers and would appreciate an indication of what Kawerau ratepayers would be expected to pay.

Yours sincerely



Malcolm J Campbell, JP
Mayor

Proposed Bayhopper Service between Kawerau and Whakatane

Frequency	Twice per week
Days	Tuesday and Thursday
Departs Kawerau	Valley Road Kawerau
Departs Whakatane	Quay St Whakatane
Departure Times	Kawerau 9.00 a.m. ¹ and 1.00 p.m. ²
	Whakatane 12.00 noon and 4.00 p.m.
Route	Valley Road Kawerau - River Road Kawerau - Kawerau <i>i</i> -SITE – Edgecumbe - The Hub – Whakatane Hospital – Kopeopeo – Boon Street Whakatane– Quay Street Whakatane. Reverse order on return trip. Possibly remove some stops on some trips as at present, based on use.
Duration	Propose a six month trial followed by a review. Make adjustments based on use.
Advertising	Propose the changed service is widely advertised on radio, newspapers, council websites and social media.
Fares	Retain existing fares Free travel during peak hours for holders of a SuperGold Card.

¹ Kawerau passengers who wish to travel to Tauranga generally travel independently to Matata to connect with the bus service, so the Kawerau departure time doesn't need to align with the Tauranga service.

² The Seniors Forum has suggested that two return trips on each day the service is running would provide choice for passengers of a half day or whole day in town. This can be reviewed after 6 months.

APPENDIX 2

2018-03-19 Letter supporting Mayor Campbells suggestions from Kawerau Seniors Forum PDF

KAWERAU SENIORS FORUM
Anita Moore Secretary
8 Massey Street
KAWERAU 3127

e.mail anita.sarge8@xtra.co.nz

Mr Joe Metcalfe,
Senior Transport Planner
BAY OF PLENTY REGIONAL COUNCIL

Dear Mr Metcalfe

The Kawerau Seniors Forum fully support Mayor Malcolm Campbells letter forwarded to Regional Councillor Bill Clark in regard to proposed changes for a dedicated Bay Hopper bus service from Kawerau to Whakatane.

The Seniors Forum undertook a comprehensive survey with the local Greypower organisation and individual residents of all ages and it was unanimous that the current timetable was not “user friendly” with the majority of those surveyed saying they did not use it at all especially if they only wanted to go to Whakatane. Some did however use it for a trip through to Tauranga but not regularly. Those users advised that many drove their car to Matata and parked catching the Bay Hopper from there as they saved considerable time rather than leaving from Kawerau.

When all age groups from young mothers to those 65 and over were asked whether a separate service from Kawerau to Whakatane leaving and returning at a more user friendly timetable, the majority said they definitely would or would consider using the service. While some over 65 said that while at present they did not have a problem they would like to think that there was some alternate system available in place that they would be able to utilise.

We then compiled a suggested timetable including pick up route which Malcolm Campbell forwarded.

Respectfully

Anita Moore QSM JP
SECRETARY

APPENDIX 3

**2018-03-26 - Grey power request for changes to
Kawerau bus service PDF**

Garry Maloney

From: Lyn Hughes <lynhughes63@gmail.com>
Sent: Sunday, 25 March 2018 2:32 p.m.
To: Joe Metcalfe
Subject: Public Transport in Kawerau

Tena koe Mr Metcalfe

Kawerau and Districts Grey Power wish to write in support of the Kawerau District Council's requesting of a 6-month trial of public transport. We have polled people outside our local supermarket and on market days to assess the level of interest and support. We posed two questions: a) Do you believe that there is a need for a bus service between Kawerau and Whakatane b) Would you use it if there was one?

There was strong support for a bus service with about 5% stating that they would use it. It was later when we offered a suggested timetable that the support became stronger all round.

At our monthly meetings, we asked the same questions and again about 5% said that they would use the service (we get 50-60 people attending our monthly meeting, not necessarily the same people).

Our suggestion of two round trips a day was popular, as people then had options to come and go e.g. with the opportunity to organise medical/surgical/other appointments to coincide with the buses.

Most people felt that the current service's timetable works for neither leisure nor work. As the demographics of the town has changed, more people at both ends of the age spectrum are needy. More elderly are losing their driving licenses and therefore becoming stranded. Also the older you get, the prospect of driving outside your home becomes more daunting. We have a large group of beneficiaries who also struggle to move around.

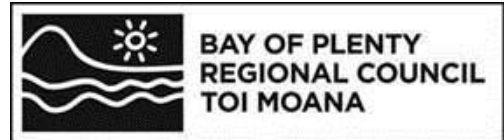
Thank you for your consideration

Yours sincerely

Lyn Hughes

Secretary

Kawerau and Districts' Grey Power Association.



Receives Only – No Decisions

Report To: Public Transport Committee

Meeting Date: 11 May 2018

Report From: Garry Maloney, Transport Policy Manager

Murupara Bus Service

Executive Summary

Bay of Plenty Regional Council provides a rural connector service between Murupara and Rotorua three days per week. There is also a separate rural connector service that extends to Ruatāhuna one day per week.

The Murupara service, in particular, has reflected a significant decline in patronage. For the period July 2016 to March 2017, there were 4,580 passenger trips; for the same period in 2017-2018, there were 3,555 passenger trips; representing a decrease of 22%, or 1,025 less passenger trips.

Council staff contacted members of the Murupara Community Board to seek feedback on the service, and gain an understanding as to why patronage levels were declining. Feedback from the Community Board Chair is contained within the report.

Staff will undertake a service review in 2018/19 and continue to engage with the Murupara Community Board and residents to ensure services best meet the needs for Murupara residents and the surrounding communities.

Recommendations

That the Public Transport Committee under its delegated authority:

1 Receives the report, Murupara Bus Service;

1 Introduction

Bay of Plenty Regional Council provides a rural connector service between Murupara and Rotorua three days per week. There is also a separate rural connector service that extends to Ruatāhuna one day per week.

These two bus services cater to residents in Kāingaroa, Murupara, Ruatāhuna and Minginui, and operate as follows (excluding public holidays):

Route 15, Murupara: operates on Tuesday, Thursday and Saturday

Route 15a, Ruatāhuna: operates on Friday only.

When comparing the 2016/17 patronage data with the 2017/18 patronage data, there was a noted decrease.

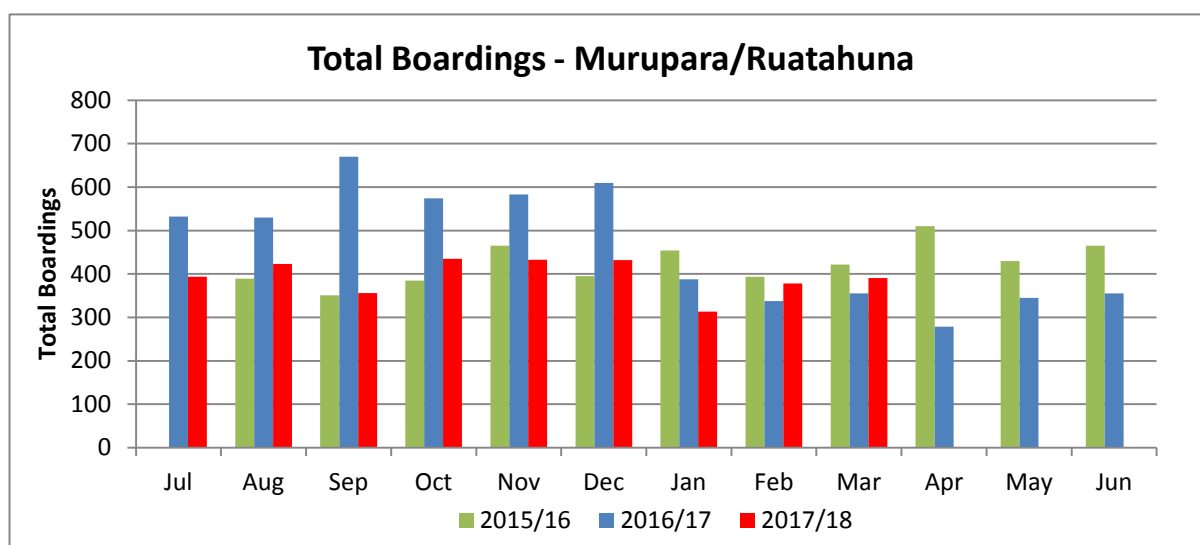
For the period July 2016 to March 2017, there were 4,580 passenger trips; for the same period in 2017-2018, there were 3,555 passenger trips; representing a decrease of 22%, or 1,025 less passenger trips.

It was thought at the time that the decline related to the after-effects of the flooding events in April 2017; however patronage continued to decline for the remainder of 2017.

In November 2017, staff made contact with the Chair and members of the Murupara Community Board to gather information and insight as to what might be contributing to the decline and gain an understanding of what can be done to ensure the service continues to meet the community's needs.

Staff also contacted the operator of this service; Reesby Rotorua, to see if they, or their drivers, could provide information. There was no substantive information as to what was contributing to the decline.

The decline is mostly observed for the period July 2017 to January 2018; however patronage picks up in February and March 2018, which is encouraging.



2 Feedback

Feedback from the Chairperson of the Murupara Community Board was:

- Murupara - several of the elderly have passed away. They enjoyed going in for a coffee. It is the young ones who use the service to do a big shop.
- The bus to Ruatāhuna is definitely the right day for shopping and there are 4-6 regular passengers. They did question the reason for a separate day for the Ruatāhuna service and this is something staff will investigate.

- Minginui have 4-5 whanau who regularly use this service. Mainly elderly residents for shopping.
- The Board questioned why there wasn't a service between Murupara and Whakatāne, particularly as Murupara was within the Whakatāne District Council boundary.
- Feedback from the local 4-Square indicated a desire to decrease the days of service so locals would shop locally.
- The Board was also very keen to attract tourists and considered the possibility of this service bringing tourists into the area.

The above feedback illustrates a community desire and that the service is being utilised.

Further work is required to address the suggested improvements and alterations made by the Murupara Community Board and staff will explore these.

3 Next Steps

Staff will continue to engage with the Murupara Community Board and residents to ensure that the Murupara and Ruatāhuna services continue to meet the needs of the community on an ongoing basis, and see what opportunities exist to enhance the service.

Staff will conduct a review of services and any proposed changes will be submitted to a future Public Transport Committee meeting.

4 Council's Accountability Framework

4.1 Community Outcomes

This project/proposal directly contributes to the Economic Development Community Outcome/s in the council's Long Term Plan 2015-2025.

4.2 Long Term Plan Alignment

This work is planned under the Passenger Transport Activity in the Long Term Plan 2015-2025.

Current Budget Implications

This work is being undertaken within the current budget for the Passenger Transport Activity in the 2015/25 Long Term Plan.

Future Budget Implications

The cost of providing the Murupara and Ruatāhuna rural connector services are provided in the 2015/25 Long Term Plan and the draft 2018-2018 Long Term Plan.

Jen Proctor
Transport Operations Officer

for Transport Policy Manager

3 May 2018



Receives Only – No Decisions

Report To: Public Transport Committee

Meeting Date: 11 May 2018

Report From: Garry Maloney, Transport Policy Manager

Maxi Taxis in the Eastern Bay of Plenty

Executive Summary

The following report advises the Public Transport Committee on maxi taxis available to Total Mobility scheme members in the eastern Bay of Plenty.

Currently the one taxi company and other passenger transport providers servicing this sub region are all based in Whakatāne.

The report also outlines possible changes to the Regional Public Transport Plan to widen the pool of providers eligible to participate in Total Mobility.

Recommendations

That the Public Transport Committee under its delegated authority:

- 1 Receives the report, Maxi Taxis in the Eastern Bay of Plenty.**

1 Introduction

During the recent Long Term Plan submissions, Council received a request from an Eastern Bay of Plenty community organisation for Community Initiative Funding (which is being dealt with through the Long Term Plan process). The request included financial assistance with the purchase of an accessible community vehicle, co-ordinator costs and fuel vouchers totalling \$142,000 over three years.

This report provides the Committee with a snapshot of what community transport options are currently available in Whakatāne/eastern Bay of Plenty sub-region and potential changes signalled in the draft Regional Public Transport plan.

2 What's Available?

Currently there is only one taxi operator based in Whakatāne, servicing the transport needs of eastern Bay of Plenty sub-region. There are no other commercial taxi operators providing a service in the sub-region.

The Whakatāne company has three maxi-taxis available, which are;

- two five-seater vans each fitted with a ramp to cater for passengers using a wheelchair and
- one six-seater van.

A maxi taxi is the name given to a taxi able to take more passengers than a car including standard vans, vans fitted with a hoist and people movers.

They also operate three four-seater cars.

There are no other taxi operators operating in the small eastern Bay of Plenty townships such as Kawerau, Edgecumbe and Ōpōtiki.

3 Hours of Operation

There is no longer a legislative/regulatory requirement for a taxi operator to provide a service 24 hours a day, seven days a week. Many taxi companies based in small regional towns have reduced their hours of operation to enable them to stay financially viable.

The Whakatāne operator's hours of operation are:

- Monday to Thursday, 7:30 am to 7:30 pm;
- Friday, 7:30 am to 2:30 pm; and
- Saturday, 8:00 am to 2:30 pm.

Service can be provided outside these hours by prior arrangement.

4 Total Mobility

The transport provider for Total Mobility scheme members in the sub region is the one taxi company based in Whakatāne.

Scheme members are provided with vouchers that discount the normal taxi fare by 50% to a maximum of \$25 on any trip, for example 50% of a \$50 fare.

5 Other Commercial Community Transport Providers

Other community transport initiatives operate in the Eastern Bay of Plenty such as the Red Cross self-funded van primarily providing transport for people living in Edgecumbe affected by last year's flooding. The longer-term viability of this service is not certain, however it will continue to operate in the near future.

Other commercial transport providers based in Whakatāne who are not part of the Total Mobility scheme such as RoundTrip Passenger Services and JNP Transport Services have maxi taxis available for hire.

6 Future Community Transport Options

6.1 Changes to Total Mobility

The Draft Regional Public Transport Policy includes policies that will allow Total Mobility services to be expanded beyond the existing taxi operators to include new transport providers who are registered as Small Passenger Service Operators (SPSO) as defined by the Land Transport Management Act. There are requirements that will need to be met to be a SPSOs and prior to joining Total Mobility however there are a number of operators in the Region who could potentially meet these requirements.

Potential operators include Driving Miss Daisy and Freedom Drivers who both offer a door-to-door service and assist customers with lifting groceries and attending appointments when these might otherwise be difficult on their own. It is unclear if any new operators would provide hoist vehicles on joining the service.

6.2 **Mobility-as-a-Service**

The Eastern Bay Network Review highlighted that there were a number of community organisations operating transport services within the sub-region however there is limited coordination between these services and limited funding available to support them. As part of the review, staff identified an action to investigate the situation further and explore options to improve the coordination, visibility and access to community funded initiatives.

Since this time, Mobility-as-a-Service (MaaS) platforms and test cases have become more widely available and this technology could provide an opportunity to provide improvements to the coordination, visibility and access for community based transport. The Draft Regional Public Transport Plan includes a policy to “Aggressively pursue” MaaS for Total Mobility customers and for community based transport providers. Delivering MaaS would also allow Council to target subsidies to community providers based on the transport need they are fulfilling, particularly where this replaces the need for Total Mobility subsidies or low patronage public transport services.

7 **Next Steps**

In order to better understand the transport requirements of the isolated elderly and disabled people in the sub-region staff need to undertake an assessment of community transport needs, as resources permit.

8 **Council’s Accountability Framework**

8.1 **Community Outcomes**

The recent submission to the Long Term Plan referred to at the beginning of this report has been assessed as aligning somewhat with Safe and Resilient Communities and A Vibrant Region but only somewhat and it is expected that their request for Community Initiative Funding will be declined

8.2 **Long Term Plan Alignment**

This work is planned under the Passenger Transport Activity in the Long Term Plan 2015-2025.

Current Budget Implications

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

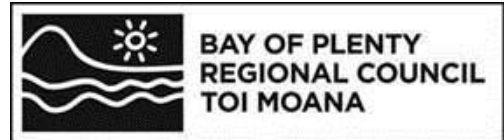
Future Budget Implications

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

Mary McLaren
Total Mobility Coordinator

for Transport Policy Manager

3 May 2018



Receives Only – No Decisions

Report To: Public Transport Committee

Meeting Date: 11 May 2018

Report From: Garry Maloney, Transport Policy Manager

Public Transport Promotional Activity

Executive Summary

Council's public transport marketing effort for 2018 has primarily focused on brand awareness, school students and parents, aligning with community events and providing free or incentivised travel.

In that time Council has facilitated free Cityride travel to Te Aka Mauri Library and Children's Health Centre open day; run two school bus campaigns – one aimed at students and the other at parents; incentivised bus travel with free pool entry; had a presence at Toi Ohomai Orientation Week events and offered a free BayHopper park and ride service for ANZAC Day.

Promotions have utilised multiple channels and mediums including in person, traditional print and radio, social media and websites, on buses and distributing material through schools.

Recommendations

That the Public Transport Committee under its delegated authority:

1 Receives the report, Public Transport Promotional Activity;

1 Purpose

The purpose of this paper is to inform the Committee of the public transport promotional activities undertaken since its previous meeting in February 2018.

The paper will be supported by a presentation on the day of the meeting to showcase some of the initiatives described below

2 Promotional Activity from February 2018

The following is an overview of the main promotional activities undertaken during and since February 2018.

2.1 Te Aka Mauri Open Day

On February 3, Council supported the Open Day at the new Te Aka Mauri Library and Children's Health Hub by providing free travel on Rotorua's Cityride bus network for the day.

As with other free travel promotions Council has provided, the intention is to align our services and brand with a community event and to encourage new users to try it out.

The event was promoted through various low-cost means including our bus messaging in Te Aka Mauri's advertising, utilising Facebook and advertising on the side of buses.

Patronage over the Cityride network increased by over 100% for the day with 2,494 trips recorded in comparison to 1,160 and 1,121 on the previous two Saturdays.

2.2 **We're all on it (School bus promotion)**

With a new school year and continuing media and public discussion around school buses it was important to remind parents and caregivers that our services (both SchoolHopper and BayHopper) continue to operate and are viable options for transporting kids to and from school.

This promotion looked to address parents – especially during school drop off and pick up time, and reiterate that plenty of school pupils continue to take the bus, to normalise bus travel, and to gain their trust and confidence.

This was achieved by the use of the phrase *We're all on it!* - a new incarnation of the phrase *I'm on it!* - used in a prior campaign.

We're all on it reiterates the ideas that:

- there's comfort in numbers;
- it's just how we get to school; and
- everyone else is doing it.

As well as normalising school bus travel we can introduce the benefits such as being less stressful for parents and a cheaper option than a car.

Collateral produced for this campaign includes two back of bus ads featuring a range of children of different ages, races and genders on a bus, accompanying press ads, in-bus posters, and radio ads played during drive time featuring kids speaking.

2.3 **SchoolHopper Colouring Contest**

Continuing on the school theme and for reasons similar to the above, a colouring contest for school pupils ran during late-February and March.

Council supplied SchoolHopper lanyards filled with a branded advertising card to schools. Pupils could then visit the website to download a colouring sheet. The colouring sheet was also run as a newspaper advertisement with supporting advertising on Facebook.

We had around 100 entries and awarded prizes for first, second and third in each age category as well as a spot prize (see appendix 1).

This promotion focused on kids instead of parents and as well as reinforcing brand awareness portrayed a sense of fun.

2.4 **Toi Ohomai Orientation Events**

In February and March 2018 Council had stalls at Toi Ohomai Orientation week market days at the Windermere and Bongard campuses in Tauranga and at Mokoia campus in Rotorua. These events are held to welcome new and returning students and feature music, competitions, food and giveaways and samples from local businesses.

The aim of staff attending the events was to raise the profile of the BayHopper and Cityride services and promote them as a viable means of travel among students. It was also an ideal opportunity to talk about the Smartride card and to allude to network improvements happening later in the year in Tauranga.

Some negativity was anticipated in Rotorua due to Toi Ohomai ceasing funding of student travel but the opposite was true and students were friendly and appreciative, stopping by to talk about buses, enter the competition to win bus credit and helping themselves to timetables and branded chocolate bars.

2.5 **Cool in the Pool**

'Cool in the Pool' was a summer promotion that involved partnering with Media Works and Bay Venues to provide incentivised bus travel where passengers who purchased a Day Saver pass on any BayHopper bus could use it for one free entry to Mount Hot Pools or Baywave, until the end of January.

The campaign resulted in a lot of public feedback including from Baywave reception staff one of which said:

"The reception team have been reporting the customers using this initiative have been over the moon and possibly people that otherwise wouldn't have the opportunity to access these facilities. It has been a great offering and we hope we can do this again next year."

Ultimately just 121 people redeemed the free swim which was trending in the right direction but less than budgeted for.

We've decided to run the promotion again over the April 2018 school holidays and for an additional two weeks but with a fresh creative direction involving a Facebook and YouTube video advertisement and accompanying newspaper, in-bus posters, radio and news website advertising.

At the time of writing the campaign has just begun so no usage numbers are available however the video has been viewed over 10,000 times and shared and commented on in large numbers.

2.6 **BayHopper ANZAC Day Park and Ride**

As with previous years Regional Council helped reduce congestion and parking issues by facilitating a park and ride on BayHopper buses to ANZAC memorial services between Kawaka Street and Mount Drury in Mount Maunganui and Tauranga Boys' College and Memorial Park in Tauranga.

Our BayHopper ANZAC Park and Rides are advertised through Tauranga City Council's general ANZAC Day service advertising in newspapers, in social media and on Facebook as well as our own bus specific advertising on similar channels.

In addition to our established Tauranga and Mount Maunganui Park and Rides, Council will be offering assistance to Rotorua RSA members with limited mobility by providing a wheelchair accessible Cityride bus to transport them to and from the Rotorua memorial service.

Council sought to provide a similar service to the arrangements in Tauranga and Mount Maunganui this year but with no congestion or parking issues and no obvious problem to solve it was decided the small RSA service would suffice.

3 Future Promotional Activity

In the near future promotional activity will focus on:

3.1 Western Bay Blueprint Network Marketing

A staged marketing and communication campaign to promote and develop public awareness and preparedness for the public network changes occurring in December and school network changes in February.

3.2 Regional Integrated Ticketing System Marketing

Implement the marketing plan using timelines, collateral and messaging developed by the RITS Marketing Sub-committee.

3.3 Winter Nights Winter Lights Extended Bus Hours

Offer extended operating hours on select bus routes to support the Winter Nights Winter Lights festival in Tauranga. This will provide an opportunity to allude to the ongoing extended hours beginning in December.

4 Council's Accountability Framework

4.1 Community Outcomes

This project/proposal directly contributes to the Regional Collaboration and Leadership and Economic Development Community Outcomes in the Regional Council's Long Term Plan 2015-2025.

4.2 Long Term Plan Alignment

This work is provided for under the Passenger Transport Activity in the Long Term Plan 2015-2025.

Current Budget Implications

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

Future Budget Implications

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

Simon Neate
Transport Marketing Advisor

for Transport Policy Manager

3 May 2018

APPENDIX 1

2018-04-24 Schoolhopper Colouring Contest Winners art

Chloe Gilmour

First place 5-7 age group



Eden Brickell

First place 8-10 age group



Mia Longmore

First place 11-13 age group





Receives Only – No Decisions

Report To: Public Transport Committee

Meeting Date: 11 May 2018

Report From: Garry Maloney, Transport Policy Manager

Performance of Public Transport Services for July 2017 to March 2018

Executive Summary

The following report updates the Public Transport Committee on the performance of Council's contracted bus services and Total Mobility from July 2017 through to the end of March 2018.

Of note is:

- for the year ending the December 2017 Quarter, contract price escalation (inflation) for the 12 month period has been 3.2%;
- the price of fuel continues to cost less than it did over four years ago;
- Tauranga BayHopper patronage for the year to the end of March 2018 is about 6% lower than for the corresponding period last financial year; and
- Rotorua Cityride patronage for the year to the end of March 2018 is about 10% lower than for the corresponding period last financial year.

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

Recommendations

That the Public Transport Committee under its delegated authority:

- 1 Receives the report, Performance of Public Transport Services for July 2017 to March 2018.**

1 Introduction

The following report updates the Public Transport Committee on the performance of Council's contracted bus services for the January 2018 to March 2018 period.

2 Inflation

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

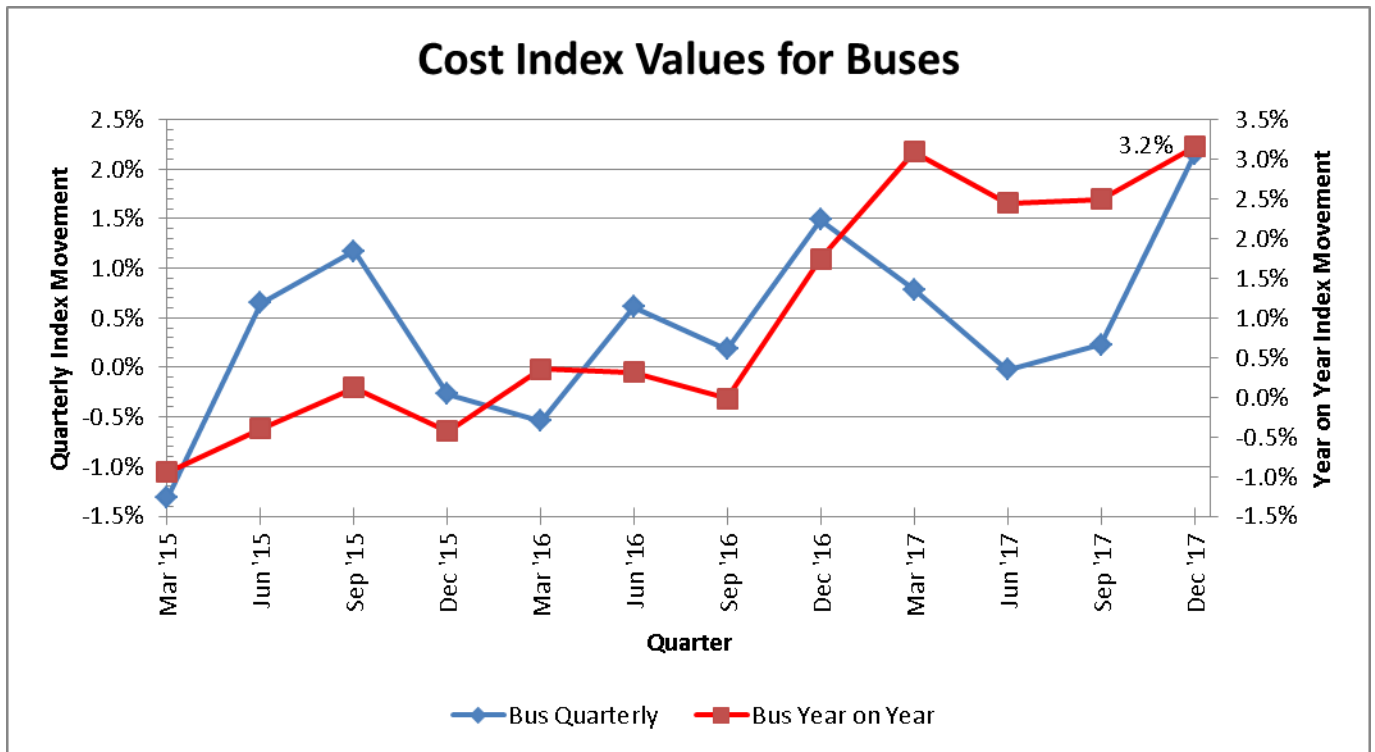


Figure 1: NZTA Cost escalation index for bus service contracts

The graph shows that for the December 2017 quarter, the index had increased from 995 (when tenders for the Tauranga urban bus service closed) to 1179. This means that the cost of operating the service since December 2008 has increased by 18.5%. The graph also shows that for the year ending the December 2017 Quarter, escalation (inflation) for the 12 month period was 3.2%.

3 Price of fuel

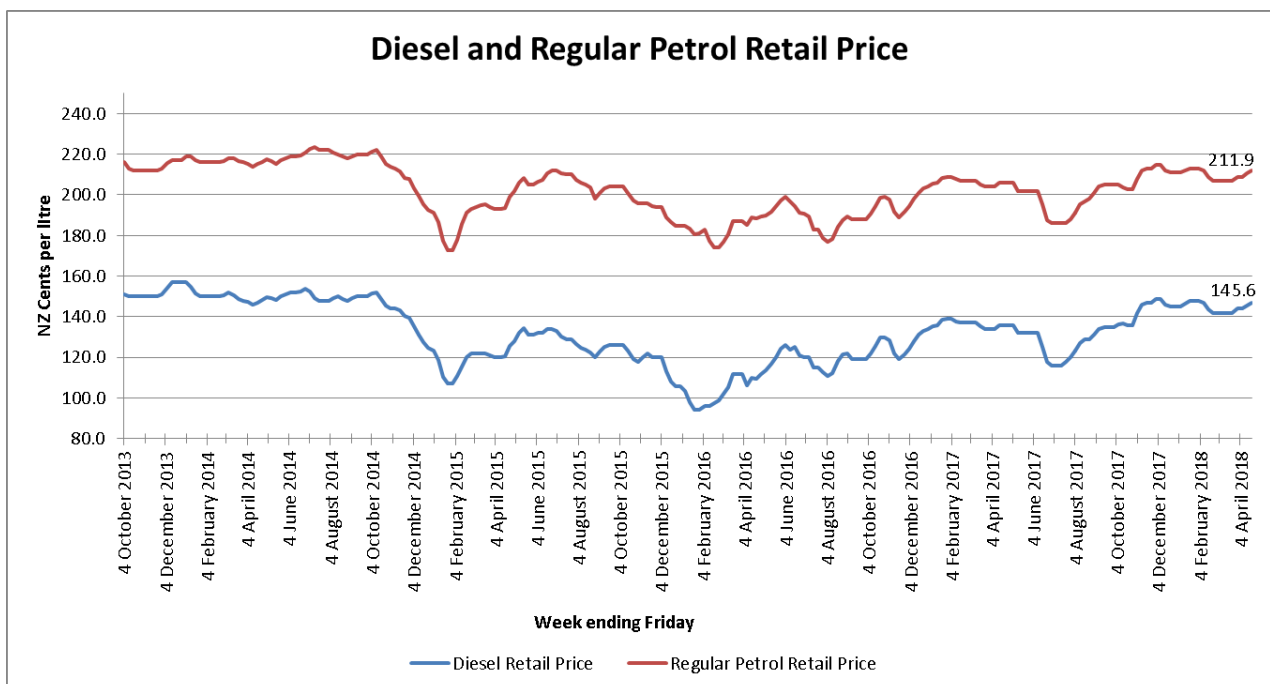


Figure 2: Historic fuel prices in New Zealand

As shown in the figure above, although the price of fuel has risen slightly this year, it is still lower than what it was four years ago. This comparatively low fuel price will be contributing to the activeness of owning and using a private car.

4 Bus Service Performance

Appended to this report is the patronage report for the Council's contracted bus services for the period July 2017 to March 2018. Reports for the Katikati and Ōhope services are still to be compiled but will be supplied on the day of the meeting.

Of note is:

- Tauranga BayHopper patronage for the year to the end of March 2018 is about 6% lower than for the corresponding period last financial year.
- Rotorua Cityride patronage for the year to the end of March 2018 is about 10% lower than for the corresponding period last financial year.
- On a more positive note, patronage on the eastern Bay and Te Puke services is growing.

5 Monitoring

5.1 Complaints

Complaints are entered into the Job Tracker system and reviewed and monitored by staff. The graphs below compare the monthly averages for the current year (July 2017 to March 2018) to previous years.

In Tauranga complaints about late buses or buses not running are already higher than the previous year. The large increase in health and safety incidents continues from the previous period, and reflects a much greater emphasis on reporting and data collection. Staff continue to work closely with bus operators to ensure the reporting and investigation of all health and safety incidents.

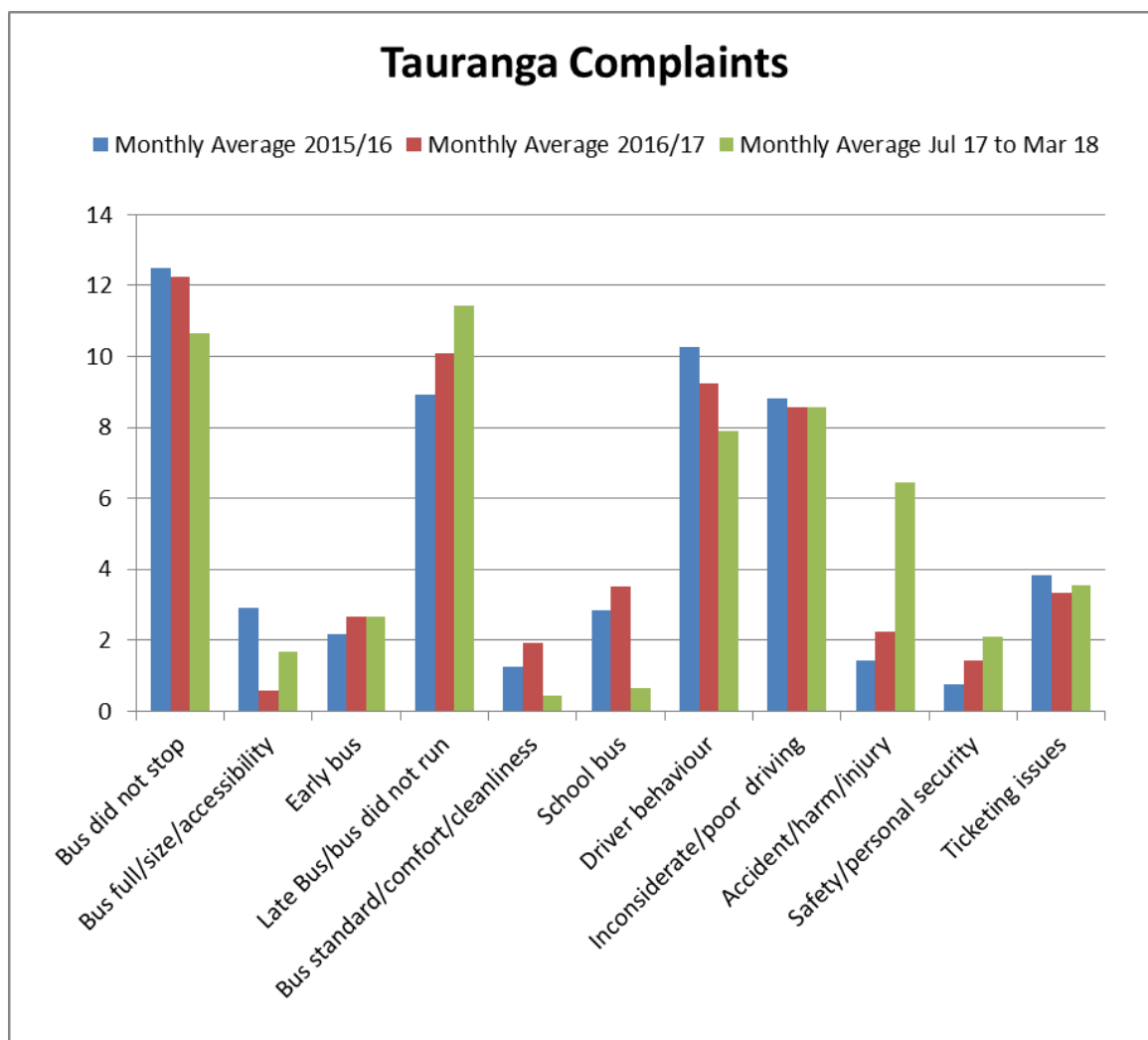


Figure 3: Tauranga average complaints per month by complaint type for 2015/16 (12 months), 2016/17 (12 months) and 2017/18 (9 months)

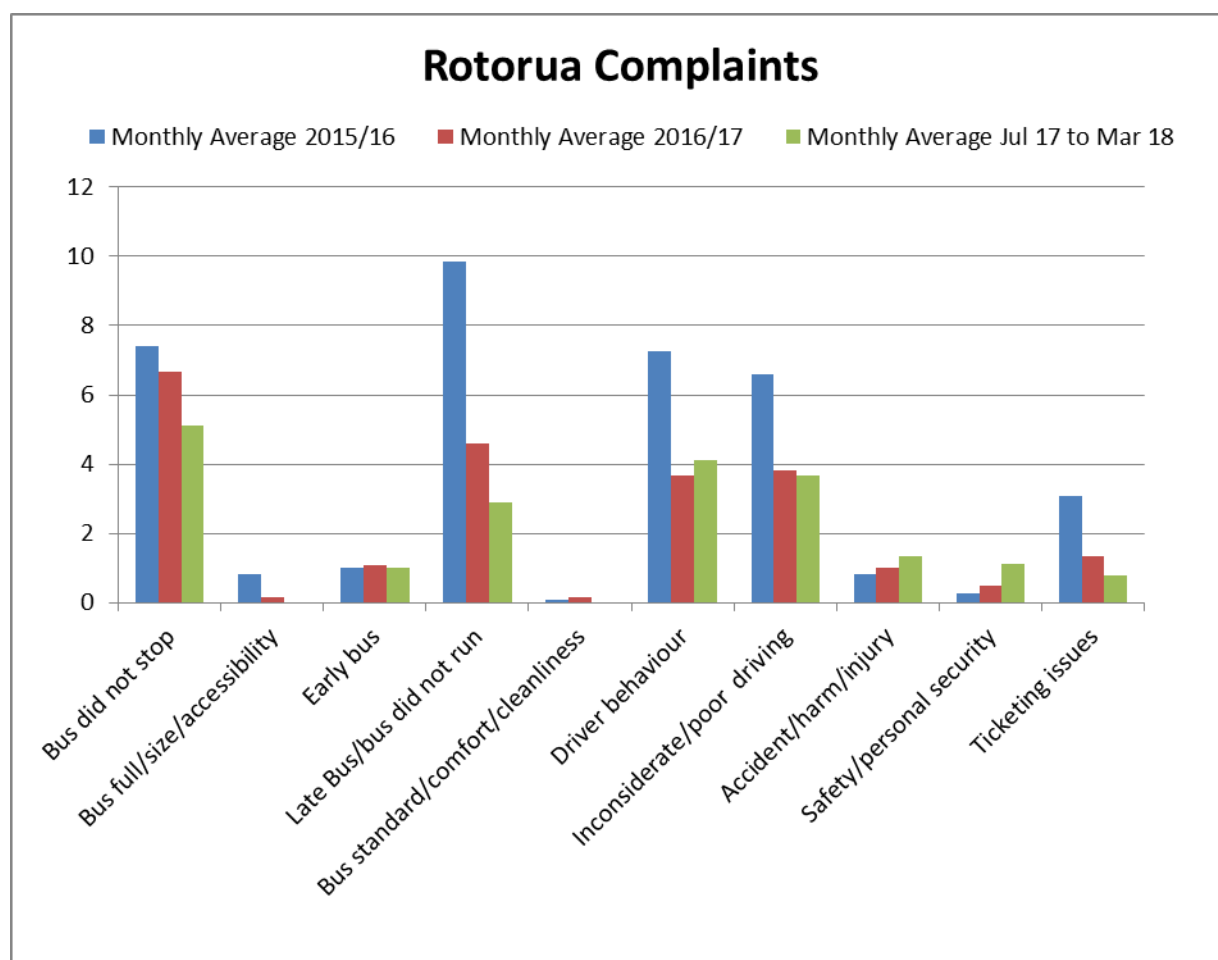


Figure 4: Rotorua average complaints per month by complaint type for 2015/16 (12 months), 2016/17 (12 months) and 2017/18 (9 months)

The top complaint categories for both cities have not changed since the last Public Transport Committee report. These are:

- buses that did not stop;
- the bus was late or didn't run;
- driver behaviour and;
- inconsiderate or poor driving.

5.2 Mystery Shopper

The mystery shopper surveys regularly monitor the customer experience and a monthly report is received. The following tables are derived from the mystery shopping of the services between July 2017 and March 2018.

The surveys can be drilled down into and in Rotorua these reports have been used to highlight positive feedback and areas for improvement.

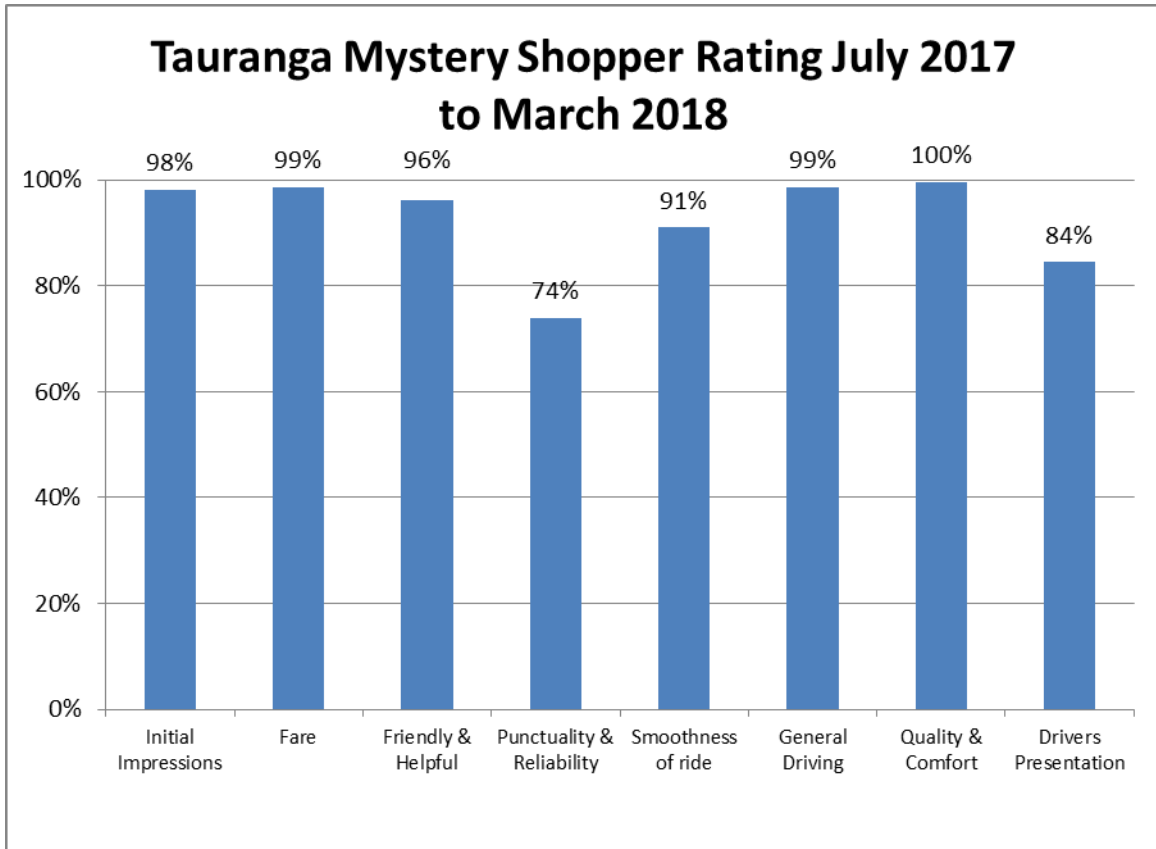


Figure 5: Tauranga Mystery Shopper results for July 2017 - March 2018

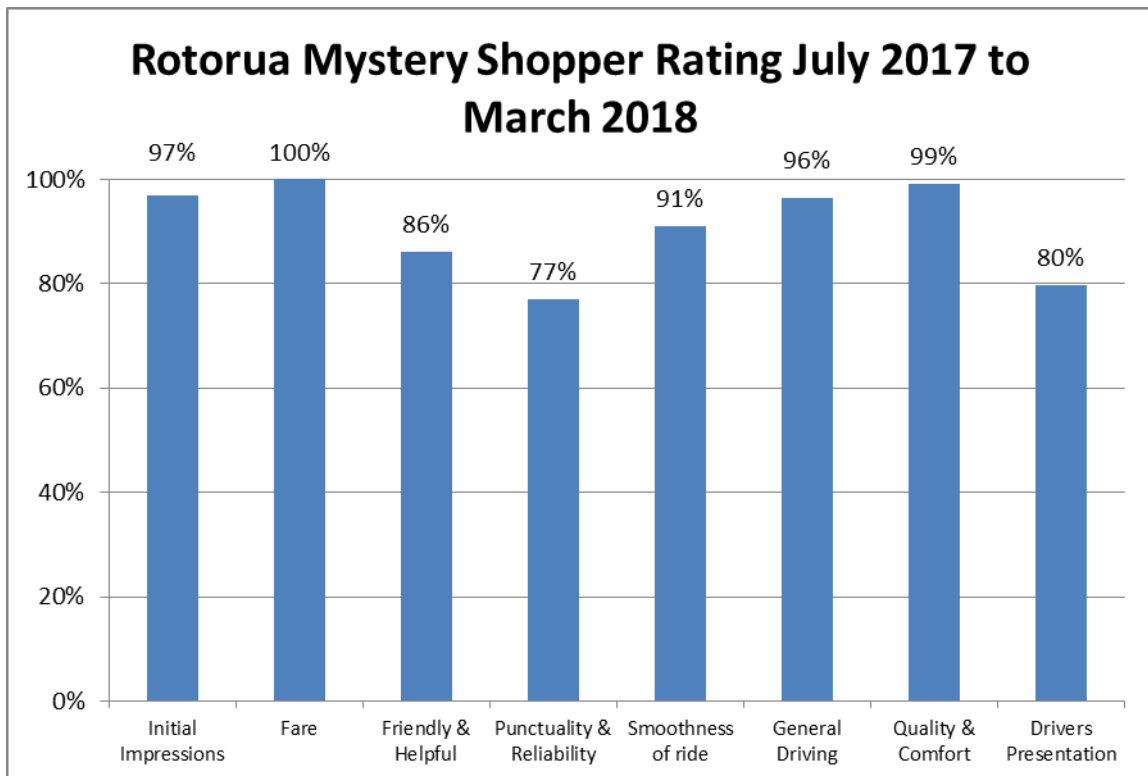


Figure 6: Rotorua Mystery Shopper results for July 2017 - March 2018

Mystery Shopper reports reflect that the bus operators in both cities are delivering a reasonable level of service. Punctuality and reliability continues to be an issue across the network. Results are largely unchanged for both Rotorua and Tauranga since the last Public Transport Committee.

5.3 Reliability

Bus service reliability has been identified as a major issue particularly in Tauranga. Routes 2, 36, 40 and 1 continue to be the most affected and these routes are affected in 77% of operator reported delays of over 20 minutes. This data has been collected manually since December 2016 allowing a comparison between calendar years from Jan 2017. This shows an increase in delays correlating to traffic congestions issues in Tauranga.

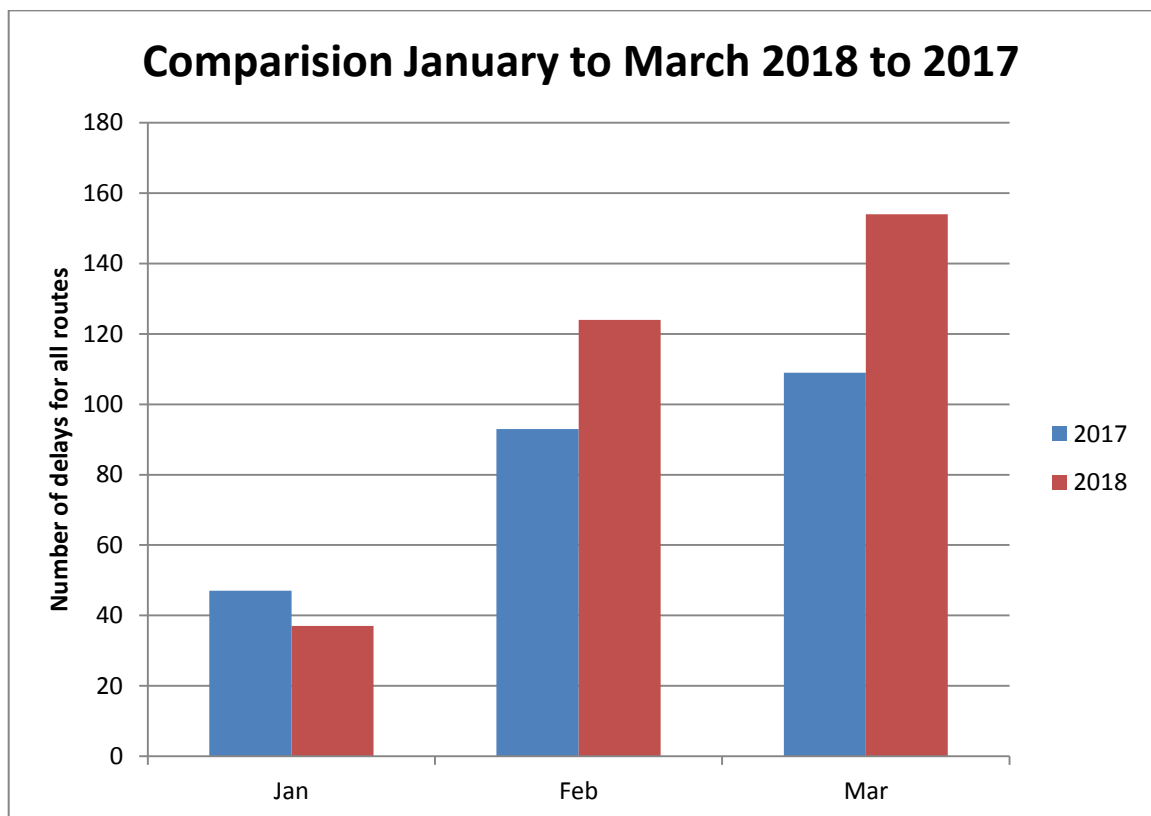


Figure 7: Late trips January to March 2018 compared to 2017 – Tauranga

During the year 802 trips were delayed more than 20 minutes with traffic being the cause in 78% of major delays.

Due to the manual nature of the operator reported delays there are limitations to the information and analysis. Council is currently trialling a real time mobile transit application in Tauranga for customers. Besides real time passenger information, the application will provide useful automatic performance monitoring data reducing the need for manual data collection.

For example, for a number of bus routes the data is showing variation between departure times for stops along the route that are published on printed timetables and the actual real world running times. Data of this type will enable us to refine routes and timetables to more closely match the actual delivery of services.

6 Total Mobility

Below are the patronage and expenditure details for the Council's Total Mobility Scheme for the period July 2017 to February 2018.

6.1 Patronage

The graph below (Figure 9) shows Total Mobility patronage from 2014/2015 to 2017/2018.

For the first nine months of the 2017/2018 financial year the number of trips made using the scheme was 48,385 compared to 56,003 for the same period in the last financial year. This represents a decrease of 13%.

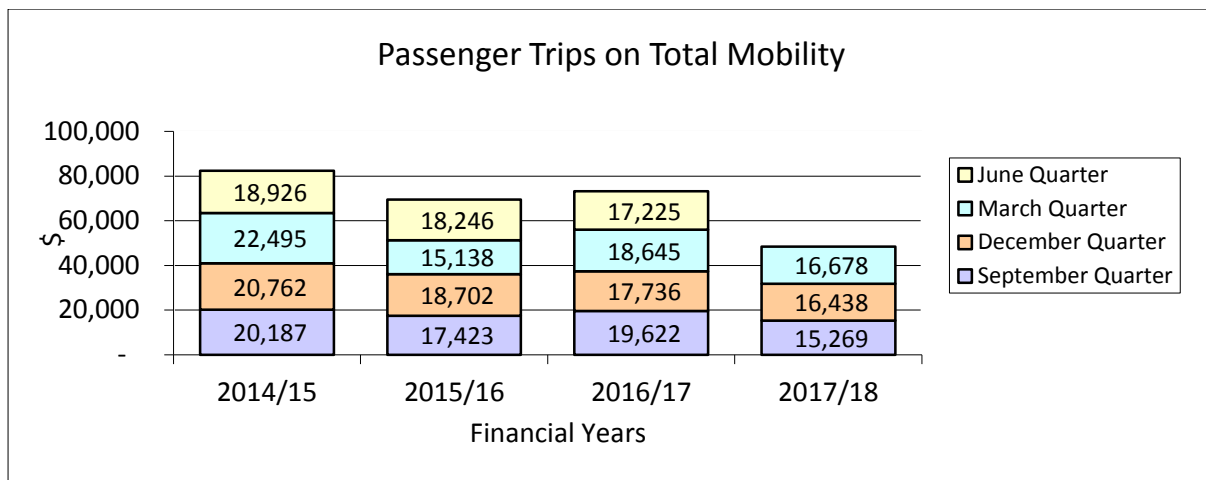


Figure 9: Passenger Trips on Total Mobility.

6.2 Expenditure

The graph below (Figure 10) shows that expenditure on the Total Mobility scheme for the first nine months of the 2017/2018 financial dropped by 3% compared to the same period in the 2016/2017 financial year (\$383,988 versus \$394,261, respectively; all financial figures are GST inclusive).

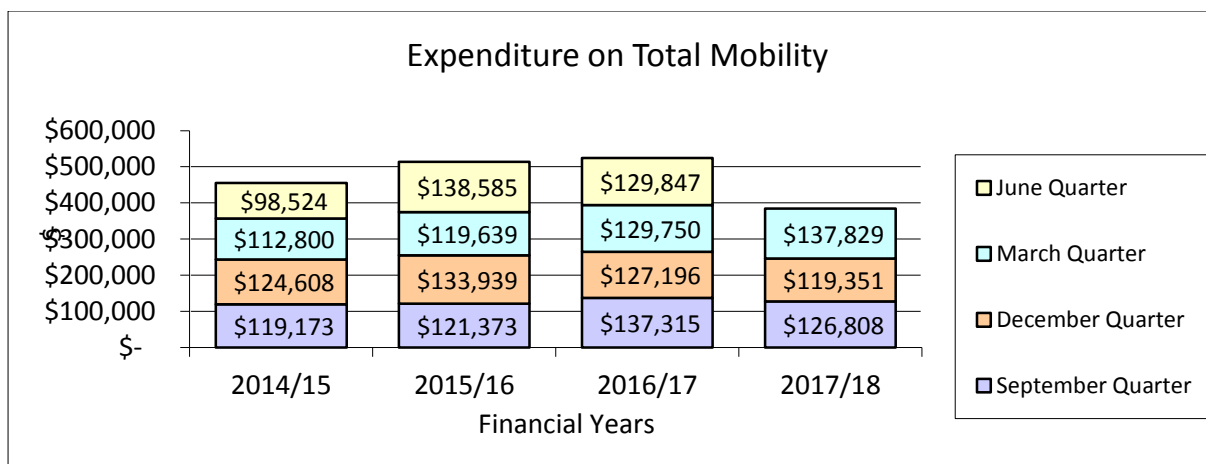


Figure 10: Total Mobility Expenditure.

Dividing the total expenditure by the total number of trips equates to an average total subsidised cost per trip of \$7.94 compared to \$7.04 for the first nine months in the 2016/2017 financial year.

Possible reasons for the increase in the per trip cost have been provided by the taxi companies and listed below;

- Major road works throughout Tauranga city and suburbs affecting the length of travel time
- Generally more traffic on the roads in Tauranga especially at school drop off and pick up times creating bottle necks adding to travel times
- Location of new rest homes and retirement villages are further from the centre of town and Tauranga hospital, affecting the cost per trip for residents using the Total Mobility scheme.

The average total cost per trip of \$7.94 means that:

- the full fare for an average taxi trip for a Total Mobility Scheme member for the first three months of this financial year was \$15.88 (GST inclusive);
- the Council Total Mobility Scheme subsidy of 50% reduced the cost to Total Mobility Scheme members to \$7.94 (GST inclusive); and
- the New Zealand Transport Agency (NZTA) reimbursement to Council reduced the cost to Council to \$4.14 (GST exclusive).

6.3 Additional payment (to hoist operators)

For the first nine months of the 2017/2018 financial year, Council paid, on behalf of the NZTA, an additional payment to transport operators of \$119,010 for Total Mobility members using a hoist vehicle. The payment is currently reimbursed 100% by NZTA up to an approved total qualifying expenditure limit.

6.4 Wheelchair hoist installation payment

In the first nine months of the 2017/2018 financial year Council provided financial assistance to install two new wheelchair hoists in Tauranga.

Mike Furniss
Senior Transport Operations Officer

for Transport Policy Manager

4 May 2018

APPENDIX 1

Public Transport Committee Public Transport Patronage Report - March 2018

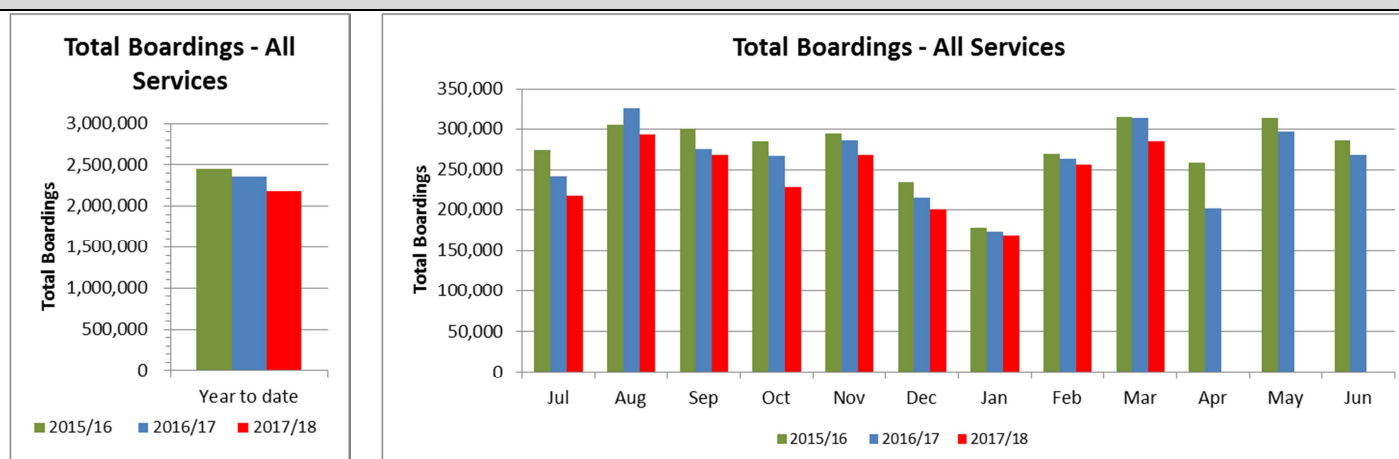
March 2018 Public Transport Patronage Report



Regional Summary

Area	Monthly Patronage Comparison			Year to Date Patronage		Year to Date Farebox Recovery
	Mar-17	Mar-18	% change	To Mar-18	% change	To Mar-18
Total Network¹	315,318	284,596	-9.7%	2,187,403	-7.4%	
Tauranga BayHopper	170,880	161,375	-5.6%	1,294,301	-6.0%	
Tauranga SchoolHopper	69,019	57,374	-16.9%	352,912	-9.7%	
Rotorua	67,922	59,999	-11.7%	485,969	-9.9%	
Murupara / Ruatāhuna	355	391	+10.1%	3,555	-22.4%	
Kawerau, Ōpōtiki and Whakatāne	1,116	1,269	+13.7%	10,155	+8.9%	
Ōhope	2,627	869	-66.9%	16,918	-16.5%	
Matatā	85	62	-27.1%	534	-5.7%	
Pōtaka	151	141	-6.6%	1,232	+3.2%	
Te Puke	1,704	1,809	+6.2%	12,217	+27.6%	
Katikati and Ōmokoroa	1,459	1,307	-10.4%	9,610	-18.6%	
Ōmokoroa – Matakana Ferry	2,618	2,168	-17.2%	19,006	-18.7%	

Patronage by Month - Year to Date



Comments

Comparing the July 2017 to March 2018 period with the same period for the 2016/17 financial year, the shows that the region's services have dropped in patronage by about 7% (primarily accounted for by the Tauranga and Rotorua services). On a more positive note, patronage of eastern Bay and Te Puke services is growing.

¹ Excludes Ōmokoroa – Matakana Ferry



Receives Only – No Decisions

Report To: Public Transport Committee

Meeting Date: 11 May 2018

Report From: Garry Maloney, Transport Policy Manager

Other Matters of Interest

Executive Summary

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

- Tauranga-Western Bay of Plenty Centre for Transport;
- SuperGold Scheme 2018/19 Funding;
- National Land Transport Programme Funding Allocations for the Region in 2018 – 2021;
- 2018 – 2028 Long Term Plan – New Service Requests; and
- Developing a Future Development Strategy.

Recommendations

That the Public Transport Committee under its delegated authority:

- 1 **Receives the report, Other Matters of Interest;**

- 1 **Introduction**

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

- 2 **Tauranga-Western Bay of Plenty Centre for Transport**

Staff will provide a verbal update at the meeting on progress with the Tauranga-Western Bay of Plenty Centre for Transport.

- 3 **SuperGold Scheme 2018/19 Funding**

During 2017 the Technical Working Group worked collaboratively to develop a proposal for "normalising" the administration of the SuperGold card scheme (SGC). A pragmatic approach was presented to all councils in October 2017 and general

agreement was obtained. Since then, the Governance Group has confirmed their agreement to a principles based approach and its implementation for the period of the 2018 - 2021 National Land Transport Programme (NLTP).

The principles on which the approach is based are that:

- the current level of Crown funding for the Scheme represents an implicit agreement between the Crown and Local Government on funding the mutually agreed outcomes of the Scheme and when adjusted in forward years as proposed, will remain inside the Cabinet approved appropriation;
- the current allocation between individual local governments of the Crown funding represents an agreed fair starting point; and
- funding allocations to individual councils in forward years will be adjusted year on year to reflect both proportional change in SuperGold patronage and proportional change in the cost of off-peak services with each of these used as simple year-on-year adjustment factors.

The SGC scheme administration procedures include the provision for a last resort top up of SuperGold funding to Local Government from the National Land Transport Fund (Public Transport Activity Class). This NLTP top-up would only be required should growth in proportional SuperGold patronage or the cost of off-peak services at an aggregate level across all local authorities increase above the estimates on which the three-yearly Crown funding level have been based.

In order to agree an allocation for Year 1 of the Long Term Plan/NLTP, the Agency require some data from each regional council. This will assist the Agency with determining the national SuperGold funding required for 2018/19. The allocation for 2018/19 will be further adjusted by the annual movement in CPI once this has been agreed with the Ministry of Transport.

4 National Land Transport Programme Funding Allocations for the Region in 2018 – 2021

On 27 April 2018 the Chairman of the Regional Transport Committee received correspondence from the Minister of Transport (appended). The Minister is seeking feedback on improving bus services in Tauranga and the rail network to the Port of Tauranga.

5 2018 – 2028 Long Term Plan – New Service Requests

As a result of consulting on the Draft 2018 – 2028 Long Term Plan, the Council has received over one dozen submissions requesting new or enhanced bus services, including:

Sub-region	Service Request
Rotorua	<ul style="list-style-type: none"> • Seasonal service from Rotorua to Lakes Okaraka and Blue. • At least commuter service to Lakes Rotomā, Rotoehu, Rotoiti. • Mamaku to Rotorua.

Eastern Bay	<ul style="list-style-type: none"> • Murupara to Whakatāne. • Commuter service between the eastern Bay and Tauranga.
Western Bay	<ul style="list-style-type: none"> • More service for Maketū, Te Puke, Tauranga, Aongatete, Katikati and Waihi Beach.

Through the last Long Term Plan process, Council received (and agreed to) requests for three new rural services. In implementing those requests, it became apparent (particularly in light of the Waihi Beach service) that the new services have the greatest chance of success if in planning the service, Council engages early and fully with the community seeking the service.

For this reason, in the Long Term Plan deliberations staff will generally recommend for the new service requests that Council undertake engagement exercises in the first year of the Long Term Plan with a view to Council considering funding for those requests for Year Two of the Plan.

Some of the requested services have previously been trialled (for example Murupara to Whakatāne) but were unsuccessful, while others will be addressed as the Western Bay of Plenty Public Transport Blueprint is implemented (for example, a more frequent service for Te Puke).

6 Developing a Future Development Strategy

Regional Council is leading the development of a Future Development Strategy (FDS) for the western Bay sub-region in association with territorial authorities and the New Zealand Transport Agency. The strategy is a requirement of the National Policy Statement on Urban Development Capacity for medium and high-growth areas. The purpose of the Strategy is:

“Future development strategies provide certainty to the community and stakeholders about where and when future urban development is likely to occur and are also responsive to changing circumstances. They inform decision making by local authorities and infrastructure providers, and demonstrate that there will be sufficient development capacity opportunities enabled through councils’ district plans, Long Term Plans and infrastructure strategies.”

The SmartGrowth Leadership Group requested at its March meeting that the FDS also include a sub-regional transport strategy and vision. This strategy is currently being developed by staff and will provide strategic direction for transport in the sub-region whilst also identifying any gaps in the planning and delivery required to meet growth projections.

The draft vision and objectives for the strategy are:

“Western Bay Pathways: connecting our future”

Sub-Regional objectives	
Sustainable	Protect our environment
	Protect our people
Growth	Enable our economy

Enable our people

7 Council's Accountability Framework

7.1 Community Outcomes

This project/proposal directly contributes to the Regional Collaboration and Leadership and Economic Development Community Outcomes in the Regional Council's Long Term Plan 2015-2025.

7.2 Long Term Plan Alignment

This work is provided for under the Passenger Transport Activity in the Long Term Plan 2015-2025.

Current Budget Implications

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

Future Budget Implications

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

Garry Maloney
Transport Policy Manager

3 May 2018

APPENDIX 1

2018-04-27 Letter from Minister Twyford to Cr Stuart Crosby



MP for Te Atatu

Minister of Housing and Urban Development

Minister of Transport

27 April 2018

Stuart Crosby
Chair - Regional Transport Committee
stuart.crosby@boprc.govt.nz

Dear Stuart

As you are aware the Government's Policy Statement on land transport focuses on upgrading rural and local roads to modern safety standards and addressing the infrastructure deficit in our regions and cities.

This Government will no longer hand-pick expressways and will rely on NZTA to complete appropriate due diligence and fund projects on their merits, irrespective of the mode of transport. This means that NZTA will be investing across the roading network in Bay of Plenty, as well as also investing in rail, walking and cycling and public transport.

The below table sets out the amount NZTA investing in Bay of Plenty by activity class over the 2015-18 period and what percentage of that activity class that amounted to. In the next column I have set out what that percentage could mean under the new Government Policy Statement for the next three years.

Activity Class	Spend 2015-2018	Share of activity class	Midpoint of GPS-18	Indicative share of GPS-18
State Highway Improvements	\$74.20m	5.9 %	\$1141m	\$67.30m
Local Road Improvements	\$5.70m	4.1 %	\$243m	\$9.96m
Regional Improvements	\$1.70m	2.46%	\$122m	\$3.01m
State Highway Maintenance	\$35.80m	6.36%	\$657m	\$41.78m
Local Road Maintenance	\$29.80m	5.12%	\$653m	\$33.44m
Public Transport	\$7.50m	2.2 %	\$510m	\$11.22m
Walking and Cycling	\$2.10m	4.38%	\$85m	\$3.72m

It is important to note that these figures do not mean that the NZTA will spend up to those amounts in Bay of Plenty. The actual amount may be higher or lower depending on which projects are included in other Regional Land Transport Plans and ultimately the National Land Transport Programme. NZTA considers each project against all other projects submitted nationally. The NZTA Board determines which projects are funded. These figures are indicative.

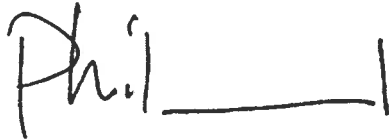
I have set out these indicative numbers to encourage you to ensure your RLTP fully utilises the opportunities that may be available for their region. Our Government's intention is to invest in the roads, walking and cycling infrastructure, rail for freight or public transport investments

that are essential to reduce the 24 road deaths in Bay of Plenty in 2017 and for growing Bay of Plenty's economy.

I am committed to addressing State Highway 2. I would also welcome your feedback on improving bus services in Tauranga (and implementing the new Western Bay of Plenty bus network) and developing the rail network to the Port of Tauranga.

I wish you well in forming you Regional Land Transport Plan and look forward to seeing what you come up with.

Yours faithfully

A handwritten signature in black ink that reads "Phil" followed by a horizontal line and a vertical stroke at the end, resembling a stylized "I".

Hon Phil Twyford
Minister of Transport