

# 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:

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**Thursday, 16 August 2018 commencing at 9.30 am.**

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Fiona McTavish  
Chief Executive  
9 August 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

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

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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**
  - 7.1 Public Transport Committee Minutes - 11 May 2018 13
- 8 Petition**
  - 8.1 Petition against Removal of Bus Stops outside Somervale Retirement Village – June Jennings and Janette Fitzsimons will present the petition (5 minutes) 29
- 9 Reports**

<b>9.1 Public Transport Blueprint - Progress Update</b>	<b>35</b>
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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:**

<b>General Subject of Matter to be Considered</b>	<b>Reason for passing this resolution in relation to this matter</b>	<b>Grounds under Section 48(1) LGOIMA 1987 for passing this resolution</b>
<b>10.1 Public Excluded Public Transport Committee Minutes - 11 May 2018</b>	<b>Please refer to the relevant section in the open meeting minutes</b>	<b>Good reason for withholding exists under Section 48(1)(a)</b>
<b>10.2 Regional Ticketing System Update</b>	<b>To carry out commercial and industrial negotiations</b>	<b>Good reason for withholding exists under Section 48(1)(a)</b>
<b>10.3 Options to maintain Twin City Express</b>	<b>To carry out commercial and industrial negotiations</b>	<b>Good reason for withholding exists under Section 48(1)(a)</b>
<b>10.4 Transit Multi Modal AV Proposal</b>	<b>To protect the commercial position of an individual</b>	<b>Good reason for withholding exists under Section 48(1)(a)</b>

<b>10.1 Public Excluded Public Transport Committee Minutes - 11 May 2018</b>	<b>175</b>
<b>10.2 Regional Ticketing System Update</b>	<b>177</b>



<b>10.3 Options to maintain Twin City Express</b>	<b>181</b>
<b>10.4 Transit Multi Modal AV Proposal</b>	<b>187</b>
<b>11 Confidential Business to be Transferred Into the Open</b>	
<b>12 Readmit the Public</b>	
<b>13 Consideration of General Business</b>	



# 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, 11 May 2018 commencing at 9.30 a.m.

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## Present:

**Chair:** L Thurston

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

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

**In Attendance:** Bay of Plenty Regional Council: Fiona McTavish (General Manager, Strategy & Science), Garry Maloney (Transport Policy Manager), Joe Metcalfe (Senior Transport Planner), Melissa Winters (Transport Operations Officer), Mike Furniss (Senior Transport Operations Officer), Jen Proctor (Transport Operations Officer), Simon Neate (Transport Marketing Advisor), Tone Nerdrum-Smith (Committee Advisor)

Councillors: D Love, J Cronin and T Marr

Other Attendees: Cr R Curach (Tauranga City Council), Cole O'Keefe (NZTA), Christine Jones (Tauranga City Council), Nicolas Reid, Gail Davies and Jenson Varghese (MR Cagney), Matt Hunt (Shine Public Relations)

**Absent:** Cr Tapsell (Rotorua Lakes Council)

**Apologies:** Chairman Leeder, N Bruning and Cr M Gould (Alternate, Rotorua Lakes Council) – Lateness.

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## 1 Apologies

The Chair informed Members that he had been informally advised by the Mayor of Rotorua Lakes Council that Cr Tapsell was now the alternate appointee, and that Cr Gould had assumed the responsibility of the primary. Formal confirmation of this change was yet to be received.

Cr Nees, in the absence of Chairman Leeder, announced that Council had completed the Chief Executive recruitment process and she was pleased to advise appointment of Fiona McTavish, current General Manager, Strategy & Science, to the role.

## Resolved

**That the Public Transport Committee:**

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- 1 **Accepts the apologies tendered at the meeting from Chairman Leeder, N Bruning and Cr M Gould (Alternate, Rotorua Lakes Council) – lateness;**
- 2 **Agrees that Cr R Curach and Christine Jones (Tauranga City Council) be formally invited to sit at the table with the Committee Members.**

**Thurston/Thompson  
CARRIED**

## 2 **Public Forum**

*Refer PowerPoint presentation – Objective ID A2873651*

**Glen Crowther** spoke to the PowerPoint presentation as follows:

### Key Points

- Tauranga Transport Alignment Project (TTAP)
- Who is Endorsing this TTAP?
- Priority One supported TTAP in principle
- Urgent Action Needed
- Cars or Rapid Transit?
- 5 Point Plan
- Congestion Free PT Network
- Sought 'free' bus travel for school-age children to encourage increased use
- Funding
- Public Transport Funding
- A Golden Opportunity
- Provincial Growth Fund
- Or Congestion Free PT Network.

### In Response to Questions

- There had been considerable discussion around the appropriate level of detail within the TTAP, with the decision being to provide a high level outline at this stage and for the individual councils to work on the more intricate details.
- Recognised that more public transport infrastructure/bus lanes would be required to make a difference to current congestion.
- Negativity associated with any increase in rates if school children travelled for free could be addressed through emphasising the positive effects; introduction of incentives for adult to use public transport etc.
- Options for increased use of public transport, e.g. introduction of targeted road charges, could be explored.
- Regional fuel tax should be further investigated as a funding opportunity.
- Suggested a bolder, more flexible pricing structure to increase public transport patronage.

### Members' Comments

- Acknowledged the positive social impact of free bus travel for school children.

**Anna Larsen** provided a verbal presentation as follows:

### Key Points

- Worked for the Welcome Bay Community Association, however was addressing the Committee as a private citizen

- Changes in driving patterns meant parents now took children to school on their way to work.
- Car travel could prove cheaper than the bus when you had several children.
- Being unable to pay for the bus was a real situation for many people, with children not going to school when there were no alternative means of transport.
- There was no schooling beyond primary level in Welcome Bay, which meant secondary students had to travel out of the suburb.
- Encouraged Council to obtain further socio-economic data in co-operation with schools and community groups to support the proposal for free student bus fares.
- Suggested a free school bus trial for approximately 18 months.

## Attendance

Cr M Gould entered the meeting at 10:20 am.

### 3 General Business and Tabled Items

Noted *tabled item 1* – Letter from Chair Thurston to the Hon Chris Hipkins, Minister of Education: Request for School Transport Assistance – Pāpāmoa, Tauranga.

### 4 Declaration of Conflicts of Interest

Nil

### 5 Previous Minutes

#### 5.1 Public Transport Committee Minutes - 9 February 2018

#### Resolved

That the Public Transport Committee:

- 3 Confirms the Public Transport Committee minutes - 9 February 2018 with the following amendments:**
- Apologies: von Dadelszen & Thwaites remove 'for absence'
  - Cr Malloy change to Cr Molloy.

Winters/Thompson  
CARRIED

#### 5.2 Public Transport Technology

Melissa Winters (Transport Operations Officer) introduced the presenters Nicolas Reid, Gail Davies and Jenson Varghese (MR Cagney) who provided an update on progress with a real-time system and other technology projects.

*Refer PowerPoint presentation – Objective ID A2873612*

#### Key Points

- Study Objective
- Approach
- Key Strategic Questions
- Global Megatrends
- Megatrends

- Key Regional Challenges
- Drivers of PT Choice – Potential Users
- Fleet/Fuel Technologies
- Buses needed to be in the right place at the right time to be effective
- The Sharing Economy
- Shared services were convenient, accessible, personal and ‘real time’
- Mobile Apps
- On-Demand Buses – via Apps
- There were Apps that provided an ‘uber for buses’ functionality
- Mobility as a Service
- Transport is Changing
- Benefits for BOPRC
- Longer Term Recommendations.

#### In Response to Questions

- Frequency and ease of access would generally create a more attractive bus service.
- The millennium generation was more discerning, which translated to convenience, access and cost considerations, rather than environmental benefits.
- Wi-Fi on the buses was more of a nice-to-have than a need-to-have, especially on shorter commuter routes.

#### Members’ Comments

- ‘Uber buses’ might provide a higher level of flexibility than traditional public transport, especially for an aging population where mobility was an issue.
- Noted that the Transit App that advised where the buses were on the route had been in trial for some time and was being used by commuters.

Members received *tabled item 2* – information regarding how to access the Transit App.

#### Staff Follow-up

- Presentation regarding public transport alternative options and models in New South Wales to be provided to Members.

## **Resolved**

**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;**
- 3 Receives updates on new technology and its relativity to the Bay of Plenty.**

**Winters/Thompson  
CARRIED**

## **Adjournment**

The meeting adjourned at 11.02 am and reconvened at 11.20 am.



## 6 Reports

### 6.1 New Zealand Transport Agency (NZTA) Update

Cole O'Keefe (NZTA) updated the Committee on current New Zealand Transport Agency national and regional initiatives as follows:

#### Key Points

- Submission on the Investment Assessment Programme (IAF) would close on Friday, 18 May 2018. The IAF was a tool to prioritise the projects and initiatives to give effect to the Government Policy Statement (GPS).
- The 'liveable cities' concept related to the GPS.
- NZTA's regional programme was required to align with the priorities in the new GPS.
- There was at this stage only a high-level indication of prioritisation and further level of details was yet to be developed.
- Information regarding the national trial for mobility as a service was about to be finalised and updates would be provided at the next meeting of the Committee.

#### Members' Comments

- Concerned that the current priorities might not fully meet the provisions of the new GPS, yet 'starting again' would not necessarily be a better option.
- The new GPS had created a situation where NZTA and authorities were required to re-evaluate its projects and strategies to ensure they aligned with the amended priorities.

#### Christine Jones' (TCC) Comments

- TCC and BOPRC priorities fell within the parameters of the Public Transport Blue Print, and Stage 1 of this remained relatively unchanged.
- Public Transport scoping exercises would take place over the next few weeks and any short/medium/long term changes should be clearly identified.
- Further research would be undertaken once the finalised GPS had been presented.

## Resolved

That the Public Transport Committee under its delegated authority:

- 1 Receives the report, New Zealand Transport Agency Update.

Crosby/Nees  
CARRIED

- 2 Identifies the implications of aligning the Western Bay of Plenty Public Transport Blueprint, Bay of Plenty Regional Public Transport Plan and Tauranga Programme Business Case to the 2018 Government Policy Statement on Land Transport, the Provincial Growth Fund and the National Policy Statement on Urban Development Capacity.

Thompson/von Dadelszen  
CARRIED

### 6.2 Regional Public Transport Plan Draft for Consultation

*Refer PowerPoint presentation – Objective ID A2873467*

Garry Maloney (Transport Policy Manager) and Joe Metcalfe (Senior Transport Planner) provided an update as follows:

Presenters' Key Points

- Regional Public Transport Plan (RPTP)
- Editorial Corrections
- Significant Changes
- Process to Adopt
- Stakeholders to Consult
- Regional Land Transport Plan and the Long Term Plan would provide the funding mechanisms for the RPTP, which was an operational, rather than strategic, document
- Legislation prescribed a number of stakeholders Council was required to consult.
- Recognised the merit of establishing a policy around the use of pilots and trials to gauge the response of the community, however this had not been progressed as it might be too descriptive and limiting.

Members' Comments

- Sought an opportunity to provide comprehensive feedback prior to the Plan being released for consultation.
- Concerned that the document was relatively static and not reflective of the changing environment Council operated within.
- Council should be prepared for requests for public involvement in the consultation process.
- Suggested a review sooner than the three year timeframe stipulated by legislation.
- Public Transport was of high public interest and engagement with stakeholders was a key consideration.
- Cost/benefit analysis should include social impacts.

**Resolved**

**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 be released for targeted consultation only, 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.**

**Thurston/van Dadelszen  
CARRIED**

**6.3 Public Transport Blueprint - Progress Update / Western Bay Multi-Modal Transport System**

## **Western Bay Multi-Modal Transport System**

*Refer PowerPoint presentation – Objective ID A2871972*

Fiona McTavish (General Manager, Strategy & Science) and Garry Maloney (Transport Policy Manager) provided a presentation as follows:

### **Key Points**

- Western Bay Multi-Modal Transport System
- An ever changing environment
- Delivery with new Government Direction
- Currently in Western Bay
- Aligned to new Government Direction
- Western Bay Multi-Modal Transport System Challenge
- Planned LTP Public Transport Funding
- PT Funding (10+ years)
- We are Partnering with Government to Address the Gaps
- Provincial Growth Fund
- Guiding Principles
- 'Surge Regions'
- Three Investment Tiers
- Enabling Infrastructure Projects
- Criteria
- How does WBOP multi-modal stack up?
- Recommendation.

## **Public Transport Blueprint - Progress Update**

*Refer PowerPoint presentation – Objective ID A2873469*

Garry Maloney (Transport Policy Manager), Joe Metcalfe (Senior Transport Planner), Melissa Winters (Transport Operations Officer) and Mike Furniss (Senior Transport Operations Officer) provided a presentation as follows:

### **Key Points**

- Blueprint Update
- Procurement
- Successful Tender Outcomes
- Variations to Blueprint network
- School Transport
- Interchange Facilities
- Service changes required
- LTP PT Investment
- Submission to TCC LTP
- Known Funding Gaps (0-10 years)
- Over the next three years
- PT Funding (10+ years)
- Other Funding Options.
- This was an update only and the Committee was not asked to endorse the Blueprint pre-LTP deliberations.

### **Christine Jones (Tauranga City Council)' Comments**

- Design and safety aspects of bus interchanges meant construction and installation was taking longer than initially expected.

- The aim was to ensure long term solutions for the shelters, rather than temporary 'fixes'.
- Positive engagement with the community was paramount when considering public transport changes that would have an impact on private and neighbourhood environments.

#### Staff Follow-up

- Review the City Loop Service through the Gate Pa shops as part of the report-back at the next meeting of the Committee.

## **Resolved**

**That the Public Transport Committee under its delegated authority:**

- 1 Receives the presentation, Western Bay Multi-Modal Transport System;**
- 2 Agrees that the Regional Council, working with SmartGrowth partners:**
  - **Prioritise the components that comprise an effective Western Bay multi-modal transport system;**
  - **Which are unable to be funded from other investment streams; and**
  - **Submit an application to the Provincial Growth Fund to advance delivery of that system.**

**Thompson/Gould  
CARRIED**

**That the Public Transport Committee under its delegated authority:**

- 1 Receives the report, Public Transport Blueprint - Progress update.**

**Molloy/Thwaites  
CARRIED**

## **6.4 Free Transport for School Students**

*Refer PowerPoint presentation – Objective ID A2870165*

Garry Maloney (Manager Transport Policy) and Melissa Winters (Transport Operations Officer) provided the following outline regarding outcomes sought from providing free school transport for students:

#### Key Points

- Why Make it Free
- Who Pays and How Much?
- Why Not Use the Bus
- Perception
- Bus vs Car Travel (per week)
- Primary Student Travel (AM)
- Secondary Student Travel (AM)
- Patronage Impact?
- Welcome Bay School Transport
- February 2018 Solution
- Primary Student Travel (PM)

- Secondary Student Travel (PM)
- Welcome Bay Costs
- Funding Models
- Is there a case for investment?

#### Members' Comments

- Suggested a staged approach and await the completion of the Hairini Bypass prior to making any changes to the school bus service.
- Cost of children's bus travel to and from school was a challenge for low income families.
- Encouraged a trial for free school bus travel in/out of Welcome Bay.

#### Christine Jones (Tauranga City Council)' Comments

- Modelling had been undertaken with regards to traffic movements and bus prioritisation.
- Was working with NZTA to make the northern slip-lane through the Hairini Roundabout a bus priority lane.
- The current Baypark to Bayfair (B2B) developments had diverted traffic to the Welcome Bay roundabout, which created significant congestion issues.
- Important to consider the wider network impacts and connectivity before altering bus services.
- All-day bus lane for Welcome Bay commuters was being investigated.
- Was considering opportunities to prioritise bus travel through Arataki/Golf Road and consultation would be undertaken once the Arataki Interchange location had been decided.

## **Resolved**

**That the Public Transport Committee under its delegated authority:**

- 1 Receives the report, Free Transport for School Students.**

**That the Public Transport Committee recommends that the Regional Council:**

- 2 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 and wider implications of providing free school transport in Tauranga;**
- 3 Agrees to fast track an investigation to trial a school student fare-free Welcome Bay bus services, and that TCC and BOPRC consider allocating funding in their 2018 – 2028 Long Term Plans to implement a trial in 2018/19;**
- 4 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.**

**Thompson/von Dadelszen  
CARRIED**

## **Adjournment / Attendance**

The meeting adjourned at 1.20 pm and reconvened at 1.50 pm. Crs: A von Dadelszen and P Thompson withdrew from the meeting.

## 6.5 Request for Regional Education Bus Services

Joe Metcalfe (Senior Transport Planner) provided information in regard to a request received for regional bus services that would support tertiary education institutes, including the new University of Waikato campus.

### Resolved

That the Public Transport Committee under its delegated authority:

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

Winters/Gould  
CARRIED

## 6.6 Request for Changes to Kawerau Bus Service

### Resolved

That the Public Transport Committee under its delegated authority:

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

Gould/Crosby  
CARRIED

## 6.7 Murupara Bus Service

Joe Metcalfe (Senior Transport Planner) and Jen Proctor (Transport Operations Officer) advised Members of the need to potentially change the Murupara bus service.

### Resolved

That the Public Transport Committee under its delegated authority:

- 1 Receives the report, Murupara Bus Service.

Winters/Molloy  
CARRIED

## 6.8 Maxi Taxis in the Eastern Bay of Plenty

### Resolved

That the Public Transport Committee under its delegated authority:

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

**Thurston/Thwaites  
CARRIED**

## 6.9 Public Transport Promotional Activity

*Refer Video presentation – Objective ID A2868510*

Simon Neates (Transport Marketing Advisor) presented a video of recent and upcoming public transport promotional activities.

### Key Points

- Current bus users would be targeted for promotion of the Transit App.
- The Transit App was well established and used in more than 150 cities across the world.
- Council partnered with the App providers and promotional activities, e.g. push notifications, could be developed .
- Was working with Rotorua regarding promotional opportunities for increased bus use, e.g. through the Rotorua Aquatics Centre and associated radio station.

### **Resolved**

**That the Public Transport Committee under its delegated authority:**

- 1 Receives the report, Public Transport Promotional Activity.**

**Thurston/Nees  
CARRIED**

## 6.10 Performance of Public Transport Services for July 2017 to March 2018

Melissa Winters (Transport Operations Officer), Mike Furniss (Senior Transport Operations Officer) and Jen Proctor (Transport Operations Officer) responded to questions of the report.

### Key Points

- As not all data from the Ōhope and KatiKati service was available, the information provided had a recognised margin of error.
- Was actively looking at ways to improve the service provided, and all complaints were taken seriously.
- Delays could have a number of causes, e.g. mechanical issues or heavy loadings (i.e. high number of passengers).
- A plan for the Ōmokoroa/KatiKati bus service was being investigated in conjunction with the Public Transport Blueprint.

### **Resolved**

**That the Public Transport Committee under its delegated authority:**

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

Thurston/Nees  
CARRIED

## Attendance

Cr Thompson entered the meeting at 2.09 pm.

### 6.11 Other Matters of Interest

Garry Maloney (Transport Policy Manager) provided an outline of the report.

#### Resolved

That the Public Transport Committee under its delegated authority:

- 1 Receives the report, Other Matters of Interest.

Thurston/Thwaites  
CARRIED

### 6.12 Public Excluded Section

#### Resolved

##### Resolution to exclude the public

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

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

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

Thurston/Nees



**CARRIED**

**The meeting closed at 2.20 pm**

Confirmed

\_\_\_\_\_  
Chair - Public Transport Committee

\_\_\_\_\_  
Date



# Petition



This petition was sent by June Jennings 64/33 Gloucester Rd, Mt. Maunganui, 3116 on behalf of the Somervale Retirement Village residents hoping you will give this your earnest consideration.

Kind regards,

Mrs June Jennings

*J. E. Jennings.*

Hopper Bus Petition

We the undersigned residents from Somervale Retirement Village 33 Gloucester Rd, are asking you to reconsider the removal of the two bus stops on Gloucester Rd immediately opposite the Village. These were to enable residents with limited mobility to independently use public services to access the Papamoa, Bayfair and Mount Maunganui areas, while the distance to the suggested alternatives stops excludes this completely.

We were disappointed that the notice regarding this change did not clearly describe the proposed route of the bus, nor obviously considered the possible needs of so many of the residents of our village

Hoping for a positive reaction,

- 64 J. E. Jennings
- 60 B. Shea
- 66 N. Ferguson
- 63 A. R. Carey
- 61 P. Borman
- 65 Hoogstraten
- 67 Hugh Jay Hughes
- 41 D. J. Lowridge
- 43 N. E. Strid
- 45 Letty Graham
- 48 Chris
- 49 [unclear]
- 47 [unclear]
- 42 [unclear]
- 42 Jan Shotton

- 44 M. S. Tollan
- 46 Margaret Burke
- 40 M. Blarshard
- 33 [unclear]
- 33 [unclear]
- 32 Margaret Hitchcock
- 35 Pat Walker
- 31 G. O. Filer
- 30 Denis McCabe
- Murray Hunt
- Vikki Armstrong, Social Coordinator
- 26 { Marcel Authier
- 26 { Tony Authier
- Antonia v d Padem
- Jane Rose
- 5 Rose
- 25 Pecan Reed

UNIT 22 MARLENE WARNER

UNIT Glenise Lindsey

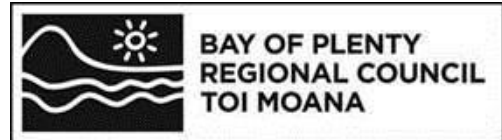
Unit 18. Ngaine & Les Hill





# Reports





**Report To:** Public Transport Committee

**Meeting Date:** 16 August 2018

**Report From:** Garry Maloney, Transport Policy Manager

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## Public Transport Blueprint - Progress update

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### Executive Summary

Following a successful tender process staff have been refining the final networks to accommodate changes in infrastructure delivery, requests from the public, or to improve service levels. This has resulted in an increase to the operating cost of \$392,000 per annum. The bulk of this cost (\$270,000) is associated with improvements to the school network. At this time, the budget is sufficient to accommodate the proposed changes.

As part of the variation a minor rerouting of the Goldline service will provide a service for Somervale Retirement Village residents direct to Pāpāmoa Plaza, Bayfair and the Mount Hot Pools. This has been accommodated at minimal extra cost and with little impact to other users.

Staff have examined the possibility of rerouting the Hospital Loop service via 23<sup>rd</sup> Ave to improve connectivity to the Gate Pa shopping centre and Tauranga Girls College. Staff have recommended Option 1: No change to existing plans as the increased travel times for those wishing to access the hospital do not justify a reduction in the walk distance for other users. It is noted that there will be a service from Tauranga CBD to Gate Pa every 15 minutes direct to the door.

Further work has been undertaken on the Ōmokoroa and Katikati service planning and options for enhancing these beyond the levels planned through the Blueprint are presented. Staff recommend Option 3: that Blueprint services are implemented in December 2018 with further enhancements considered through the 2019/2020 annual planning process.

Details relating to school services have been provided to parents in Tauranga and are largely finalised. The "SchoolHopper" brand will no longer be in use with staff favouring a single Bayhopper brand with designated school services. This provides for much greater flexibility with how the bus fleet is managed.

All significant issues with the infrastructure required to deliver the Blueprint have been resolved on a temporary or permanent basis. This has resulted in detours, timetable changes, and increased operating costs for some services. Planning for longer term solutions that provide a better level of amenity to customers is in progress or planned for each of the major interchanges. Bus priority measures in the Cameron Road and Arataki Corridor are progressing with public consultation soon to be undertaken or underway, respectively.

## Recommendations

That the Public Transport Committee:

- 1 **Receives the report, Public Transport Blueprint - Progress update.**
- 2 **Approves the service level variations outlined in sections 3.1 and 3.4 of the report provided they are within the allocation of funds set aside for that purpose in the Long Term Plan.**
- 3 **Agrees not to extend the Hospital loop service to 23<sup>rd</sup> Avenue as the overall impact of the change is unlikely to improve the service for most customers.**
- 4 **Endorses, for the Katikati and Ōmokoroa services, Option 3: deliver the Blueprint services as planned from 10 December and investigate further enhancements from start of the 2019/2020 financial year.**

### 1 Introduction

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

### 2 Procurement Update – Contracts Signed

Staff are very pleased to be able to advise members that both parties have signed contracts:

- 2018 0068 Western Bay of Plenty Bus Service - Tauranga Eastern Unit
- 2018 0069 Western Bay of Plenty Bus Service - Tauranga Western Unit

To enable them to be signed, Council's in-house Legal Counsel (Donna Llewellyn) had peer reviewed the documents and they then signed by Scott Thorne, Chief Commercial Officer (Cityline (NZ) Limited, trading as NZ Bus Limited) and Council's Chief Executive.

The signing of the contracts followed the Council's decision on 6 April 2018, to award the contracts, at a combined first-year gross contract price of \$14,806,000.

Cityline (NZ) Limited has established a new trading entity (NZ Bus Tauranga Limited) under which it will deliver the contracts.

### 3 Variations to Blueprint networks

Since tendering the Blueprint network there have been a number changes that have been made as a result of infrastructure requirements, requests from the public, or to improve service levels. For the most part, these changes are relatively low cost but will provide significant benefits to the effectiveness of the service. This section outlines the proposed changes.

#### 3.1 Tauranga urban network

The changes are detailed in the table below alongside staff cost estimates. Final variation costs will be negotiated with NZ Bus, however these are not expected to vary significantly.

Change	Why	Cost estimate
Goldline - Route changes	To accommodate temporary interchange at Bayfair  To accommodate potential one-way system at Mount Maunganui  To provide service to Somervale Retirement Village on Gloucester St	\$12,500pa
Route 55 – Additional weekday AM peak trip	Added to provide additional capacity and higher level of service to accommodate school users and commuters	\$13,000pa
Route 55 - Route change at Greerton	Insufficient stopping capacity on northern side of Chadwick Rd, service detoured to southern side for outbound trips	\$9,000 pa
Rename of City Loop Anti-Clockwise to Hospital Loop	Provide better clarity for customers	No cost
Hospital Loop additional AM trip	Provides additional capacity during peak periods and a higher level of service for customers	\$23,000 pa
Hospital Loop timetable change	Provide a more logical starting point at Bayfair and allow better connections with Routes 30 and 33	\$5,000 pa
Hospital Loop minor route changes	Changes to route at hospital and Bayfair to allow for turn movement in absence of permanent interchange	\$16,000 pa
Route 60	Route change as a result of final Brookfield interchange layout. Significant change to this route which provides better coverage to Otumoetai College and intermediate but increased journey times to CBD	\$47,000 pa
Route 62	Route change as a result of final Brookfield interchange layout	- \$20,000 pa
Route 30x	Extension of service along The Boulevard to provide better coverage	\$2, 000 pa
Route 30	Extension of service along The	\$15,000 pa

	Boulevard to provide better coverage	
Total cost of variations		\$122,500 pa

The total cost of the variations is based on staff estimates and is still to be negotiated with NZ Bus. The costs are within budget.

### 3.2 Extension of Hospital Loop to 23<sup>rd</sup> Ave and Gate Pa shops

At the May 2018, Public Transport Committee meeting staff were asked to examine the possibility of extending the Hospital Loop service from 21<sup>st</sup> Avenue to 23<sup>rd</sup> Avenue. The options are:

- Option 1: Make no change
- Option 2: Implement change without adding additional buses to the route; and
- Option 3: Implement change and add an additional bus to the route.

The table below summarises the likely impacts of altering the service.

Factor	No additional bus	Additional Bus
Cost	\$12-14,000 pa	\$38-43,000 pa
Effect on reliability	The service currently has 7 minutes of slack in the schedule which would reduce to 5 minutes. Whilst this doesn't appear to be significant for a single service any delays beyond this slack can accumulate throughout the day with significant impact. Until the network is operating it is difficult to finely judge the precise impact of this however my professional judgement is that buses would not always run to schedule during peak and shoulder-periods.	Adding an additional bus would add about 15minutes of slack to the schedule and result in some improved reliability during peak times particularly if traffic congestion worsens on Cameron Rd and without bus priority being put in place. With bus priority in place it is unlikely that the additional bus would improve reliability significantly.
Effect on journey time	Journeys to the Hospital from Willow St will be 2-3 minutes longer compared with a total journey time of 10 minutes, an increase of 20-30% in journey time.	
Impact on customer destination choices	Modifying the route will add an additional stop between 23rd and 22nd Avenue this would bring people 230 metres closer to the Gate pa shopping centre and Tauranga Girls' College reducing the required walk distance from 430 to 200 metres to both destinations (assuming the use of safe crossing points).	
	This 230 metre reduction in walking distances would largely only impact travellers from Mt Maunganui and Pāpāmoa as all other	

	users would have the choice of using Route 55 for this journey which would bring customers to the doorstep of the Gate Pa shops and Tauranga Girls' College and which operates every 15 minutes during peak weekday periods.
--	--

Aside from the additional cost of altering the service, the evidence suggests that the extension of the Hospital Loop service to 23<sup>rd</sup> Avenue would not significantly improve the level of service for most customers and would have a detrimental impact on customers wishing to access Tauranga Hospital, one of the city's primary destinations.

I also note that a planned extension of the Hospital Loop service to Greerton in 2020/21 will provide an enhanced connection to the Gate Pa Shopping Centre and Tauranga Girls College without negatively impacting customers traveling to Tauranga Hospital. Should the Committee wish to bring forward this extension the capacity of the Greerton interchange would first need to be increased in conjunction with Tauranga City Council and it would be preferable for bus priority measures to be in place to improve travel time reliability.

### 3.2.1 Staff Recommendation: Option 1

Staff recommend that the Hospital loop service is not extended to 23<sup>rd</sup> Avenue as the overall impact of the change is unlikely to improve the service for most customers and may be detrimental.

### 3.3 Somervale Retirement Village and Goldline services

In June 2018, the Bayfair interchange closed as part of the Bayfair expansion construction works. As a result staff were required to divert Route 30 off Gloucester Street consequently removing service for residents of the Somervale Retirement Village. This was in line with planned changes for the Blueprint network and simply brought forward the implementation date.

The change resulted in Somervale Retirement Village residents having a 300m walk to the closest bus stop. Staff have since been approached by several Somervale residents with a petition requesting the reinstatement of the bus service to the village. The petition will be presented at the August Committee meeting.

The list of variations in Section 3.1 above includes changes to the Goldline service that will reinstate access for Somervale residents with this change costing approximately \$3,000 per annum. There will be a small increase in travel times for this service as a result however this is not considered significant given that the Goldline services primary function is to provide improved access as opposed to rapid journey times consistent with the Regional Public Transport Plan.

### 3.4 School Services

#### 3.4.1 General Update

There are 29 dedicated school routes planned to start in February 2019. These are complimentary to the Bayhopper network and will be known as Bayhopper School routes. The brand name 'Schoolhopper' will cease when the current routes finish at the end of this school year.

Route descriptions, bus stops and maps for all 2019 dedicated school routes were published on the Baybus website in May 2018. Subsequently there were a number of comments received, and several routes were reviewed and altered following this feedback.

Schools have received copies of the new routes and have been invited to comment at any time.

Staff are working on bus travel plans for individual schools, which will contain information on both Bayhopper and Bayhopper School routes. These will allow students and parents to be aware of all the options available and to make informed choices.

### 3.4.2 Variations to contracts

Consultation with schools and affected parents through 2017 and 2018 has resulted in the need for a number of variations to the school services to improve the quality of the service and ensure that there is sufficient capacity given growing school rolls. This has resulted in the need for five additional buses at an estimated annual cost of \$270,000 per annum.

The total cost of the variations is based on staff estimates and is still to be negotiated with NZ Bus. The costs are within budget.

### 3.5 Ōmokoroa and Katikati services

Service enhancements for Katikati and Ōmokoroa were planned through the Public Transport Blueprint, however since this time there has been a significant delay to construction of the SH2 Tauranga Northern Link. Staff see this as an opportunity to provide a significant increase in level of service over what is currently planned, or budgeted, to support these communities and provide better, safer transport options.

Staff have developed the following options for consideration:

- Option 1: Deliver the Blueprint services as planned from 10 December;
- Option 2: Deliver enhanced Blueprint services from 10 December; and
- Option 3: Deliver the Blueprint services as planned from 10 December and investigate further enhancements from start of the 2019/2020 financial year.

	<b>Current</b>	<b>Blueprint</b>	<b>Enhanced Blueprint</b>
Weekday services – Katikati	2 return trips + 1 shopper trip 3days/week	6 return (no transfers required)	11 return (no transfers required)
Weekday Services - Ōmokoroa	2 return trips + 1 shopper trip 3days/week	6 return (4 require a transfer)	11 return (7 require a transfer)
Vehicles required	2	2	4



Estimated annual operating cost	\$183,000	\$400,000	\$650,000
Annual Budget	\$183,000	\$430,000	\$430,000
Unbudgeted cost	-	-	\$220,000
Tauranga CBD AM Arrival times	7:50	7:43, 9:48, 11:48	7:43, 8:26, 9:48, 10:48 11:48,
Tauranga CBD PM Departure times	17:50	13:58, 15:52, 17:50	12:58, 13:58, 14:58, 16:15, 17:15, 18:15

The enhanced Blueprint services provide a much greater number of services and a high degree of flexibility for commuters and students with twice as many services arriving or departing the Tauranga CBD during peak travel periods than under the alternatives. The enhancement also allows for each of the Matakana Ferries to connect with the Ōmokoroa service.

### 3.5.1 Staff Recommendation: Option 3

Staff recommend that Option 3 is progressed with budgeted improvements made in December 2018 and enhanced services considered through future Annual Plan processes.

Should the Committee prefer Option 2 staff will take a paper with detailed financial implications forward to the next possible Regional Council meeting for consideration. This is likely to be either September or October.

## 4 Infrastructure Update

### 4.1 Readiness

All significant issues with the infrastructure required to deliver the Blueprint have been resolved on a temporary or permanent basis. This has resulted in detours, timetable changes, and increased operating costs for some services at Brookfield, Greerton, and Bayfair and with some minor increases to travel times.

Each of the interchanges will be effective and functional but there are some deficiencies in the amenity and usability for customers that will need to be resolved over time. Staff will continue to work with Tauranga City Council to implement longer term, high quality infrastructure as per the Public Transport Blueprint.

### 4.2 Arataki Priority infrastructure

Investigation and design of priority bus lanes is currently underway for the Arataki Corridor (between Golf Rd and Sandhurst Drive). Public consultation commenced the week starting 6 August and a series of stakeholder and public open days will be held prior to the August Committee meeting.

### 4.3 Cameron Road priority infrastructure

The Tauranga City Council (TCC) is currently developing options for Cameron Road priority infrastructure with consultation on these options anticipated to take place in the coming months. This is dependent on consultation timeframes for other projects including the Future Development Strategy so as to avoid over laps and consultation fatigue.

## 5 Electric buses (EVs)

Prior to tendering, staff indicated to Council that due to the short contract lead in time, there was a risk that some fleet would not be available for the start of the contract and to accommodate this, the contract provides for a two month bedding in period.

Since the decision by Council to award the new western Bay of Plenty bus contracts to NZ Bus, Council staff have been working with the new contractor to implement the new contracts. The contractor has since advised that it is unlikely that it will commence the contract in December with the required five electric buses.

Staff are working with the contractor to clarify the available options and agree a way forward and will update members on the solution at the next Committee meeting.

## 6 Next Steps

- Staff will continue negotiations with operators to finalise network details and begin promotion of the network.
- Staff will continue to work with TCC staff to identify and implement long term interchange and bus priority infrastructure.
- Staff will undertake consultation with Katikati and Ōmokoroa bus service users on possible timetable changes.

## 7 Council's Accountability Framework

### 7.1 Community Outcomes

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

### 7.2 Long Term Plan Alignment

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

#### Current Budget Implications

### 7.3 Tauranga

At the time of Long Term Plan deliberations, staff advised that “*accounting for the variations* (at the time, \$267,000 but now estimated to be \$392,500) ... *the awarded contracts were less than draft budgets, with a net savings of \$255,000 in Year One and approximately \$1.3 million per annum in the following years*”. This is shown in the

	Year 1			Year 2			Year 3		
	Draft LTP Budget (Inflated, \$000)	New contract (\$000)	Difference (\$000)	Draft LTP Budget (Inflated, \$000)	New contract (\$000)	Difference (\$000)	Draft LTP Budget (Inflated, \$000)	New contract (\$000)	Difference (\$000)
Contract work	16,133	15,482		15,712		2,597	18,714	16,059	2,655
Fees and Charges	-3,415	-3,287	-127	-3,861	-3,861	0	-4,231	-4,231	0
NZTA revenue	-6,209	-5,943	-266	-7,094	-5,769	-1,325	-7,111	-5,757	-1,354
Miscellaneous Revenue	-544	-541	-3	-539	-539	0	-539	-539	0
<b>Net Cost</b>	5,965	5,710	255	6,816	5,543	1,273	6,833	5,532	1,301

table below.

The proposed variations are estimated to be greater in cost than indicated in the Long Term Plan deliberations paper. This will mean all other matters being equal, the net saving of \$255,000 projected for Year 1 will be reduced by about \$63,000 (so at this time the budget appears to be sufficient to accommodate the changes).

Should the committee seek to progress options outside of current budgets, staff will reconfirm with a paper to Council.

**Future Budget Implications**

Future work on the Public Transport Blueprint is provided for in Council's Long Term Plan 2018-2028 (see above).

Should the committee seek to progress options outside of future budgets, staff will reconfirm with a paper to Council.

Mike Furniss  
**Senior Transport Operations Officer**

**for Transport Policy Manager**

**9 August 2018**





Receives Only – No Decisions

**Report To:** Public Transport Committee  
**Meeting Date:** 16 August 2018  
**Report From:** Garry Maloney, Transport Policy Manager

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## New Zealand Transport Agency Update

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### 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, including:

- National Land Transport Programme update:
  - new enhanced targeted Funding Assistance Rate; and
  - Investment Assessment Framework.

#### 2 Council's Accountability Framework

##### 2.1 Community Outcomes

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

##### 2.2 Long Term Plan Alignment

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

##### Current Budget Implications

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

**Future Budget Implications**

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

Garry Maloney  
**Transport Policy Manager**

**8 August 2018**

**Report To:** Public Transport Committee  
**Meeting Date:** 16 August 2018  
**Report From:** Garry Maloney, Transport Policy Manager

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## **Recommendation to Adopt Regional Public Transport Plan**

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### **Executive Summary**

This report presents the draft Regional Public Transport Plan (RPTP) following consultation with key stakeholders. The report seeks a recommendation that the RPTP proceed to Council to be adopted.

In total eight submissions were received from different businesses and government agencies. All were largely supportive with the exception of *NZ Coachlines and Auckland Tourism Ltd* who were critical of the impact of potential subsidised rail on accessibility in the Region. Some changes were requested from submitters and Rotorua Lakes Council commented on the current patronage decline in the district.

A complete list of variations made to the RPTP since consultation are included in Appendix Two with some key changes including:

- that investigations into passenger Rail should also consider the wider impact on commercial coach services;
- added urban Mobility-as-a-service investigations to the implementation plan subject to co-funding from territorial local authorities and other partners; and
- included a range of investigations and service enhancements to the implementation plan that will better enable funding arrangements through the National Land Transport Fund should these be needed.

The proposed Plan that staff are recommending to Council for adoption, is attached as Appendix Three.

### **Recommendations**

**That the Public Transport Committee:**

- 1 Receives the report, Recommendation to Adopt Regional Public Transport Plan.**
- 2 Endorses the amended Regional Public Transport Plan.**

**That the Public Transport Committee recommend that the Regional Council:**

## **1 Adopt the Regional Public Transport Plan to become active from 10 December 2018.**

### **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:

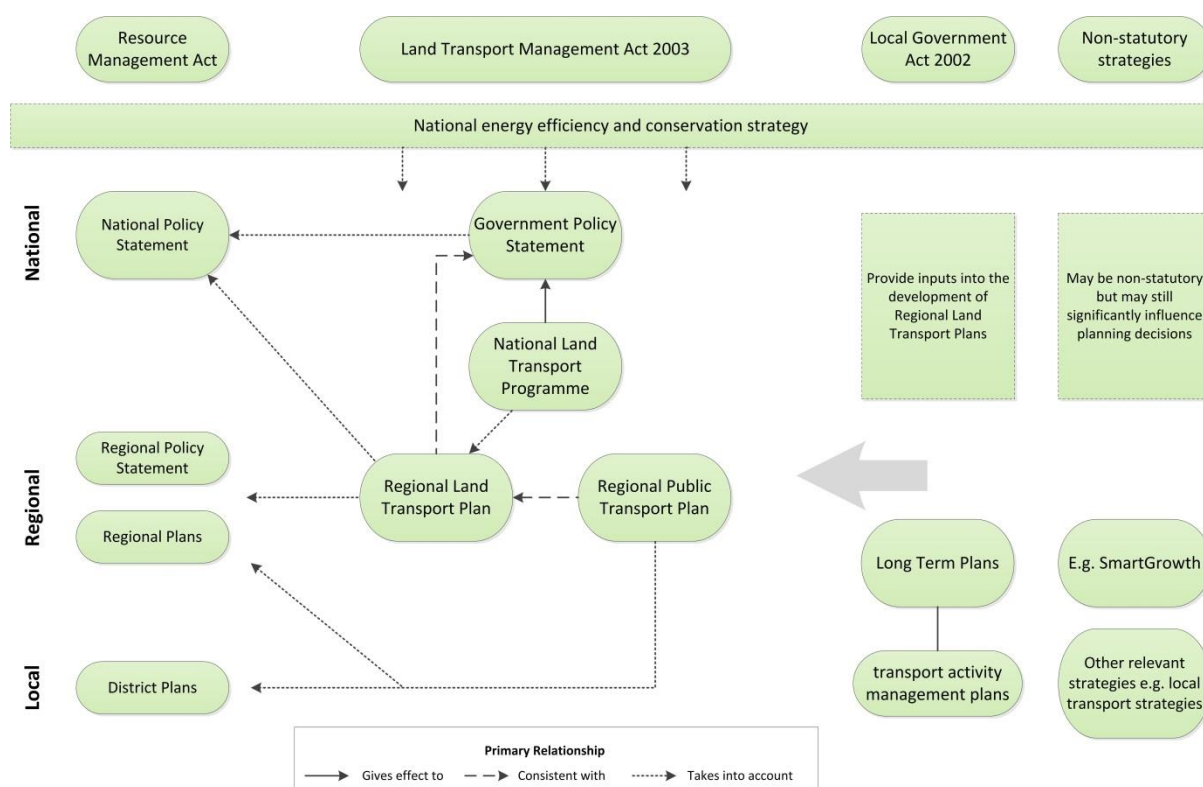
- as a means for encouraging regional councils and public transport operators to work together in developing public transport services and infrastructure,
- an instrument for engaging with the public in the region on the design and operation of the public transport network, and
- to provide a statement 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 and to seek a recommendation to Regional Council that the RPTP is adopted and to become active from 10 December 2018 in line with new operating contracts in the western bay sub-region. The timing of this prevents the need for current and future routes to both be included within the document which will enhance readability.



**Figure 1 Transport policy framework**



## 2 Previous decisions by the Committee

On the 23 November 2017 the Public Transport Committee:

- Received a report outlining the key policy changes for the RPTP and provided input into these policies.

On the 11 May 2018 the Public Transport Committee:

- Noted that the document will be released for targeted consultation only, due to recent consultation on the Public Transport Blueprint, Long Term Plan, and Regional Land Transport Plan;
- Confirmed 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; and
- Approved the Draft Public Transport Plan for consultation with stakeholders.

## 3 Summary of submissions

Submissions were received from eight organisations and feedback was received from the Western bay of Plenty Public Transport Stakeholder Group meeting held on 30 May 2018. These are included in full as Appendix One. A list of submission points and amendments made to the document as a result is included as Appendix Two.

Largely the submissions received were supportive with requests made for minor variations to the text. Below are the key submission points made and explanations for changes or otherwise:

*Rotorua Lakes Council* noted the lack of interventions planned for their district in order to reverse the current decline in patronage. It is noted that the recent introduction of concession fares should assist with this and that a planned review of the network will be undertaken in 2019 to identify any future improvements that are required.

*NZ Coachlines and Auckland Tourism Ltd* operating as Inter City Group was not supportive of a potential subsidised passenger rail service due to this potentially impacting the viability of inter and intra-regional coach services which provide access beyond the rail corridor. Variation to the wording in the RPTP relating to passenger rail has been amended to include consideration of the impacts on coach services as a result.

*Tauranga City Council (TCC)* sought more certainty for the provision of high-quality public transport services to growth areas with the application of more stringent criteria. Staff have considered this request however, the criteria suggested by TCC would see high quality services provided to areas with as few as 150 dwellings which may not be the most cost effective use of public transport investment. It is suggested that a better approach is to assess growth areas on a case by case basis with memorandums of understanding developed between TCC, Council and other parties to provide the certainty required.

The Public Transport Stakeholders Group meeting elicited from members what changes they would like to see in the RPTP based around the question of “What their aspirations were for public and school transport services. Some suggestions from this meeting were:

Comment	Response in RPTP
Public transport should be more expensive for families	Policy RPTP 17 covers special fare concessions or free travel. This is being implemented through the Welcome Bay Free School Bus Trial and introduction of concession fares in Rotorua.
A higher level of service is required including door-to-door services and 24hour access;	The implementation plan contains mobility-as-a-service (MAAS) investigations for total mobility users and investigations for urban MAAS services have been added. MAAS may allow for door to door services 24/7.
The Regional Council should be more innovative and embrace technology and urban design principles.	See comment above regarding MAAS. Opportunities and the need to develop a strategy for automation are also identified in the RPTP in section 2.4.4 Urban design is largely outside Regional Council remit however the Regional Policy Statement directs districts to “Implement high quality urban design and live-work-play principles”
More work needs to be done with regard to providing services for kiwifruit staff.	No specific actions are identified for kiwifruit workers in the RPTP. This market is highly seasonal and not well suited to fixed route bus services. Use of MAAS is likely to provide a reasonable solution for these workers once the technology is matured. Total mobility and urban MAAS investigations are included in the three year implementation plan it is likely MAAS could be

	delivered for kiwifruit workers beyond the three year implementation plan.
--	--

## 4 Next Steps

- The Public Transport Committee recommends to the Regional Council that the RPTP is adopted. Whilst the Terms of Reference for the Committee state that the Committee has delegated authority to approve the RPTP, section 119 of the LTMA stipulates that the Regional Council cannot delegate adoption of the plan to a committee.
- Provided the Regional Council adopts the Plan at its September meeting, the new RPTP will become operative on the 10 December in line with commencement of the new Tauranga bus services.

## 5 Council's Accountability Framework

### 5.1 Community Outcomes

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

### 5.2 Long Term Plan Alignment

This work is planned under the Passenger Transport Activity in the Long Term Plan 2018-2021.

#### Current Budget Implications

This work is being undertaken within the current budget for the Passenger Transport Activity in the Long Term Plan 2018-21

#### 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**

**8 August 2018**



# APPENDIX 1

## Appendix One - Submissions to the Draft RPTP (PDF)



# Appendix One

## Submissions to the Draft Regional Public Transport Plan

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## 1. Bay of Plenty Regional Transport Committee

Your Ref:  
Our Ref: 8.00092



15 June 2018

Councillor Lyal Thurston  
Public Transport Committee Chair  
Bay of Plenty Regional Council  
PO Box 364  
Whakatāne 3158

To the Regional Council Public Transport Committee Chair

### **RE: Draft Regional Public Transport Plan**

On the 15 June the Regional Transport Committee (RTC) received a report outlining the alignment of the Draft Regional Land Public Transport Plan (the RPTP) with Draft Regional Land Transport Plan (the RLTP) and seeking the endorsement of the RTC.

The RTC supports the proposed RPTP and considers it to be consistent with the direction provided through the RLTP and in line with feedback received through the RLTP consultation process. The RPTP demonstrates policies and objectives that will assist the Region in maintaining a high quality transport system and the RTC recognises the importance of public transport in delivering good outcomes for the Region.

Yours faithfully,

A handwritten signature in black ink, appearing to read "S. A. Crosby".

Councillor Stuart Crosby, Bay of Plenty Regional Council  
**Chair – Bay of Plenty Regional Transport Committee**



## 2. NZ Coachlines and Auckland Tourism (Inter City Group)



28 June 2018

Joe Metcalfe  
Bay of Plenty Regional Council  
PO Box 364  
Whakatane 3158

File No.	
File Confirmed / Amended	
BOP Regional Council	
Received	02 JUL 2018
ID:	
Name	Signed

Dear Joe,

**Re: Draft RPTP**

Thank you for the opportunity to provide feedback on the draft Regional Public Transport Plan (RPTP) for the Bay of Plenty Regional Council.

### About the submitter

1. My name is Sam Peate, I am General Manager – NZ Coachlines and Auckland Tourism for InterCity Group (NZ) Ltd (ICG).
2. ICG operates transport and tourism businesses all over New Zealand as well as in Australia.

### InterCity in the Bay of Plenty

3. InterCity is a 100% kiwi owned company that does not receive any form of local or central government subsidisation.
4. InterCity operates services that connect numerous cities, towns and communities within the Bay of Plenty as well as providing onward connections all over the rest of the North Island.
5. Every year, hundreds of thousands of passengers travel to, from, and within the Bay of Plenty on InterCity services.
6. Our services are a vital service to the community, in particular for vulnerable travelers, the elderly, youths and those without access to private transport options.

### Interregional Rail would reduce transport access for the Bay of Plenty

7. Section 3.11 states that the Bay of Plenty Regional Council will pursue options with Central Government for the future delivery of passenger rail.
8. In the same section it is stated that passenger rail could play an important role in providing greater choice for inter and intra-regional journeys.
9. InterCity submits that in fact the opposite would occur and that subsidised interregional rail would lead to reduced choice for interregional journeys.
10. To illustrate this point, I have assumed a hypothetical subsidised passenger train service from/to Tauranga.
11. InterCity currently operates six direct services between Auckland and Tauranga every day.
12. In addition to this are other direct services between Tauranga and Rotorua, Taupo, Hastings, Wellington and many other communities en route.
13. The above services are part of the overall InterCity network which includes numerous service connections thus making it possible, for example, for a passenger to travel from Tauranga to



other regions such as the Coromandel Peninsula, the Northland, Taranaki, Poverty Bay and so on.

14. The nature of New Zealand's long distance bus operator is one of low margins which are dependent on maintaining sufficient passenger volumes.
15. InterCity is not alone in facing this low margin situation and you may be aware that the other large interregional bus operator has recently announced it will be ceasing to operate in mid July as the operating environment has become less attractive.
16. Due to the way InterCity's services interconnect, a reduction in demand in one area can have a ripple effect across the rest of the network.
17. A subsidised passenger rail service would be able to sell at artificially low prices i.e. the subsidy would allow the service to avoid covering its full operating costs, unlike InterCity and other commercial operators.
18. The artificially low prices would lead the rail service to taking a larger market share position than would otherwise be available to an unsubsidized operator.
19. A reduction in that revenue caused by the impact of a subsidised rail competitor would reduce overall returns for InterCity within the region as well as across the North Island.
20. The reduced returns would mean InterCity would need to make hard choices about reducing the availability and frequency of the services it currently operates within the Bay of Plenty and the availability and frequency of connections to all other regions across the North Island.
21. People living in the Bay of Plenty, but not travelling to a destination on the subsidised rail service, would be unable to travel as frequently as they can now.
22. Domestic and international visitors who make up 35% and 15% respectively of InterCity's passenger movements from/to the region would be similarly affected.
23. There would accordingly not only be a reduction in accessibility for the region's residents but also a reduction in the economic contribution that the region presently enjoys from domestic and international tourists.

#### Summary

24. In your engagement with Central Government we implore you to consider the unintended consequences of introducing a subsidised rail service which would include degradation of interregional accessibility and a dampening in tourism earnings.

Thank you again for taking the time to read this submission. I am happy to be contacted about any aspect of it.

Yours sincerely,

Sam Peate  
General Manager NZ Coachlines and Auckland Tourism

### 3. Ministry of Education



11 July 2018

CE-1135670

Joe Metcalfe  
Senior Transport Planner  
Bay of Plenty Regional Council

[joe.metcalfe@boprc.govt.nz](mailto:joe.metcalfe@boprc.govt.nz)

Dear Joe

The Secretary for Education, Iona Holsted, has asked me to reply to your letter of 25 June 2018 about the Bay of Plenty Regional Council Draft Regional Public Transport Plan.

While we do not have any comments to offer at this stage, we are grateful for the opportunity to view both the Draft Plan and the supporting summary document. The detailing of changes in council bus services is of particular importance to the Ministry, as this helps us to ensure that our school transport services are provided effectively in the Bay of Plenty area.

If you have any further information that may be of use to us in this area, either now or as this process progresses, please do not hesitate to contact the school transport team directly at [school.transport@education.govt.nz](mailto:school.transport@education.govt.nz).

Thank you again for the opportunity to comment.

Yours sincerely



Kim Shannon  
Head of Education Infrastructure Service

## 4. Kiwirail



19 July, 2018

Transport Policy Team  
Bay of Plenty Regional Council  
PO Box 364  
WHAKATANE 3158

By Email to: [transport@boprc.govt.nz](mailto:transport@boprc.govt.nz)

### SUBMISSION ON THE BAY OF PLENTY REGIONAL COUNCIL Draft Regional Public Transport Plan

**NAME OF SUBMITTER:** KiwiRail Holdings Limited (Kiwirail)

**ADDRESS FOR SERVICE:** Level 1  
Wellington Railway Station  
PO Box 593  
**WELLINGTON 6140**  
Attention: Pam Butler

#### **SUBMISSION:**

Kiwirail Holdings Limited (Kiwirail) is the State-Owned Enterprise responsible for the management and operation of the national railway network. This includes managing railway infrastructure and land, as well as rail freight and passenger services within New Zealand.

Kiwirail provided comments on the draft Regional Land Transport Plan in March 2018. At that time, our comments about passenger rail in the Bay were;

- *that Kiwirail was working with its shareholders and others on the business case to start a Hamilton to Auckland commuter service*
- *that a Tauranga to Auckland service is a materially more complex issue particularly related to the conflict for train paths on the single track ECMT and journey times; which will be uncompetitive compared to those currently achievable by road*

These comments are largely reflected in the draft Regional Public Transport Plan (draft Plan). The draft Plan recognizes a potential for intra-regional passenger rail to supplement the range of public transport initiatives in Section 2.4.8. Section 3.11 notes however, that significant supplementary funding would be needed before this could be implemented.

Including provision for passenger rail in the draft Plan is a prudent step given the Government's positive support for rail and the expectation that in time, this will flow through

to policy and investment capital. It can also support conversations within the region about the future integration of public transport options with land use planning, and the need for wider rail corridor protection.

If you have any specific questions relating to passenger rail please contact Pam Butler, KiwiRail's Senior RMA Adviser, in the first instance on (04) 498 2127

Yours faithfully,

A handwritten signature in blue ink, appearing to read 'D. Gordon', with a stylized flourish extending to the right.

David Gordon  
Group General Manager, Asset Management & Investment

## 5. Rotorua Lakes Council

**ROTORUA  
LAKES COUNCIL**  
Te kaunihera o ngā roto o Rotorua

20 July 2018

File Ref: 55-32-040\08

Doc No: RDC-844403

Civic Centre  
1061 Haupapa Street  
Private Bag 3029  
Rotorua Mail Centre  
Rotorua 3046  
New Zealand

Bay of Plenty Regional Council  
PO Box 364  
Whakatane 3158

Attention: Joe Metcalfe - Senior Transport Planner

Dear Mr Metcalfe

### **SUBMISSION – BAY OF PLENTY REGIONAL COUNCIL DRAFT REGIONAL PUBLIC TRANSPORT PLAN**

Thank you for the opportunity to submit on the BOP Regional Council Draft Regional Transport Plan.

Included in the 'Challenges and opportunities' section of the Executive Summary it is quoted that 'restoring patronage growth in Rotorua' as a key opportunity. We too believe it is a key opportunity, yet this ideology is not reflected in the Implementation Plan, the Monitoring and review of the Plan or investment allocated to the Rotorua district. I note that the residential targeted rate for BOP Passenger Transport has increased from \$30.04 (2017/18) to \$55.59 (2018/19) per annum, which equates to a 85% increase for Rotorua ratepayers. However this does not seem to be reflected in the extra level of service proposed for the Rotorua district.

Regarding **2.4.2 Patronage growth in Rotorua** on page 20, Rotorua Lakes Council are committed to ensuring that sustainable transport choices are available and are a preferred and attractive option for residents and tourists alike. We too are concerned about falling patronage in the district and have taken on board feedback received via the BOPRC Customer Satisfaction Survey and are actively looking at ways to improve infrastructure to retain current and entice new passengers. We are aiming to have an RFP out by November for new bus shelters district wide. We are curious to know how besides a network review BOPRC will be addressing the issues stated.

In support of other areas of the document, we acknowledge and support BOPRC's introduction of CCTV on buses in Rotorua, and believe it is a positive step to improving the safety of bus drivers and passengers.

Yours faithfully



Rachel Doelman  
Sustainable Journeys Coordinator

## 6. Tauranga City Council

24 July 2018



Bay of Plenty Regional Council Toi Moana  
5 Quay Street  
PO Box 364  
Whakatane 3158

Dear Sir/Madam

### **Tauranga City Council submission to the Draft Regional Public Transport Plan, June 2018.**

Thank you for the opportunity to provide a submission on the Draft Bay of Plenty Regional Public Transport Plan (draft RPTP). Tauranga City Council (TCC) has reviewed the document. Our submission contains two parts:

1. General comments on the draft RPTP
2. Detailed comments

If any hearings associated with this process are planned, we **WOULD** like to be heard.

#### **1. General comments on the draft RPTP**

- 1.1.1 As a key Smart Growth partner, we strongly support the policy direction of the draft RPTP. Implementation of the draft RPTP will play an integral part too delivering the objectives of the Tauranga Transport Programme (TTP). We are supportive of the changes to the public transport network and services. The proposed changes will improve the level of service currently provided to public transport passengers and will no doubt attract more people to using the services.
- 1.1.2 The draft RTPT seeks to utilise new and emerging technologies, such as mobility as a service (MAAS). This approach is fully supported by TCC.
- 1.1.3 As the provider of public transport infrastructure, TCC is committed to ensuring the public transport network operates as efficiently as possible. On frequent service routes, we will seek to provide bus priority infrastructure to support these services. Short-term interventions are planned in Welcome Bay and Arataki. Planning is also underway to explore the phased implementation of high-quality public transport infrastructure along Cameron Road.
- 1.1.4 For the longer term, the delivery of our future growth areas is being planned to deliver high priority public transport infrastructure from the outset. To achieve public transport orientated development in our growth areas we look forward to working with the Regional Council to ensure that any high-quality public transport infrastructure is fully utilised from the outset.

Objective ID: A8879336

## 2. Detailed Comments

### 2.1 Opportunities for Public Transport

#### 2.1.1 Electric buses

We acknowledge that electric buses are, to date, a relatively new technology. We acknowledge that trials to include electric busses in the fleet are planned. We are supportive of this move and encourage monitoring and further investment in this area over time.

#### 2.1.2 Mobility-As-A-Service (MAAS)

We believe that MAAS provides great potential to a significant and positive impact on the City's transportation network. Through the roll-out of the TTP, we believe that exploring the opportunities of MAAS for the City is something that should be explored and developed in conjunction with all TTP partners.

### 2.2 Public Transport Planning Principles

#### 2.2.1 Integration with active modes

We support the Regional Council's commitment to integrating public transport with active modes. The draft RTP supports bike racks on buses 'where ever appropriate'. We would seek to have a commitment that bike racks will be provided on all urban services in Tauranga. This links in with the approach of the TTP and, the wider ambition of the City's Cycle Plan, to encourage a significant uptake in cycling. Having the ability of seamless, multi-modal trips across the city would go a long way to encouraging people to use both their bikes and public transport. Other regional councils, such as Environment Canterbury have bike racks installed on all urban services. There may be scope for the Regional Council to utilise Central Government's new funding initiatives supporting active transport to fund bike rack installation.

#### 2.2.2 Marketing of public transport

We believe that marketing and other incentives are vital to encouraging people to use public transport network and we fully support the approach outlined in the draft RTP. However, we believe there is an opportunity to have a more coordinated approach of marketing and promotion of the bus network that links in with TCC and NZTA. Having a more coordinated approach to travel planning or multi-modal promotion campaigns will be more effective at achieving a modal shift.

### 2.3 Objectives and Policies

#### 2.3.1 *Objective 4*

In working towards the objectives of the TTP we would seek that Objective 4 provides greater certainty that public transport will be provided to higher density growth areas, particularly where a high level of priority infrastructure is provided. As outlined in 1.1.4 TCC is committing to planning a high-quality public transport network in our new growth areas, and we would expect the Regional Council provides a similar level of service through service delivery. A suggested rewording would be:

*'Public transport services will be provided 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. For larger growth areas that provide high-level priority infrastructure high-frequency, peak time, public transport services will be provided.'*

TCC would appreciate, if BOPRC would work collaboratively with us on the implementation of new services.



2.3.2 *Objective 9*

TCC strongly supports utilising the opportunities provided through the enablement of Mobility-as-a-Service (MAAS) within Tauranga. We seek to work in collaboration with the Regional Council to fully understand the opportunities, and potential risks, that MAAS could provide to the City's transport system.

2.3.3 *Objective 12, 13, 14, 17*

TCC fully supports Objectives 12, 13, 14, 17

2.3.4 *Objective 16*

TCC supports, in principle, the concept of zone or distance based faring system for public transport. However, before any such faring structure is implemented then an assessment should be undertaken to understand the impact a fares system will have on local communities, particularly communities with high social deprivation. This is particularly relevant close to fare zone boundaries.

A zone or distance based fares system can also have an impact on land use patterns. Therefore, it is essential to understand the land use implications associated with a new fares system and how any zoning may align with the cities future growth aspirations.

2.3.5 *Objective 20*

As key partner in the implementation of the TTP, TCC is fully supportive of investigating, developing and implementing bus priority measures in the City. As the provider of public transport infrastructure in the City it would be the role of TCC to lead any such investigations with the Regional Council being a key delivery partner.

Again, we thank you for the opportunity to present our submission to the draft RPTP. If any hearings associated with this process are planned, we **WOULD** like to be heard.

Yours sincerely



Christine Jones  
**General Manager Growth & Infrastructure**

## 7. Tauranga Public Transport Stakeholder Group

# Western Bay of Plenty Public Transport

## Stakeholder Focus Group

### Minutes

Wednesday 30 May, 10:30 am – 12:30 pm

Bay of Plenty Regional Council, 87 First Avenue, Tauranga

#### Present

Paul Curry (PC), Carole Gordon (CG), Mandy Gudgeon (MG), Max Lewis (ML), Mark Wassung (MW), Joe Metcalfe (JM), Garry Maloney (GM), Rebecca Culliford (RC), Glen Crowther (GC), Nigel Tutt (NT), Cole O'Keefe (CO)

#### Apologies

Claire Cassidy, Patrick Brus, Logan Banniser, Jim Paterson

#### General Business and Tabled Items

##### **2.1 Regional Public Transport Plan (RPTP) Presentation – Joe Metcalfe (JM)**

The RPTP is a document that provides operational direction for a specific period of time. It is a statutory document; however it does not cover the funding or targets for the region. The targets are set within the Long Term Plan process.

JM queried with the group what their aspirations were for the public and school transport service.

CG	<ul style="list-style-type: none"><li>• Reasonable costs for families</li><li>• Affordable</li><li>• Alignment with the ageing population</li><li>• PT is about the most vulnerable in the community and serving them</li><li>• Embrace NZTA with Regional aspirations</li><li>• Mini transit services</li><li>• Are their supplementary services out there</li><li>• Silver economy recognised</li></ul>
PC	<ul style="list-style-type: none"><li>• Minimise the amount of connections to get across town</li><li>• Improve connectivity to central services</li><li>• Requires an overarching principle that everyone works towards</li></ul>
ML	<ul style="list-style-type: none"><li>• Current service is not an end to end service, this needs to get changed</li><li>• Allow for guaranteed travel</li><li>• Door to door services required</li><li>• 24/7 run time</li><li>• Autonomous vehicles which will lower the costs. NZTA to certify certain bus routes to allow these vehicles to be used</li></ul>
NT	<ul style="list-style-type: none"><li>• Services need to be able to keep up with the growth into the city</li><li>• Better infrastructure is required</li><li>• The congestion cannot be ignored</li></ul>

	<ul style="list-style-type: none"> <li>• BOPRC/TCC need to work together better</li> <li>• Everyone needs to work faster</li> </ul>
RC	<ul style="list-style-type: none"> <li>• Make PT competitive to get people out of their cars</li> </ul>
MW	<ul style="list-style-type: none"> <li>• Allow for a changing city with better infrastructure</li> <li>• Decongest roads</li> <li>• Be memorable, colourful, bold and aspirational</li> <li>• Allow for technology</li> <li>• The urban design strategy must connect with other transport documents</li> </ul>
GC	<ul style="list-style-type: none"> <li>• Accessible and affordable services required</li> <li>• Timely services for schools</li> <li>• Price is a real barrier for families</li> <li>• Issue around the rural services in the Western Bay, Kiwifruit companies cannot get their staff to work on time due to the congestion. Allow for PT services in these areas.</li> </ul>

- Discussion held around the Total mobility Scheme. CO to confirm if there is a review taking place in 2019. The current costs are beyond reach for many people, especially in rural towns. The vehicles are used for school runs so this means they are unavailable at times. The hours of operation is very limited.
- Policies, PC suggested to add inclusion on 1 and for 3.6 review/consider are light words, needs to be a strong statement. Need to be clear and focused in these statements.

#### Actions

- CO to confirm if there is a Total Mobility review next year
- Policies to be attached to minutes

#### 2.2. NZTA Investment Assessment Framework Consultation Presentation – Cole O’Keefe

Presentation by CO, please note this is still a draft document. There is a strong safety view this time around. GC informed group that there is a lot of faith in the GPS2, is it better to work out what we want and funnel that into the RPTP now?

GM informed group that the RLTP will be signed off at the end of June. The sub regions require more work and a coordinated approach is required. Work to be done on this.

NT queried who would deliver this? Need a plan. Agree on priorities and then a plan can be completed.

NZTA are currently reviewing the financial assistance rates.

Discussion around how the infrastructure is a problem. PGF list of priorities, agreed PT is the first priority.

CG queried the assessment policy, submissions closed on the 18<sup>th</sup> of May. BOPRC did not submit. The final GPS will be out on the 30<sup>th</sup> of June 2018.

#### Terms of Reference

It was noted that the group was to finish at the end of June 2018. GM is happy to extend that out if there is value to the meeting. Group agreed there was and there was a suggestion for a younger group of people to be involved, NT to send through names.

## 8. Freedom Drivers

**From:** Joanne Bush - Freedom Drivers

**Sent:** Tuesday, 31 July 2018 10:00 p.m.

**To:** Joe Metcalfe

**Subject:** RE: Bay of Plenty - Draft Regional Public Transport Plan for consultation

Good evening Joe, thank you for sending the transport plans as part of the consultation process. I am sorry that I am late with a response but will include it below:

I would agree with your summary regarding Total Mobility which is as discussed when we all met on 31 October. From our perspective we would like to see a situation in which TM end users have more options than the current standard 'standard taxi' offering. Many TM users do require additional care and attention at either end of the trip and value the more personal service we provide.

We have requests often from our customers who would like to be able to use their TM cards with our services. I attach just one such for your attention as its fairly typical.

Looking forward to seeing your plans come to a conclusion and thanks again for keeping us in the loop.

Regards,

**Joanne Bush**

**Freedom Drivers**

## 9. SuperCare4U.com

**From:** Anthony McNulty  
**Sent:** Tuesday, 31 July 2018 8:18 p.m.  
**To:** Joe Metcalfe  
**Subject:** BOPRC Total Mobility Submission

[Supercare4u.com](http://Supercare4u.com) Submission to Bay of Plenty Regional Council for Total Mobility.

1/Total Mobility Card.

The BOPRC should adopt the Total Mobility card for vendor usage. It is a more professional method to structure a payment system and deletes the possible use of fraudulent usage of paper transactions and allows a more robust method of cross checking by BOPRC.

To adopt the card as a vendor ; would require a taxi meter/ swipe card reader to be fitted into the vehicle. The average cost of a unit is \$600.00. And under the new law there is no barrier to a meter being used.

2/ Service availability .

A vendor should offer a 7 days a week service depending on a reservation for transportation.

3/ Tariff fares.

By utilising a Taxi meter a vendor would be able to offer a range of tariffs depending on am, pm, public holidays and fares for van charter.

4/ Hoist Certificate

All vendors should provide an annual Hoist check certificate . Although vendors have to have a COF for any fleet ; there can be gaps in the Maintenance of the hoist which is the essence of a Total Mobility vendor.

Regards,

Anthony McNulty  
[Supercare4u.com](http://Supercare4u.com)  
20 Bellwood Ave  
Mt Eden || Auckland || 1024  
New Zealand  
[www.supercare4u.com](http://www.supercare4u.com)



## **APPENDIX 2**

### **Appendix Two - Summary of changes to RTPP following consultation**





## Appendix Two - Draft Regional Public Transport Plan Summary of changes following consultation

Request/Submission	Result
<b>May 2018 PT Committee Meeting</b>	
Amendment: Promote public transport as the preferred <u>add</u> 'vehicular' mode for travel in urban centres.	Amended as requested
<b>NZTA</b>	
Suggested variation to section 2.3.5 to incorporate comment relating to the ability to optimise the network to move more people	Amended as requested
Suggested variation to section 2.4.3 to incorporate comment relating to bus priority measures that support higher density land use outcomes.	Amended as requested
Suggest variation to section 2.4.6 including mention of the NZTA MAAS business case	No change made. Region has no visibility of NZTA business case
Suggest variation to section 3.2.3 to include mention of Rural school services and character school services provided by MOE	Mention of MOE services included
Suggested variation to section 3.2.6 to include mention of intercepting commuters early in their journey and where park and ride is supported by parking policy	Amended as requested
Suggests variation to section 3.2.8 to reference TCC Infrastructure development code review process	No change. Not seen as relevant to service operations in this context
Suggests variation to section 3.4 to reference bus priority measures	Amended as requested
<b>NZ Coachlines and Auckland Tourism (Inter City Group)</b>	
Does not support a subsidised passenger rail service due to the impact this may have on the viability of existing commercial services to and within the Region. This could ultimately result in a reduction in accessibility or level of service for customers including tourists coming to the Region.	Notes that the argument is valid. It is also noted that the submitter currently has a near monopoly on the inter-regional public transport market. Variation to section 3.1.1 to incorporate additional wording "Any investigations should consider the wider impacts that rail services will have on the operation of existing public transport services and inter-regional coach operators."
<b>Kiwirail</b>	
Supports investigation into use of passenger rail in particular in terms of facilitating conversations around future land use planning and protection of rail corridors while also noting that there are challenges that will require significant investment for passenger rail to be an option within the Region.	No change required
<b>Rotorua Lakes Council</b>	
Notes that there has been an increase in the targeted rate that does not equate to a corresponding increase in level of service	No change. Increased rate is largely due to a shift from Public Transport being a mix of regional and targeted funds to solely targeted. No LOS changes can be expected as a result. There has also been an introduction of concession fares in Rotorua that has resulted in a small increase in the targeted rate and there is likely to be a corresponding increase in patronage as a result.
Notes that there are no actions within the implementation plan that will "restore patronage growth in Rotorua" exception being the scheduled 2018/19 network review	No change. The network review will identify further actions and any additional funding requirements to improve the Rotorua network and increase patronage. Regional ticketing upgrades, concession fares, improvements to real time information services will all contribute to improving the customer experience and improve patronage uptake.
Supports the introduction of CCTV cameras in Rotorua	No change required

<b>Tauranga City Council</b>	
Supports the policy direction of the RPTP.	No Change
Supports the increased level of service for public transport	No Change
Supports the use of new and emerging technologies	No Change
Will seek to provide priority infrastructure on no frequent service routes. Notes short-term interventions are planned.	No Change
Notes that TCC will deliver high quality PT infrastructure to growth areas and it looks forward to infrastructure being utilised with high quality services once developed.	No Change
Supports use of electric buses and encourages monitoring and further investment in this area.	No Change
Suggests that MAAS be explored for Tauranga in conjunction with TTP partners.	Add Tauranga Urban MAAS investigations to implementation plan for 2020/21 subject to co-funding agreement with TCC. Added the following paragraph to Section 3.9 Mobility as a Service "Investigations into the use of MAAS for the general public will also be pursued where support is also provided through TLA and other partners and as resources allow."
Supports integration with active modes and would like entire Tauranga bus fleet to be equipped with bike racks	No change required. New contacts in Tauranga specify bike buses as a requirement for all vehicles. RPTP supports bike racks where appropriate rather than all services as some smaller, van operated services may not be suitable for bike racks
Seeks a more coordinated approach to marketing of marketing and promotion with NZTA and TCC and including travel planning and multi-modal campaigns to affect mode shift	Revised section 3.6 Marketing to include "in collaboration with NZTA and TCC"
TCC seeks more certainty that high quality public transport services will be provided to growth areas and seeks variation to Policy 4. The change would see a requirement that PT is provided rather than considered based on certain density and size criteria.	No Change. The policy in its current format allows public transport to remain flexible and ensures Council is not constrained by predetermined criteria. Staff note that the criteria suggested by TCC would see Council delivering public transport to areas with as few as 150 dwellings which may not be the most effective use of public transport investment.
TCC would appreciate if BOPRC would work collaboratively with them on implementation of new services	No change required.
TCC strongly supported utilising MAAS within Tauranga and seeks to collaborate to understand opportunities and risks.	As per previous, MAAS investigations for Tauranga have been added to the implementation plan
TCC supports Policies 12, 13, 14, 17	No change required
TCC supports in principal Policy 16, the concept of zone and distance based fares recognising the impact this may have on local communities in particular where there is a high level of social deprivation and its potential impacts on land use and future growth aspirations	No change required
TCC is fully supportive of bus priority measures in the City. As the provider of infrastructure TCC would lead any such investigations with Regional Council as a key delivery partner.	Amended Objective 20 to include "in conjunction with TLAs and NZTA".
<b>Staff Variations</b>	

Inclusion of additional items to the implementation plan.

Some items have been added to the implementation plan to ensure that these are identified for future funding allocations beyond the current LTP period. The items are:

- Eastern Bay Commuter services (2022/23)
- Public Transport Blueprint v2 investigations (2021/22)
- Public Transport Blueprint v2 enhancements(2022/23)
- Eastern bay enhanced regional access (2022/23)
- Rotorua express Services (2022/23)
- Western bay growth area services (2022/23)

## **APPENDIX 3**

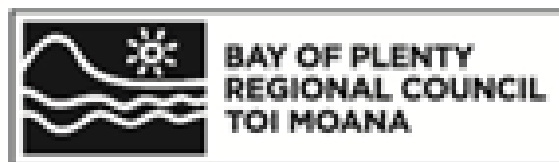
# **Draft Regional Public Transport Plan 2018 (Draft for Approval)**





# Draft Bay of Plenty Regional Public Transport Plan

August 2018



*Objective ID:A2913705*

Prepared by Joseph Metcalfe,  
Senior Transport Planner

Bay of Plenty Regional Council Toi Moana  
5 Quay Street  
PO Box 364  
Whakatāne 3158  
NEW ZEALAND



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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 rapid transit or rail services.

## 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:

<b>Quality and performance</b>	
<b>Objective: Reliable and integrated public transport services that go where people want to go.</b>	
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.

<b>Accessibility</b>	
<b>Objective: Pursue improved accessibility for isolated communities and for mobility impaired persons where this can be delivered at reasonable cost.</b>	
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 vehicular 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 in conjunction with TLAs and NZTA.
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.

## CO<sup>2</sup> reduction

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

23	Actively seek methods for reducing the CO <sup>2</sup> 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.

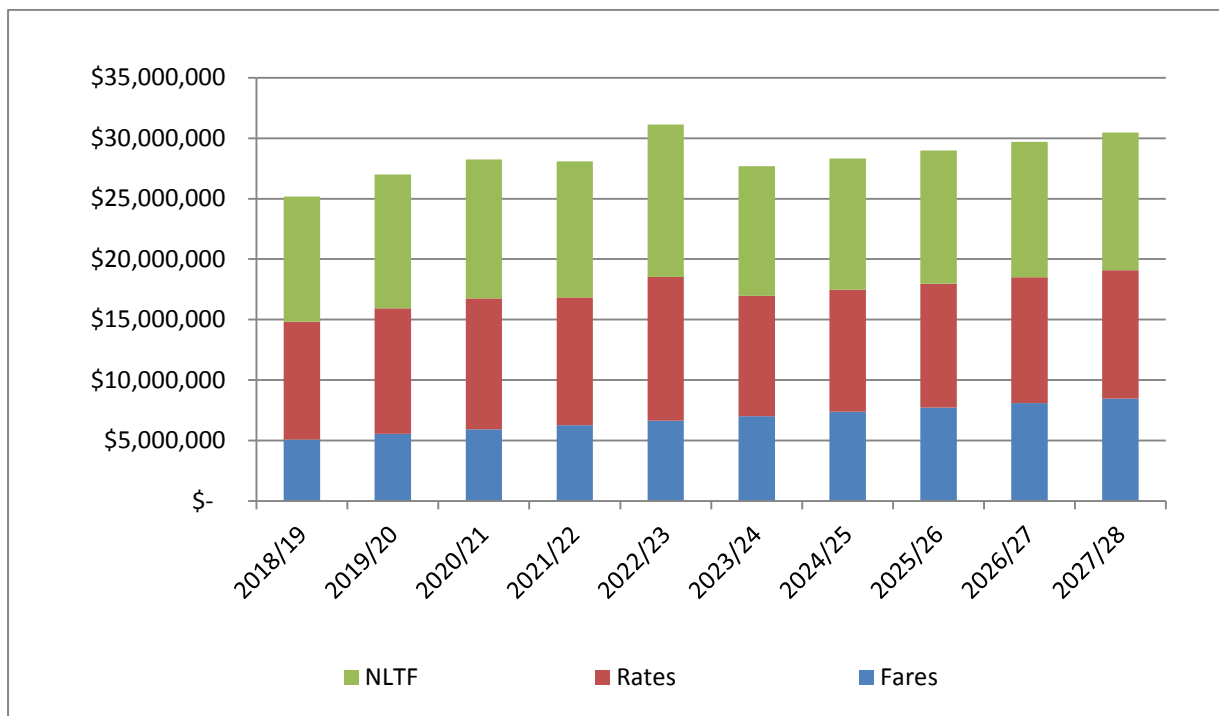
The shift towards targeted rates provides critical opportunities including:

- 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

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## 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.



## Part 2: Strategic context

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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](http://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	
<b>Access and resilience (15%)</b>	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.
<b>Environmental sustainability (10%)</b>	The social and environmental effects arising from use of the transport system are minimised.
<b>Land use and transport integration (10%)</b>	Long term planning ensures regional growth patterns and urban form reduce travel demand, support public transport and encourage walking and cycling.
<b>Energy efficiency (5%)</b>	People choose the best way to travel to improve energy efficiency and reduce reliance on non-renewable resources.
<b>Public health (5%)</b>	The transport system minimises the health damaging effects of transport for all members of society.
<b>Safety (30%)</b>	Deaths and serious injuries on the Region’s transport system are reduced.
<b>Economic efficiency (20%)</b>	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.
<b>Affordability (5%)</b>	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](mailto: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](mailto: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%.

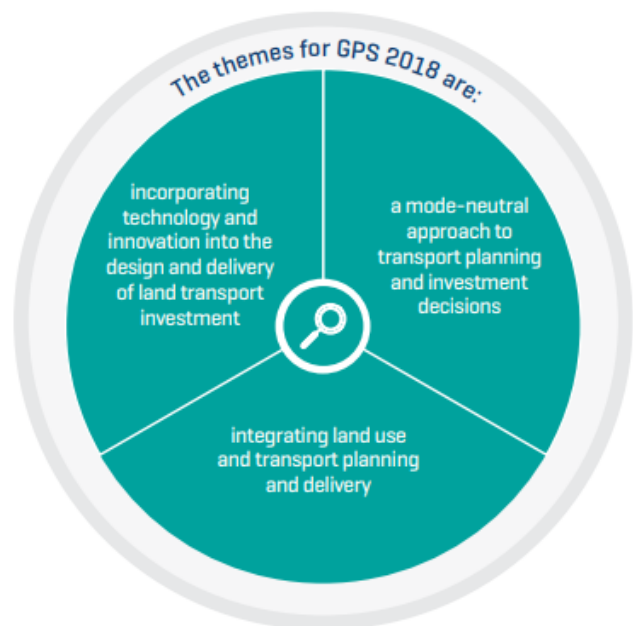
**Benefit Three:** People are able to make safe, healthy travel choices 20%.

## 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

Providing sufficient transport capacity for our cities to grow is coming at an ever increasing financial cost that is becoming harder for the Region to bear. Opportunities to deliver low cost, low impact capacity improvements have largely been delivered leaving only the more expensive, riskier projects which typically have a much more negative impact on the amenity of our cities. Opportunities to optimise the transport network to better utilise existing capacity to move more freight and more people still exist however the current funding model prevents opportunities being directly funded by NZTA resulting in perverse outcomes for our transport system. Meanwhile local government bears the much higher costs for delivering sustainable transport solutions that will allow our communities to grow and prosper while protecting our environment.

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 current levels 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.

<b>Likely timeframe:</b>	Largely by December 2018
<b>Likely Impact:</b>	Better customer experience, more efficient network planning
<b>RLTP Objectives:</b>	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.

<b>Likely timeframe:</b>	One to two years.
<b>Likely impact:</b>	Increased patronage, better customer experience, more affordable transport.
<b>RLTP objectives:</b>	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. These measures also support the long term landuse planning required to provide higher housing density alongside high frequency public transport 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 ensuring parking policies keep the cost of travelling by bus low in comparison to private vehicle travel.

<b>Likely timeframe:</b>	One to ten years.
<b>Likely impact:</b>	Increased patronage, reduced costs, better customer experience, improved reliability.
<b>RLTP objectives:</b>	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.

<b>Likely timeframe:</b>	Within 15 years.
<b>Likely impact:</b>	Increased patronage, reduced costs, better reliability, better customer experience, reduced emissions, fundamental shift in transport behaviour.
<b>RLTP objectives:</b>	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.

<b>Likely timeframe:</b>	Within 10 years.
<b>Likely impact:</b>	Increased patronage, reduced costs, better customer experience.
<b>RLTP objectives:</b>	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.

<b>Likely timeframe:</b>	Within five years.
<b>Likely impact:</b>	Increased patronage, reduced costs, better customer experience, greater accessibility in isolated areas and for total mobility.
<b>RLTP objectives:</b>	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.

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

#### 2.4.8 Intra-regional rapid transit or rail

The current public transport network does not provide for rapid transit or 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 infrastructure including:

- identification and designation for new rapid transit corridors,
- automated safety systems (for rail),

- double tracking and passing loops (for rail),
- 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 and transit investment. Any investment in this area will require a significant contribution and guidance from Central Government. Any investigations should also consider the impact on existing coach and public transport services.

<b>Likely timeframe:</b>	Ten to fifteen years.
<b>Likely impact:</b>	Increased patronage, reduced operating costs, better transport choices.
<b>RLTP objectives:</b>	Land use and transport integration, energy efficiency, safety, economic efficiency

## Part 3: How we deliver public transport

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

### 3.1 We're in this together

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

### 3.2 Public Transport planning principles

#### 3.2.1 Patronage services

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

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

#### 3.2.2 Access services

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

#### 3.2.3 School services

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

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

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

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

### 3.2.4 Connected journeys

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

	Patronage services			Access services	
	Special	Frequent	Connector	Urban access	Regional access
<b>Description</b>	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
<b>Frequency</b>	5-60 min	15 min or less	30 min	60 min	As required
<b>Stop spacing</b>	600 m or greater	800 m or greater	600 m or greater	Approx. 400 m	Typically key destinations only
<b>Livery</b>	Bespoke	Emphasised	Standard	Standard	Standard
<b>Service planning</b>	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
<b>Transfer design</b>	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
<b>Suggested hours of operation*</b>	As required	6:00 am-9:00 pm* *later on Fri/Sat	6:00 am-8:00 pm	9:00 am-4:00 pm	As required



### 3.2.5 Integration with active modes

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

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

### 3.2.6 Park and Ride

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

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

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

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

### 3.2.7 Education services

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

### 3.2.8 Integration with land use

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

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

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

### 3.2.9 Review of services

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

## 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](mailto: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 in collaboration with NZTA and TCC 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 (MAAS) 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.

Investigations into the use of MAAS for the general public will also be pursued where support is also provided through TLA and other partners and as resources allow.

### 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. Any investigations should consider the wider impacts that rail services will have on the operation of existing public transport services and inter-regional coach operators.

### 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.

<b>Quality and performance</b> <b>Objective: Reliable and integrated public transport services that go where people want to go.</b>	
1	<p><b>Provide high quality (frequent, reliable, convenient, and efficient) urban services to support mode shift from single occupancy vehicles on key transport corridors.</b></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><b>Provide public transport services on Connector Routes to support Regional Strategic Corridors.</b></p> <p>Services on Urban Connector Routes support the objectives for Regional Strategic Corridors by feeding passengers into these corridors.</p>
3	<p><b>Regularly review service levels on Urban Connector Routes to support areas demonstrating high demand for public transport.</b></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><b>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.</b></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><b>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.</b></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><b>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.</b></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>



<b>Accessibility</b> <b>Objective: Pursue improved accessibility for isolated communities and for mobility impaired persons where this can be delivered at reasonable cost.</b>	
<b>7</b>	<p><b>Provide public transport services on Rural Connector Routes that link to Regional Strategic Corridors and maintain access to essential community goods and services.</b></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>
<b>8</b>	<p><b>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.</b></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>
<b>9</b>	<p><b>Aggressively pursue the development of MAAS platform that delivers innovative transport services for small communities and for those with special transport needs.</b></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>

<b>Fares, ticketing and information</b> <b>Objective: Fares, ticketing and information systems that attract and retain customers while covering a reasonable proportion of operating costs.</b>	
<b>10</b>	<p><b>Maintain region-wide fare box recovery ratio for public transport services above 30% with a target of achieving 40% by 2028.</b></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>
<b>11</b>	<p><b>Review fare levels annually to support the achievement of the fare box recovery target.</b></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>
<b>12</b>	<p><b>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.</b></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	<b>Investigate, develop and implement public transport service enhancements, including region-wide integrated ticketing, and new technology that provides real-time information to users.</b>
	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	<b>Promote public transport as the preferred mode for travel in urban centres.</b>
	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	<b>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.</b>
	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	<b>Establish zone or distance based fares across the Region including urban centres when practical.</b>
	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	<b>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</b>
	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..

<b>Contracting requirements</b>	
<b>Objective: A procurement system that enables efficient and effective delivery of public transport services</b>	
18	<b>Implement a procurement system that is consistent with the NZTA Public Transport Operating Model (PTOM).</b>
	This is a legislative requirement that is supported by BOPRC. The majority of bus services have been tendered under the PTOM.
19	<b>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.</b>
	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.

<b>Infrastructure</b> <b>Objective: High quality and accessible public transport infrastructure that supports safe and comfortable travel</b>	
<b>20</b>	<p><b>Investigate, develop and implement bus priority measures in urban areas in conjunction with TLAs and NZTA.</b></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>
<b>21</b>	<p><b>Implement the ‘accessible journey’ approach to public transport by providing infrastructure and information that enables all people to access public transport services.</b></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>
<b>22</b>	<p><b>Integrate public transport with other transport modes to encourage patronage growth.</b></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>

<b>CO<sup>2</sup> reduction</b> <b>Objective: Reduce carbon intensity of transport to assist in meeting greenhouse gas targets</b>	
<b>23</b>	<p><b>Actively seek methods for reducing the CO<sup>2</sup> emissions from public transport and apply where practical and affordable.</b></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 CO<sup>2</sup> emissions.</p>

## Part 5: Our network

For an up to date list of current services and timetables, please visit [baybus.co.nz](http://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
<b>Northern Corridor</b>	Regional Access Routes	Regional services operating in corridor between Tauranga and Katikati	31 January 2015 To be incorporated in Tauranga western unit from 2024
<b>Eastern Corridor</b>	Regional Access and Urban Access	All services originating or located in the Whakatāne, Kawerau, or Ōpōtiki district boundaries	30 June 2015
<b>Tauranga Urban</b>	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
<b>Tauranga Western</b>	Patronage Services	All Tauranga Urban Routes and routes on from the Northern Corridor	July 2018
<b>Tauranga Eastern</b>	Patronage Services	All Tauranga Urban Routes and routes from Te Puke	July 2018
<b>Rotorua</b>	Urban Connector Rural Connector Routes	All services originating or wholly within in Rotorua Lakes district boundaries	29 June 2014
<b>Matakana Ferry</b>	Rural Connector Routes		29 June 2014
<b>Tauranga Schools Unit 1</b>	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
<b>Tauranga Schools Unit 2</b>	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
<b>Tauranga Schools Unit 3</b>	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
<b>Twin City</b>	Commercial Unit	Rotorua to Tauranga	Current
<b>Waihī Beach</b>	Rural Access Routes	Waihī Beach – Waihī – Katikati	10 December 2018
<b>Innovation Unit</b>	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
<b>Tauranga Western Unit</b>					
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
<b>Tauranga Eastern Unit</b>					
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](http://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
<b>Tauranga Eastern Unit</b>					
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
<b>Tauranga Western Unit</b>					
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](mailto: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 **August 2018**. If you would like to enquire about a more up to date version please contact [transport@boprc.govt.nz](mailto:transport@boprc.govt.nz).

*Table 1 Indicative implementation dates for public transport related projects*

Project	Description	When	Project owner
<b>Infrastructure projects</b>			
Hairini Interchange	Interchange to be constructed on Welcome Bay Road to support the new bus network.	2018/19	Tauranga City Council
Bayfair Interchange	Interchange to be constructed on Farm St to support the new 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 at Brookfield to support the Blueprint Bus Network.	2022/23	Tauranga City Council
Development of Western Bay Rapid Transit infrastructure	Pre-implementation investment in Rapid Transit corridors	2022/23	BOPRC
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

Project	Description	When	Project owner
<b>Planning projects</b>			
Arataki multi-modal study	Development of a multi-modal transport plan for the Arataki transport corridor.	commenced	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.	commenced	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.	commenced	Tauranga City Council
Western Bay New Network review	Review of new network performance and network adjustments following bedding-in period	2018/19	BOPRC
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 for Total Mobility	Development of a multi-modal information and marketplace portal for total mobility users.	2019/20	BOPRC
Public Transport Blueprint v2	Investigations into rapid transit options and protection of future public transport corridors. Will connect work to date on Cameron Rd, Arataki corridors and Te Tumu, Tauriko growth areas.	2021/22	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
Mobility-as-a-service for Urban users	Development/extension of a multi-modal information and marketplace portal for urban users.	2022/23	BOPRC





Project	Description	When	Project owner
<b>Service improvements</b>			
Western Bay Public Transport Blueprint Network	Deployment of a new, enhanced bus network in the Western Bay.	2018/19	BOPRC
Concession fares for Rotorua	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
Eastern Bay commuter services	Delivery of commuter services between Western and Eastern Bay of Plenty	2022/23	BOPRC
Public Transport Blueprint v2 enhancements	Rapid transit and growth area enhancements to be developed.	2022/23	BOPRC
Eastern Bay enhanced regional access services	Improvements to connector services in eastern bay to better meet customer needs	2022/23	BOPRC
Rotorua Express Service	Delivery of express service for development areas on the Te Ngae Road corridor and other urban areas. To be identified through network review process	2022/23	BOPRC
Western Bay growth area services	Delivery of local and express services to Western Bay Growth areas	2022/23	BOPRC



## Part 7: Investment and funding

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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 GPS, there is a significant increase in funding available for public transport from the NLTF. These changes are unlikely to affect the level of investment available to the Region. A targeted increase to funding assistance rates is available however this applies only to projects that are being brought forward as opposed to those planned and being delivered on schedule. Further clarification on this matter is being sought with NZTA.

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](mailto: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 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 has made legislative changes that that will allow the implementation of Regional Fuel Taxes to fund transport investment and is actively investigating the role of road pricing in the transport system. The outcome of this may provide 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 each Councils Long Term Plan (LTP) budgets and the Draft Transport Assessment and Investment Priority document released by NZTA. The public transport funding likely to be available within the Region is shown in Figure 2.



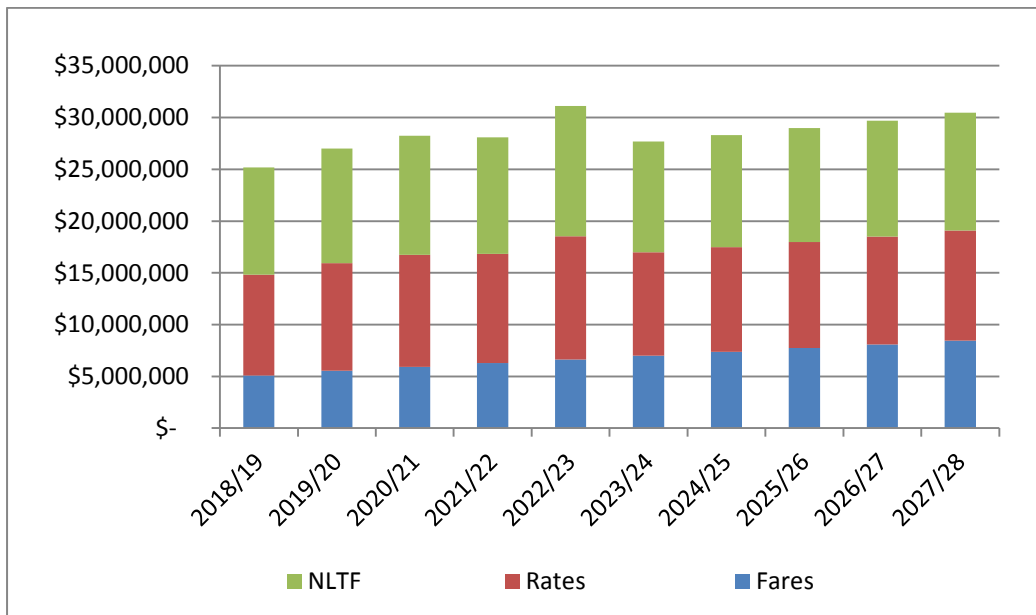


Figure 2 Planned, region wide operational and capital investment in public transport for the 2018-28 LTP period

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 should the TPBC be agreed by project partners is shown in Table 2:

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)
Annual Public Transport Capital spend (TCC/NZTA)	8	10	27	21
Annual Public Transport Operational spend (BOPRC)	18	47	86	117

## Part 8: Monitoring and review

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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

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## 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	2018/19	2019/20	2020/21
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
<b>Services that meet customer needs</b>				
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%		
<b>More travel choice</b>				
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	TBC	TBC		
<b>More efficient transport network</b>				
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		

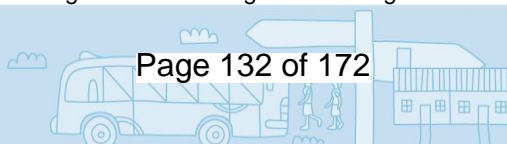


## Appendix 3 – Giving effect to the Regional Land Transport Plan

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
<b>Policies</b>	
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 <sup>1</sup> , gives effect to: <ul style="list-style-type: none"> <li>• minimising the number of private motor vehicle trips,</li> <li>• minimising the distance of remaining private motor vehicle trips, and</li> <li>• increasing the uptake of walking, cycling and public transport</li> </ul>	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

<sup>1</sup> 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







Receives Only – No Decisions

**Report To:** Public Transport Committee

**Meeting Date:** 16 August 2018

**Report From:** Garry Maloney, Transport Policy Manager

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## 2017/18 End of Financial Year Public Transport Achievement Report

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### Executive Summary

The following report updates the Public Transport Committee on the performance of Council's contracted bus services and Total Mobility for the 2017/18 financial year.

Of note is:

- for the year ending the March 2018 Quarter, contract price escalation (inflation) for the 12 month period has been 3.4%;
- Tauranga BayHopper patronage for the 2017/18 financial year was 4.5% lower than for the previous financial year; and
- Rotorua Cityride patronage for the 2017/18 financial year was 10.2% lower than for the previous financial year.

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

### Recommendations

**That the Public Transport Committee:**

- 1 Receives the report, 2017/18 End of Financial Year Public Transport Achievement Report.**

#### **1 Introduction**

The following report updates the Public Transport Committee on the performance of Council's contracted bus services for the 2017/18 financial year.

#### **2 Inflation**

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

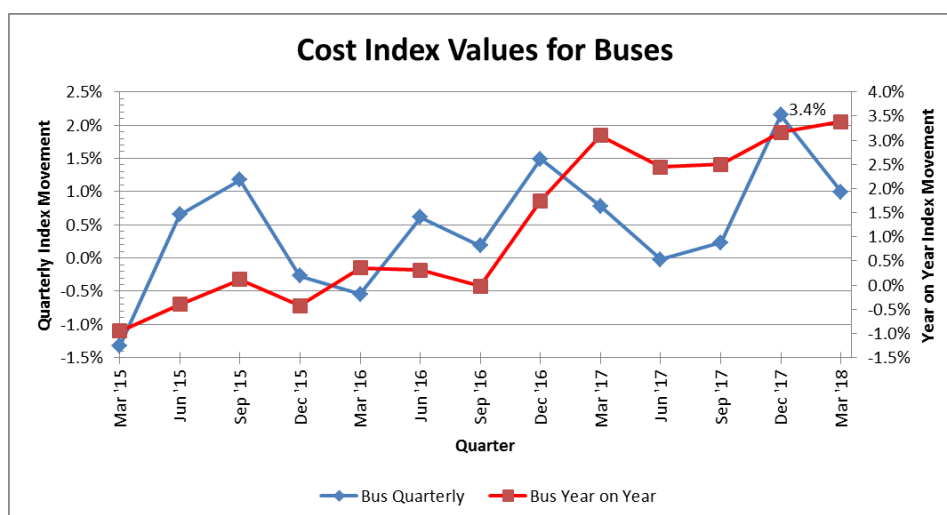


Figure 1: NZTA Cost escalation index for bus service contracts

The graph above shows that for the March 2018 quarter, the index had increased from 995 (when tenders for the Tauranga urban bus service closed) to 1190. This means that the cost of operating the service since December 2008 has increased by 19.6%. The graph also shows that for the year ending March 2018 Quarter, escalation (inflation) for the 12 month period was 3.4%.

### 3 Bus Service Performance

Appended to this report is the patronage report for the Council's contracted bus services for the period July 2017 to June 2018.

Of note is:

- patronage on the eastern Bay and Te Puke services is growing;
- Tauranga BayHopper patronage for the 2017/18 financial year was 4.5% lower than the previous financial year; and
- Rotorua Cityride patronage for the 2017/18 financial year was 10.2% lower than for the previous financial year.

While there is some good news with some of the services growing, reading about the performance of Tauranga and Rotorua services is more sobering. Performance is clearly not moving in the right direction.

While there are a number of reasons for that (such as service reliability, particularly in Tauranga and the removal of fare concessions such as the Toi Ohomai scheme in Rotorua), the forthcoming changes in the western Bay in December 2018 are intended to go some way to address the current trend.

However, the Committee Chairman has also raised with staff the issues of service marketing and behaviour change initiatives.

Currently, a significant part of our marketing spend is planned to support the roll out of the new contracts in December (western Bay) and the Regional Integrated Ticketing System (region-wide). That aside, while not a silver bullet, there is clearly a need to further extend the effort to more marketing initiatives outside those two major projects and staff will report back to the Committee at its next meeting on what that may look like and what has been implemented between the two meetings.

While one of the objectives of marketing the services is to change behaviour, it is only one part of the picture. To enable long term change, people have to want to change and to make that happen, it needs to be supported by a comprehensive package of both incentives and disincentives. Given the extent of our role, the best chance of achieving changed behaviour will require an aligned approach between ourselves and partners (for example, road controlling authorities such as Tauranga City Council, etc).

Council staff therefore propose to report back to the following meeting of the Committee on this matter.

## 4 Monitoring

### 4.1 Complaints

Complaints are entered into the Job Tracker system and reviewed and monitored by staff. The graphs below compare the annual totals over three financial years – 2015/16, 2016/17 and 2017/18.

In Tauranga complaints about late buses or buses not running are higher than previous years.

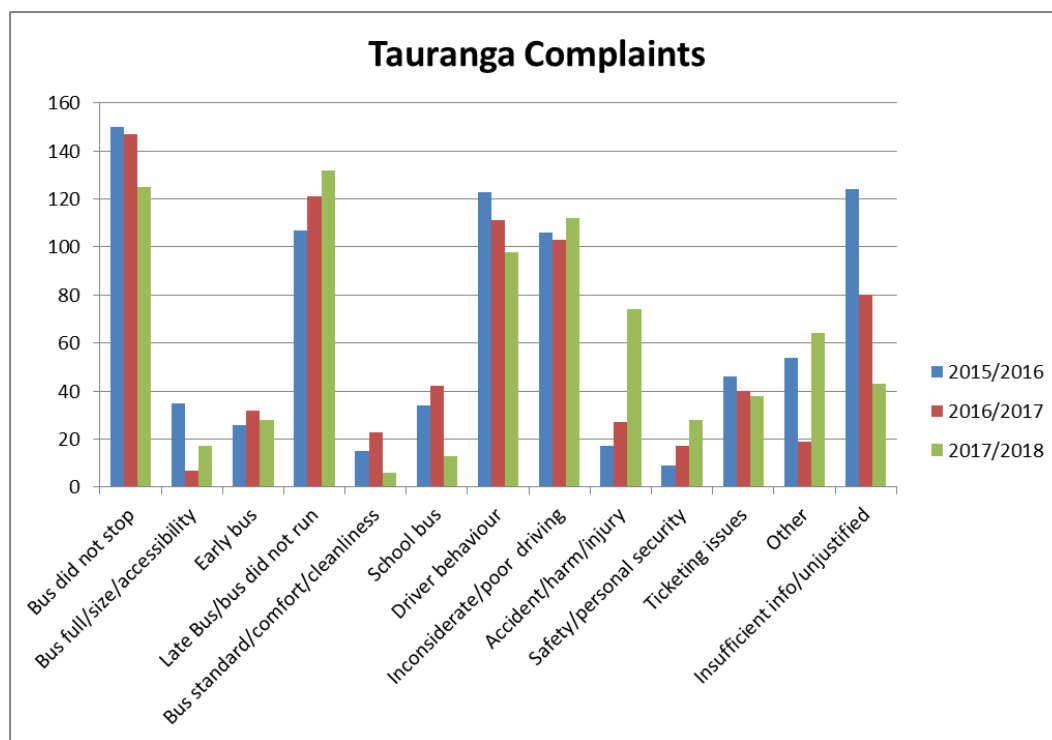


Figure 2: Tauranga Bayhopper bus service complaints annual comparison

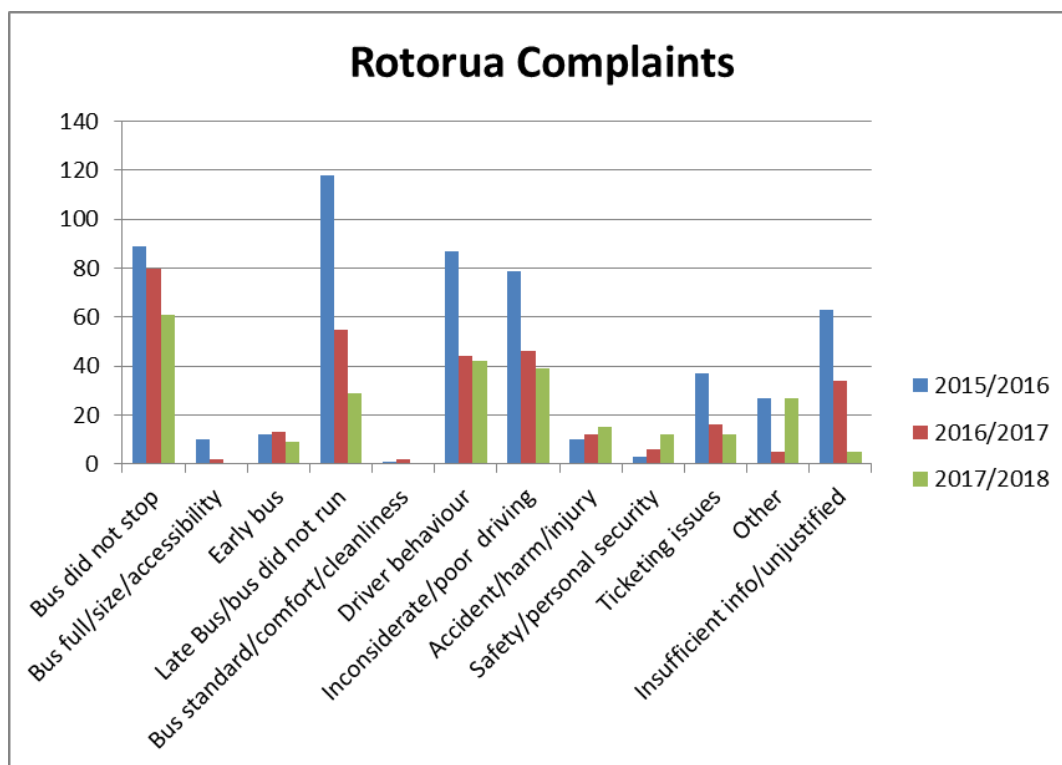


Figure 3: Rotorua Cityride bus service complaints annual comparison

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.

In Tauranga in particular, the large increase in health and safety incidents continues from the previous period. This reflects a greater emphasis on reporting and data collection and includes categorising some complaints as "near miss" under the Accident/harm/injury grouping, where they would have previously been categorised elsewhere. This is allowing a greater emphasis on investigating and monitoring these complaints.

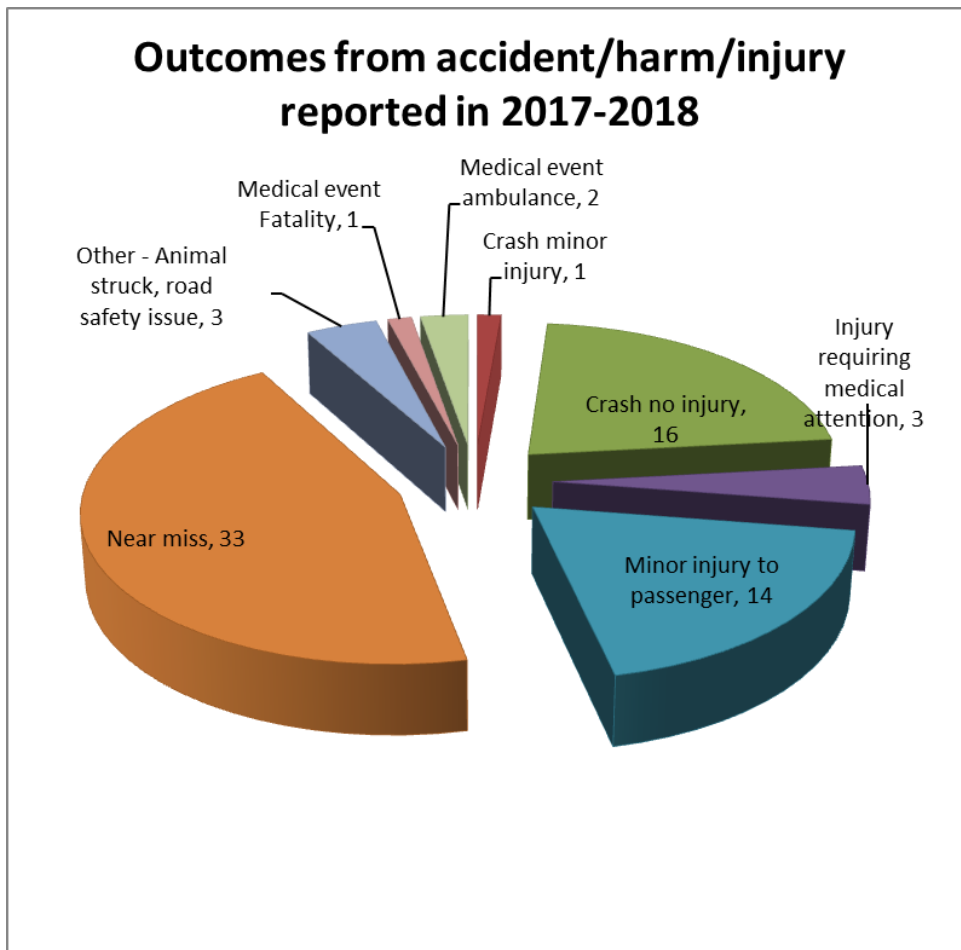


Figure 4: Outcomes from 2017/18 health and safety type complaints

The above figure shows greater detail of the health and safety type incidents and complaints. Staff continue to work with operators to learn from these incidents and reduce our health and safety risks.

#### 4.2 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 throughout the 2017/18 financial year.

The surveys can be drilled down into and are used to highlight positive feedback and areas for improvement.

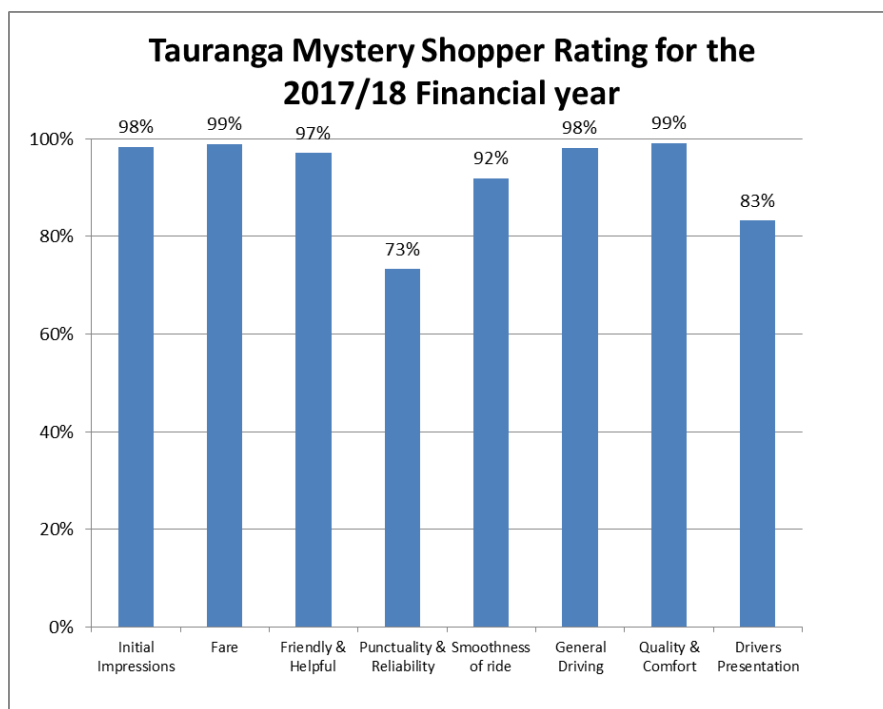


Figure 5: Tauranga Bayhopper mystery shopper report annual summary



Figure 6: Rotorua Cityride mystery shopper report annual summary

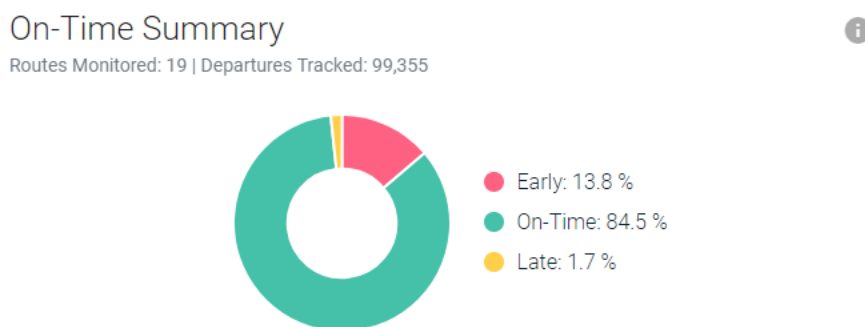
Mystery Shopper reports reflect that the bus operators in both cities are delivering a reasonable level of service. Punctuality and reliability continues to be an issue across the network. Results are largely unchanged for both Rotorua and Tauranga since the last Public Transport Committee.

### 4.3 Reliability

Bus service reliability has been identified as a major issue particularly in Tauranga. Manually collected reliability data has shown an increase in delays correlating to traffic congestions issues in Tauranga.

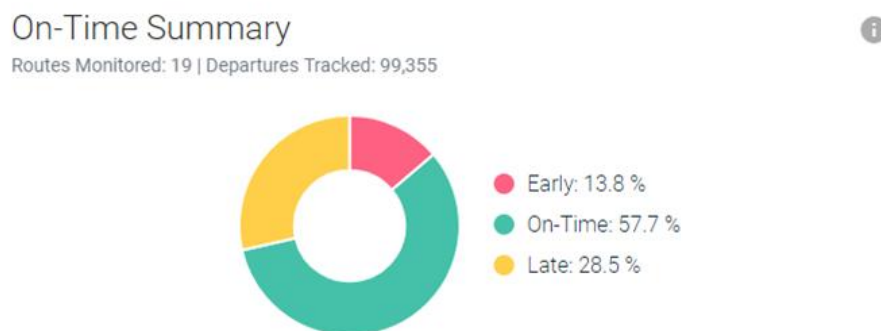
Council is currently operating a real time mobile transit application for customers. This application is starting to provide useful performance monitoring data, including data around on-time performance. The two figures below (Figure 7 and Figure 8 below) show the percentage of early, on-time and late buses during May and June 2018. The buses captured in this data are on Tauranga, Te Puke, Katikati, and Ōmokoroa services. Buses are tracked through time points, or key bus stops along the routes, rather than solely at the start or end of a route (for example, Bayhopper Tauranga Route 1 has 12 time points), with a total of 99,355 time points tracked over the two months measured.

For figure 7, “On-time” is defined as less than one minute early and less than 20 minutes late. 20 minutes late was chosen for this report to match previous manual reporting. Tauranga bus services are 20 minutes or more late at 1.7% of time points.



**Figure 7: On-Time summary (20 minutes or more late)**

Figure 8 below shows a reduced “On-time” parameter of only five minutes or more late. The data shows that during the same two months, 28.5% of services are five minutes or more late.



**Figure 8: On-Time summary (5 minutes or more late)**

Particularly for the new network commencing in December 2018, having access to the data above will enable the Council to modify timetables to better reflect actual journey time. That will go some way to addressing reliability issues.

## 5 Total Mobility

This report updates the Public Transport Committee on the performance of Council's Total Mobility scheme for July 2017 to June 2018 period.

## 5.1 Membership

The total number of Total Mobility scheme members in the region is 4,860, the sub regional change of note is the increase of members living in Tauranga.

Sub regionally, in 2017/18 the change in registered Total Mobility scheme members compared to 2016/17 was;

- -9% in Rotorua;
- +15% in Tauranga; and
- -4% in Whakatāne.

## 5.2 Patronage

The graph below (Figure 9) shows Total Mobility patronage from 2014/15 to 2017/18. Between 2016/17 and 2017/18, the number of Total Mobility Scheme trips has dropped by 10% to 65,941, compared to 73,228 in 2016/17.

The most significant drop in trip numbers occurred in Tauranga possibly because for many Total Mobility scheme members the number of trips travelled is determined by their budget. For example to travel to Tauranga Hospital from Bob Owens Retirement Village is usually \$30 or from Golden Sands Lifestyle Village the one way trip costs between \$60-70 depending on the time of day travelled.

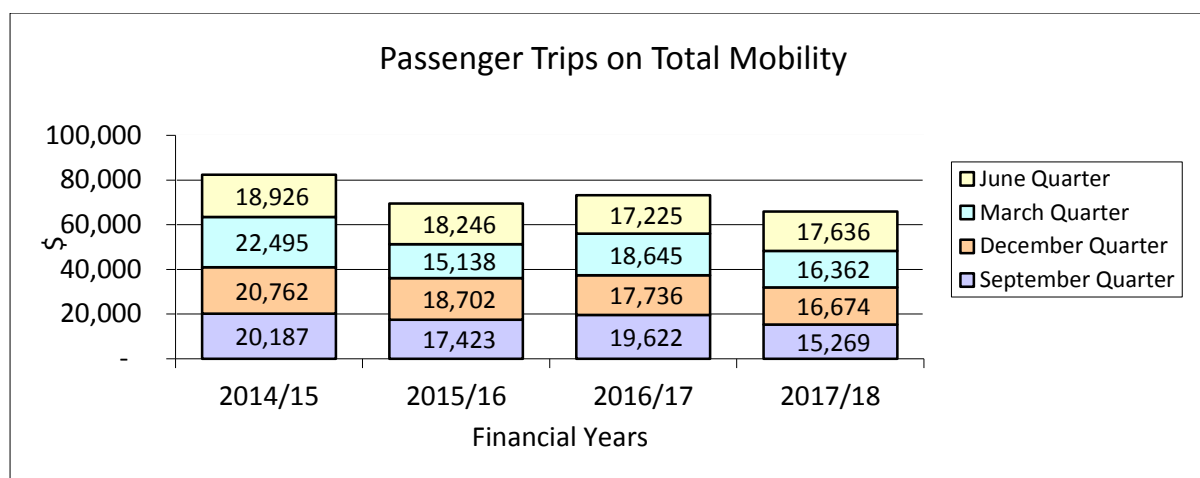


Figure 9: Passenger trips on Total Mobility.

Sub-regionally, in 2017/18, the change in the number of Total Mobility trips was:

- -4 % in Rotorua;
- -13 % in Tauranga; and
- -2 % in Whakatāne.

## 5.3 Expenditure



The graph below (Figure 10) shows that expenditure on the Total Mobility Scheme for the 2017/18 financial year was \$474,860 (all financial figures are GST exclusive). The total is up by 4% on the 2017/18 financial year.

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

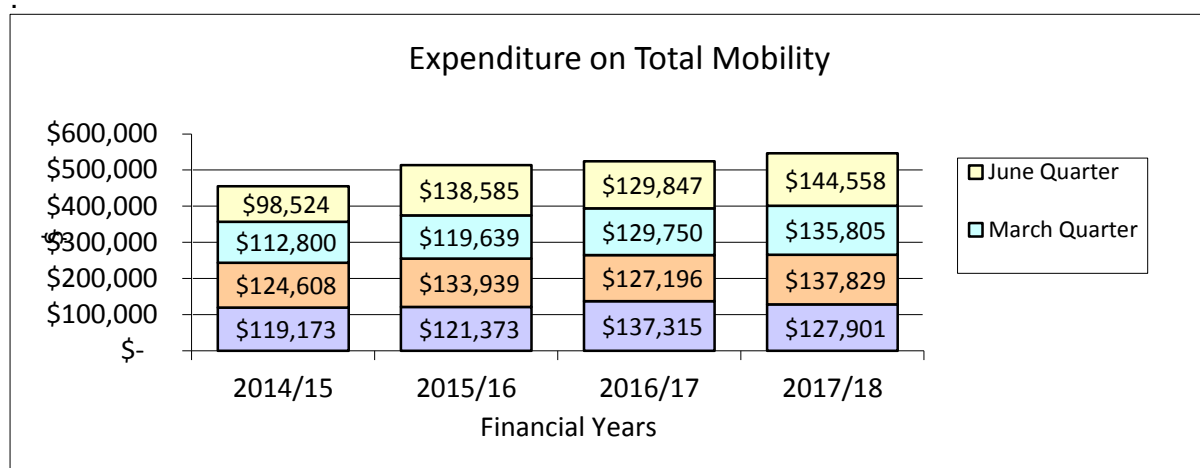


Figure 10: Total Mobility expenditure.

Sub-regionally, in 2017/18, the change in expenditure compared to the previous year was:

- +10 % in Rotorua;
- +3% in Tauranga; and
- +2 % in Whakatāne.

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

The average total cost per trip of \$7.20 means that:

- the full fare for an average taxi trip for a Total Mobility Scheme member during the 2016/17 financial year was \$16.56 (GST inclusive),
- the Council Total Mobility Scheme subsidy of 50% reduced the cost to Total Mobility Scheme members to \$8.28 (GST inclusive), and
- the New Zealand Transport Agency (NZTA) reimbursement to Council, reduced the cost to Council to \$3.31 (GST inclusive).

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

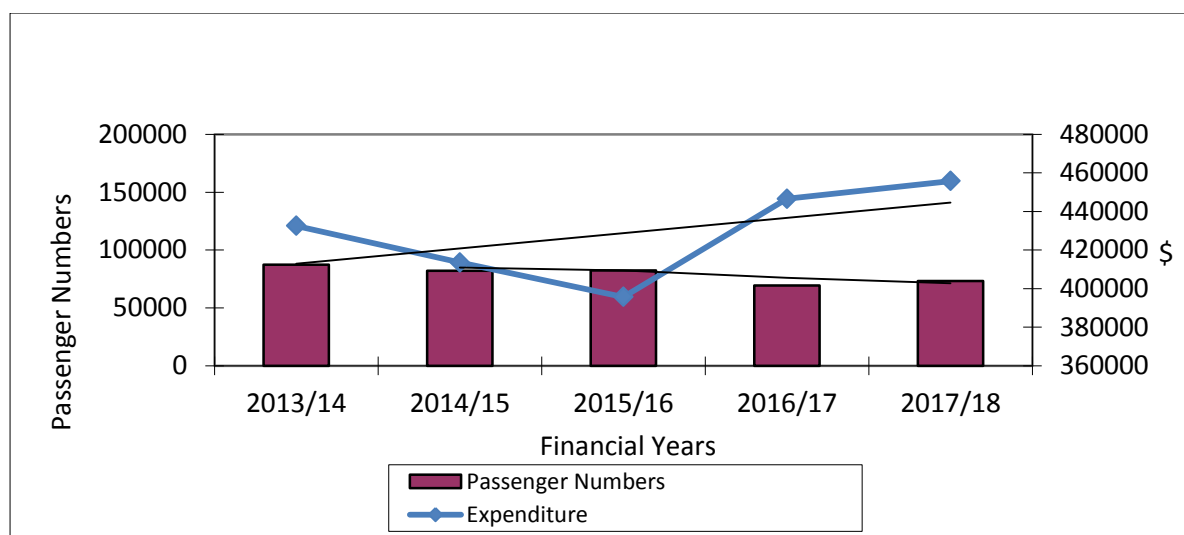


Figure 11: Total Mobility patronage and expenditure.

#### 5.4 Additional payment (to hoist operators)

For the 2017/18 financial year, Council paid on behalf of the Transport Agency, an additional payment to transport operators for Total Mobility members using a hoist vehicle. The payment is currently reimbursed 100% by the Agency.

In the 2017/18 financial year, operators were paid \$161,055 compared to \$181,135 in 2016/17.

#### 5.5 Wheelchair hoist installation payment

In the 2017/18 financial year, Council invested in the installation of two wheelchair hoist in Tauranga. That has meant that there are now:

- ten wheelchair hoist vans available in Tauranga for Total Mobility scheme members.
- five wheelchair hoist vans operate in Rotorua and
- two in Whakatāne.

Generally speaking, the pool of wheelchair hoist vehicles is continuing to be upgraded in the region because Council has made available funding to the Total Mobility transport operators to make this happen.

#### 5.6 Disability Awareness Training for Taxi Drivers

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

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

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

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

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

## **6 Council's Accountability Framework**

### **6.1 Community Outcomes**

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

### **6.2 Long Term Plan Alignment**

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

#### **Current Budget Implications**

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

#### **Future Budget Implications**

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

Mike Furniss  
**Senior Transport Operations Officer**

**for Transport Policy Manager**

**9 August 2018**



# **APPENDIX 1**

## **June 2018 Public Transport Committee Public Transport Patronage Report**



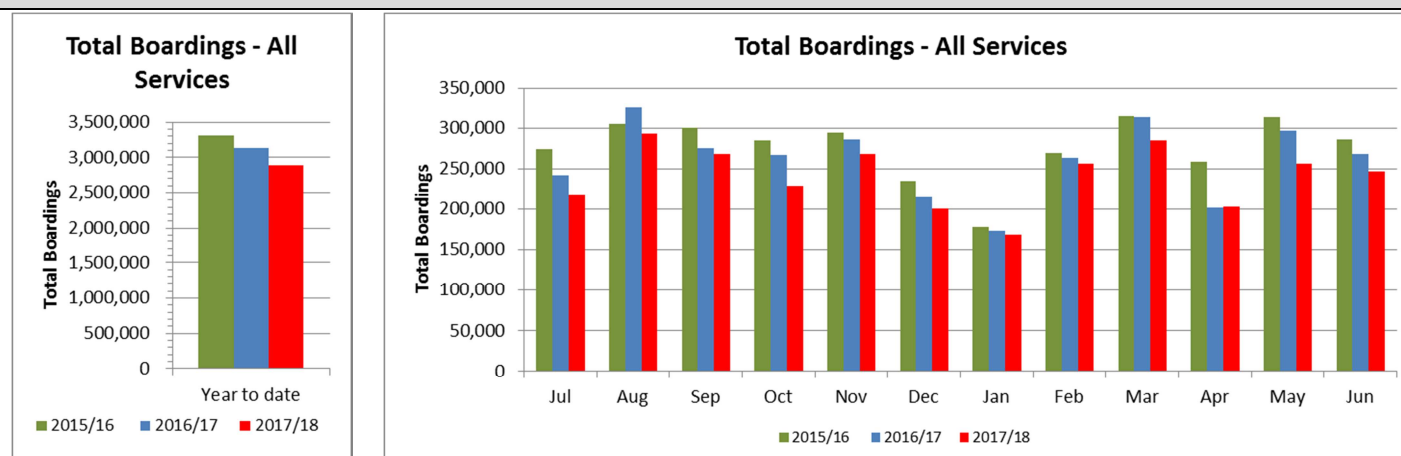
# 2017/2018 Financial Year Public Transport Patronage Report



## Regional Summary

Area	Monthly Patronage Comparison			2017/18 Financial Year Patronage		2017/18 Financial Year Farebox Recovery
	Jun-17	Jun-18	% change	To Jun-18	% change	To Jun-18
<b>Total Network<sup>1</sup></b>	268,206	246,261	<b>-8.2%</b>	2,929,788	<b>-6.4%</b>	<b>28.6%</b>
Tauranga BayHopper	145,656	138,487	<b>-4.9%</b>	1,728,775	<b>-4.5%</b>	27.6%
Tauranga SchoolHopper	57,896	53,629	<b>-7.4%</b>	494,299	<b>-8.3%</b>	25.6%
Rotorua	59,284	48,881	<b>-17.6%</b>	636,771	<b>-10.2%</b>	34.9%
Murupara / Ruatāhuna	355	346	<b>-2.5%</b>	4,561	<b>-18.0%</b>	Included in Rotorua above
Kawerau, Ōpōtiki and Whakatāne	1,122	1,173	+4.5%	13,811	+9.3%	27.8%
Ōhope	2,086	2,286	9.6%	19,456	<b>-23.0%</b>	Incl. in Whakatāne above
Matatā	81	73	<b>-9.9%</b>	736	0.8%	Incl. in Whakatāne above
Pōtaka	154	105	<b>-31.8</b>	1,619	1.3%	22.3%
Te Puke	208	221	6.3%	16,395	22.1%	27.4%
Katikati and Ōmokoroa	1,364	1,060	<b>-22.3%</b>	13,365	<b>-15.2%</b>	36.2%
Ōmokoroa – Matakana Ferry	2,287	2,433	+6.4%	25,414	<b>-16.4%</b>	N/A

## Patronage by Month - Year to Date



## Comments

Comparing the 2017-18 financial year against the 2016/17 financial year shows that regional patronage decreased by about 6%. This was mainly attributable to the Tauranga and Rotorua bus services. However, some of the smaller services in the eastern and western Bay went against this trend and returned patronage increases for the year.

<sup>1</sup> Excludes Ōmokoroa – Matakana Ferry

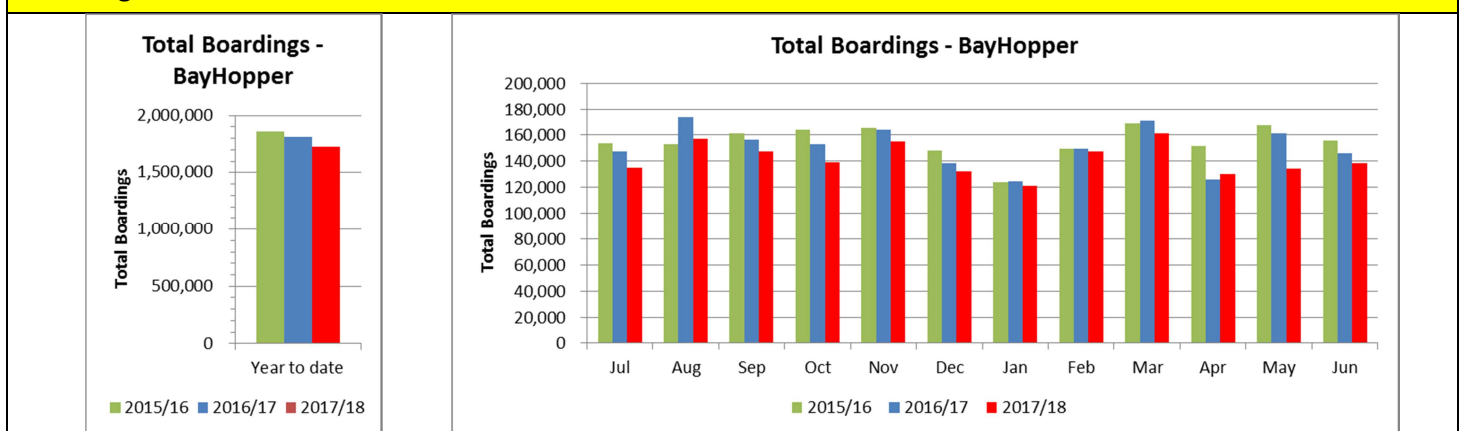
# June 2018 – Tauranga Public Transport Patronage Report



## Tauranga BayHopper

Monthly Fare Revenue			Year to Date Fare Revenue		Year to Date Farebox Recovery	
	Jun-17	Jun-18	% change	To Jun-18	% change	To Jun-18
Cash	\$54,870	\$47,304	-13.8%	\$747,947	-5.9%	27.6%
Smartcard	\$138,358	\$135,171	-2.3%	\$1,572,508	+2.1%	
SuperGold	\$44,915	\$43,562	-3.0%	\$535,806	+0.2%	
Total	\$238,143	\$226,037	-5.1%	\$2,856,261	-0.5%	
Monthly Patronage				Year to Date Patronage		
	Jun-17	Jun-18	% change	To Jun-18	% change	
	145,656	138,487	-4.9%	1,728,775	-4.5%	

### Patronage - Year to Date



Patronage by Passenger Type			Patronage by Time period			Patronage by Payment Type		
Type	Year to Jun-18	% Change	Time Period	Year to Jun-18	% Change	Type	Year to Jun-18	% Change
Adult	660,487	-3.5%	Monday to Friday Peak	794,059	-3.0%	Cash	297,372	-5.9%
Child	379,213	+4.8%	Monday to Friday Off-Peak	721,684	-5.8%	Smartcard	866,250	-3.7%
Senior	331,069	+1.8%	Saturday/Sunday	213,032	-5.1%	SuperGold	302,626	+1.4%
Tertiary	358,006	-18.3%				Transfer/Free	249,615	-11.0%

### Comments

Comparing the July 2017 to June 2018 period with the same period for the 2016/17 financial year, the Tauranga urban bus service has performed as follows:

- Annual patronage is down by 4.5% compared to the previous year.
- Annual revenue is down from the previous year by 0.5%, led by a 5.9% decrease in Cash fares, offset by modest increases in Smartride card and SuperGold fares.

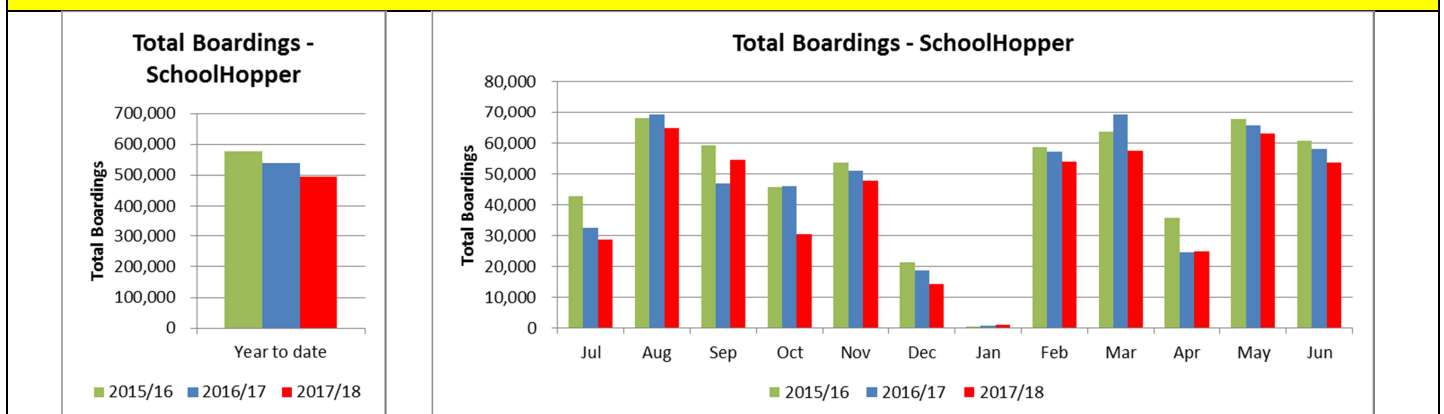


# Tauranga SchoolHopper

Monthly Fare Revenue			Year to Date Fare Revenue		Year to Date Farebox Recovery	
Jun-17	Jun-18	% change	To Jun-18	% change	To Jun-18	
Cash	\$4,419	\$4,383	-0.8%	\$41,533	+2.2%	25.6%
Smartcard	\$76,850	\$70,979	-7.6%	\$653,181	-6.1%	
Total	\$81,269	\$75,362	-7.3%	\$694,714	-5.6%	

Monthly Patronage			Year to Date Patronage	
Jun-17	Jun-18	% change	To Jun-18	% change
57,896	53,629	-7.4%	494,299	-8.3%

## Patronage - Year to Date



Patronage by Passenger Type			Patronage by Time period			Patronage by Payment Type		
Type	Year to Jun-18	% Change	Time Period	Year to Jun-18	% Change	Type <sup>2</sup>	Year to Jun-18	% Change
Adult	494,299	-8.3%	Monday to Friday Peak	470,662	-8.0%	Cash	23,911	-0.8%
Child			Monday to Friday Off-Peak	23,564	-13.1%	Smartcard	469,442	-8.1%
Senior Tertiary								

## Comments

Comparing the July 2017 to June 2018 period with the same period for the 2016/17 financial year, the Tauranga Schoolhopper bus service has performed as follows:

- Annual patronage is down by 8.3% compared to the previous year.
- Annual revenue is down from the previous year by 4.1%.
- A 2% increase in cash fares has been observed, with a 4.4% decrease in smartcard fares.

<sup>2</sup> Does not include trips for which a fare was not paid. Page 153 of 172

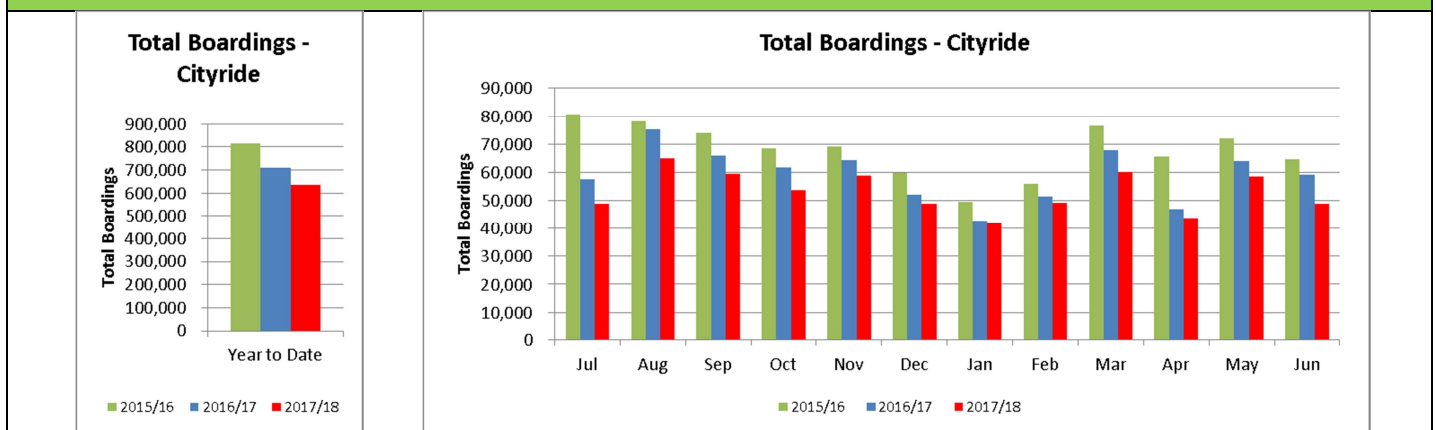
# June 2018 - Rotorua Public Transport Patronage Report



## Rotorua CityRide

Monthly Fare Revenue				Year to Date Fare Revenue		Year to Date Farebox Recovery	
	Jun-17	Jun-18	% change	To Jun-18	% change	To Jun-18	
Cash	\$24,767	\$22,122	-10.7%	\$338,345	-8.5%	Rotorua (incl Murupara)	34.9%
Smartcard	\$32,367	\$45,271	+39.9%	\$431,265	+15.1%		
WIT	\$18,842	\$0	-100.0%	\$113,054	-48.8%		
SuperGold	\$9,166	\$9,327	+1.8%	\$118,447	+6.7%		
Total <sup>3</sup>	\$85,160	\$76,758	-9.9%	\$1,002,926	-6.9%		
Monthly Patronage						Year to Date Patronage	
	Jun-17	Jun-18	% change	To Jun-18	% change		
	59,284	48,881	-17.6%	636,771	-10.2%		

### Patronage - Year to Date



Patronage by Passenger Type			Patronage by Time period			Patronage by Payment Type <sup>4</sup>		
Type	Year to Jun-18	% Change	Time Period	Year to Jun-18	% Change	Type	Year to Jun-18	% Change
Rotorua does not have concessions and therefore passenger classes.			Monday to Friday Peak	267,355	-10.5%	Cash	144,118	-10.3%
			Monday to Friday Off-Peak	285,282	-10.5%	Smartcard	262,403	+13.6%
			Saturday/Sunday	84,134	-8.1%	Transfer / Free	61,318	+10.9%
						WIT	78,438	-56.7%
						SuperGold	79,816	+5.6%

### Comments

Comparing the July 2017 to June 2018 period with the same period for the 2016/17 financial year, the Rotorua urban bus service has performed as follows:

- Year to date patronage is down by 10.2%, with June 2018 patronage 17.6% lower than June 2017.
- Total revenue is down by 9.9% for the month, and down by 6.9% for the year to date.
- Removal of the free travel concession (WIT subsidy), provided by Toi Ohomai, has had a significant impact on patronage. This subsidy was removed end-December 2017. Students now pay the full fares for travel.
- In a bid to encourage tertiary travel in 2018, the issuance fee for Smartcards was removed. A higher uptake of Smartcard travel resulted with a 39.9% increase for June and 15.1% increase year to date for Smartcard revenue.

<sup>3</sup> Total includes Day Pass sales which cannot be separately identified by payment type.

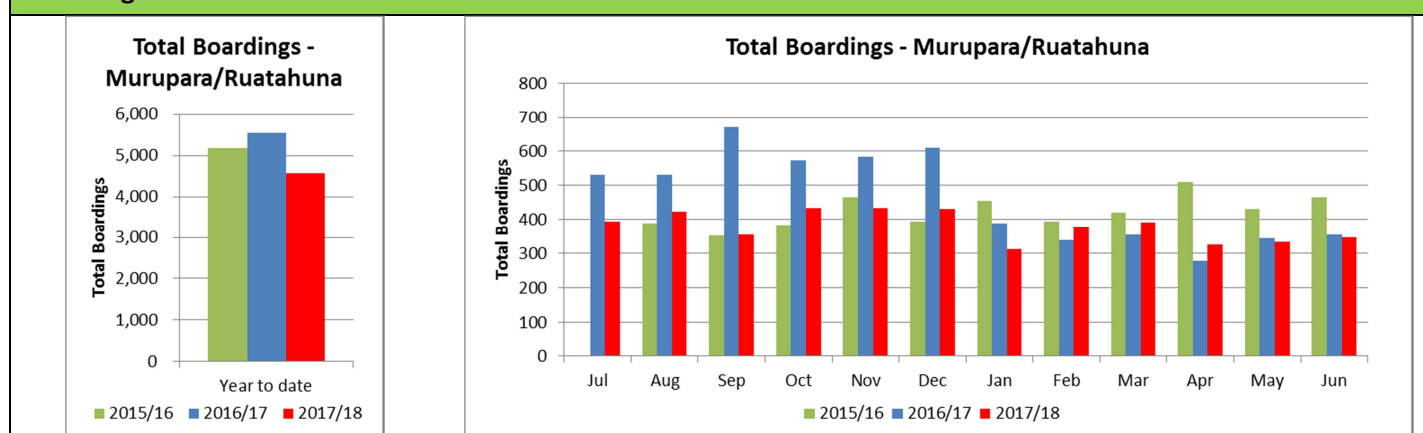
<sup>4</sup> Does not include Day Pass patronage which cannot be identified by payment type.

## Murupara/Ruatāhuna - Rotorua

Monthly Fare Revenue			Year to Date Fare Revenue		Year to Date Farebox Recovery	
	Jun-17	Jun-18	% change	To Jun-18	% change	To Jun-18
Cash	\$1,059	\$1,312	+23.9%	\$17,277	+8.3%	Murupara (incl Rotorua) 34.9%
SuperGold	\$1,546	\$1,308	-15.4%	\$16,998	-30.4%	
Total	\$2,606	\$2,620	+0.6%	\$34,275	-15.1%	

Monthly Patronage			Year to Date Patronage		
	Jun-17	Jun-18	% change	To Jun-18	% change
	355	346	-2.5%	4,561	-18.0%

### Patronage - Year to Date



Patronage by Passenger Type			Patronage by Time period			Patronage by Payment Type		
Type	Year to Jun-18	% Change	Time Period	Year to Jun-18	% Change	Type	Year to Jun-18	% Change
Adult	1,652	+15.8%	Monday to Friday Peak	Unable to be reported at this time.	Unable to be reported at this time.	Cash	1,934	+9.4%
Concession	282	-17.5%	Monday to Friday Off-Peak	Unable to be reported at this time.	Unable to be reported at this time.	SuperGold	2,638	-30.4%
SuperGold	2,638	-30.4%	Saturday/Sunday	Unable to be reported at this time.	Unable to be reported at this time.			

### Comments

Comparing the July 2017 to June 2018 period with the same period for the 2016/17 financial year, the Murupara bus service has performed as follows:

- Year to date patronage is down by 18%.
- Comparing June 2018 patronage with June 2017 patronage, 2.5% decrease is observed.
- Comparing June 2018 total revenue with June 2017 total revenue, an increase of 0.6% is observed for the month, however year to date total revenue is down by 15.1%.
- The decline in patronage is observed mainly in the SuperGold passenger class. In contrast, passengers paying cash reflects an increase.

# June 2018 – Eastern Bay Public Transport Patronage Report

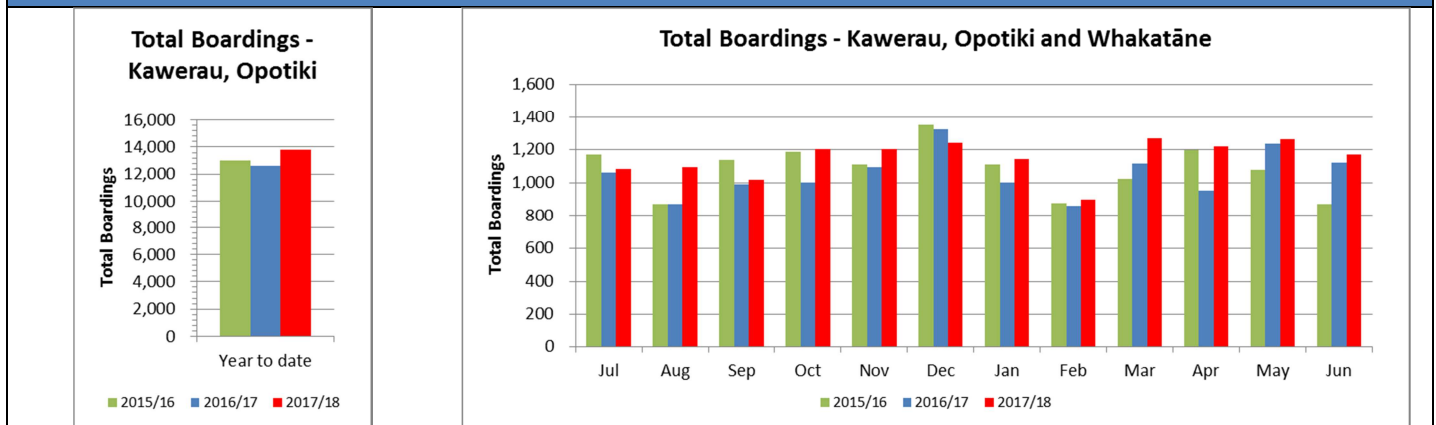


## Kawerau, Ōpōtiki and Whakatāne - Tauranga

Monthly Fare Revenue			Year to Date Fare Revenue		Year to Date Farebox Recovery	
Jun-17	Jun-18	% change	To Jun-18	% change	To Jun-18	
Cash	\$3,095	\$3,132	+1.2%	\$41,347	-8.0%	27.8%
Smartcard	\$1,230	\$1,143	-7.1%	\$11,069	+4.6%	
SuperGold	\$1,541	\$1,792	+16.3%	\$21,794	+45.0%	
Total	\$5,866	\$6,067	+3.4%	\$74,210	+5.2%	

Monthly Patronage			Year to Date Patronage	
Jun-17	Jun-18	% change	To Jun-18	% change
1,122	1,173	+4.5%	13,811	+9.3%

### Patronage - Year to Date



Patronage by Passenger Type			Patronage by Time period			Patronage by Payment Type		
Type	Year to Jun-18	% Change	Time Period	Year to Jun-18	% Change	Type	Year to Jun-18	% Change
Adult	5,143	-1.1%	Monday to Friday Peak	2,073	-2.8%	Cash		
Child	749	-20.2%	Monday to Friday Off-Peak	9,772	+12.8%	Smartcard		
Senior	5,007	+35.7%	Saturday/Sunday	1,966	+6.9%	SuperGold		
Tertiary	2,912	+3.9%				Transfer/Free		

### Comments

Comparing the July 2017 to June 2018 period with the same period for the 2016/17 financial year, the Kawerau, Ōpōtiki and Whakatāne to Tauranga bus service has performed as follows:

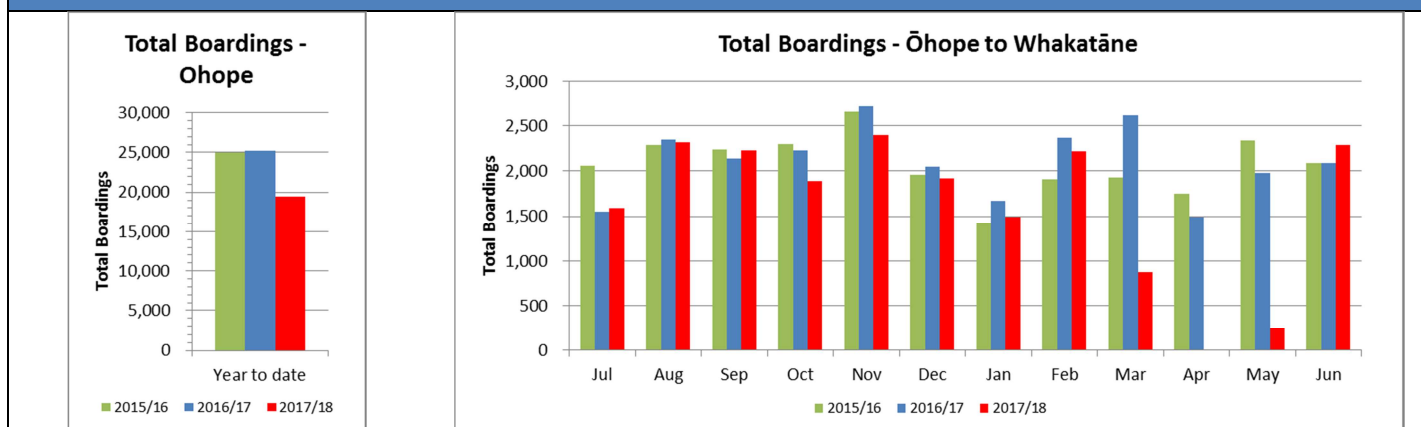
- There has been a significant increase in patronage compared to the previous year, and as with previous months, it is mostly due to increased “Senior” patronage.
- Annual patronage is up by over 9% on last year, with June 2018 patronage 13% higher than June 2017.
- Total revenue is also up by 5.2% for the year to date.

# Ōhope – Whakatāne

Monthly Fare Revenue			Year to Date Fare Revenue		Year to Date Farebox Recovery
Jun-17	Jun-18	% change	To Jun-18	% change	To Jun-18
Cash	\$583	11%	\$8,433	-22.3%	27.8%
Smartcard	\$2,409	-3.8%	\$18,429	-29.2%	
SuperGold	\$506	+50.8%	\$6,533	+9.4%	
Total	\$3,499	+6.6%	\$33,395	-22.1%	

Monthly Patronage			Year to Date Patronage	
Jun-17	Jun-18	% change	To Jun-18	% change
2,086	2,286	9.6%	19,456	-23.0%

## Patronage by Month - Year to Date



Patronage by Passenger Type			Patronage by Time period			Patronage by Payment Type		
Type	Year to Jun-18	% Change	Time Period	Year to Jun-18	% Change	Type	Year to Jun-18	% Change
Adult	4,118	-35.4%	Monday to Friday Peak	6,893	-28.7%			
Child	10,548	-15.3%	Monday to Friday Off-Peak	11,063	-19.0%			
Senior	3,999	+0.5%	Saturday/Sunday	1,500	-16.4%			
Tertiary	791	-67.9%						

## Comments

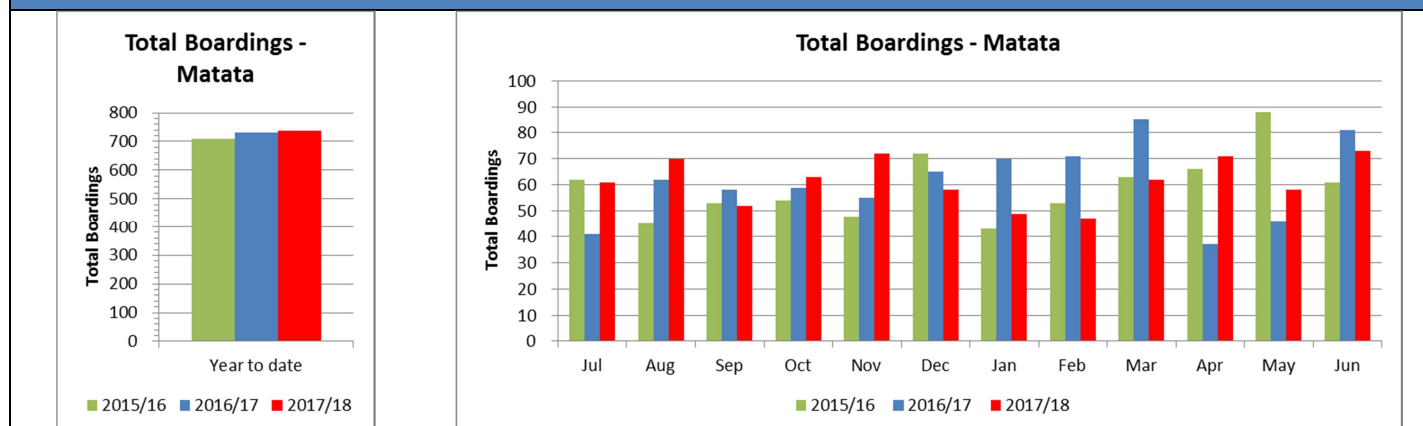
- Unfortunately the electronic ticket machine on the Ōhope-Whakatāne service failed during the quarter and despite the efforts of staff and supplier technicians, much of the data has not been recovered. The data above is incomplete with two months revenue and patronage figures effectively missing.
- In June 2018 there was a 6.6% increase in revenue compared to the year before, and a 9.5% increase in patronage.
- While the ticket machines failed to capture the ticketing data, customers still received tickets and paid fares, and the fare revenue deposited by the bus company was significantly higher than the figure reported above.
- Because of this, staff estimate that the Ōhope – Whakatāne service is performing well, with year on year growth in revenue and patronage.

# Matatā – Whakatāne

Monthly Fare Revenue			Year to Date Fare Revenue		Year to Date Farebox Recovery	
Jun-17	Jun-18	% change	To Jun-18	% change	To Jun-18	
Cash	\$46	\$30	-33.2%	\$350	-22.7%	27.8%
SuperGold	\$173	\$109	-37.2%	\$1,490	+8.8%	
Total	\$219	\$139	-36.4%	\$1,839	+0.9%	

Monthly Patronage			Year to Date Patronage	
Jun-17	Jun-18	% change	To Jun-18	% change
81	73	-9.9%	736	+0.8%

## Patronage by Month - Year to Date



Patronage by Passenger Type			Patronage by Time period			Patronage by Payment Type		
Type	Year to Jun-18	% Change	Time Period	Year to Jun-18	% Change	Type	Year to Jun-18	% Change
Adult	78	-20.4%	Monday to Friday Peak	736	+0.8%	Cash	87	-41.6%
Child	4	-88.6%	Monday to Friday Off-Peak			Smartcard		
Senior	649	+11.7%	Saturday/Sunday			SuperGold	649	+11.7%
Tertiary	5	-68.8%						

## Comments

Comparing the July 2017 to June 2018 period with the same period for the 2016/17 financial year, the Matatā bus service has performed as follows:

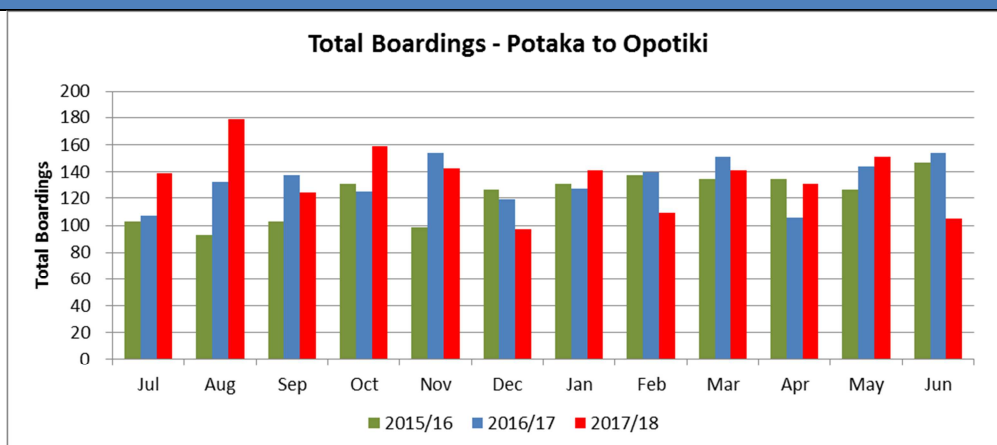
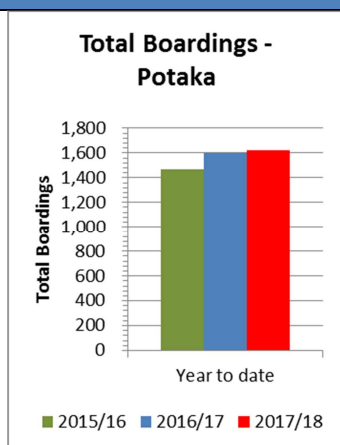
- Despite fewer passengers in June, Matatā patronage and revenue were up 0.8% and 0.9% respectively for the year, compared to the previous year. This is mostly due to an increase in SuperGold card passengers.

# Pōtaka – Ōpōtiki

Monthly Fare Revenue			Year to Date Fare Revenue		Year to Date Farebox Recovery
Jun-17	Jun-18	% change	To Jun-18	% change	To Jun-18
Cash	\$943	\$623	\$9,503	-4.6%	
SuperGold	\$350	\$302	\$4,384	+40.4%	
<b>Total</b>	<b>\$1,292</b>	<b>\$925</b>	<b>\$13,888</b>	<b>+6.1%</b>	

Monthly Patronage			Year to Date Patronage	
Jun-17	Jun-18	% change	To Jun-18	% change
154	105	-31.8%	1,619	+1.3%

## Patronage - Year to Date



Patronage by Passenger Type			Patronage by Time period			Patronage by Payment Type		
Type	Year to Jun-18	% Change	Time Period	Year to Jun-18	% Change	Type	Year to Jun-18	% Change
Adult	700	-6.4%	Monday to Friday Peak	Unable to be reported at this time.	Unable to be reported at this time.	Cash	966	-14.7%
Concession	266	-30.9%	Monday to Friday Off-Peak			SuperGold	653	+40.4%
SuperGold	653	+40.4%	Saturday/Sunday	N/A	N/A			

## Comments

Comparing the July 2017 to June 2018 period with the same period for the 2016/17 financial year, the Pōtaka bus service has performed as follows:

- Despite fewer passengers in June, Pōtaka patronage continues its modest growth, with year to date patronage and revenue up 1.3% compared to the previous year. This is mostly due to an increase in SuperGold card passengers.

# June 2018 – Western Bay Public Transport Patronage Report



## Te Puke – Tauranga

Monthly Fare Revenue			Year to Date Fare Revenue		Year to Date Farebox Recovery	
Jun-17	Jun-18	% change	To Jun-18	% change	To Jun-18	
Cash	\$759	\$542	-28.6%	\$6,842	-8.7%	27.4%
Smartcard	\$2,762	\$2,747	-0.6%	\$31,423	+29.8%	
SuperGold	\$340	\$337	-0.8%	\$4,437	+46.9%	
Total	\$3,861	\$3,626	-6.1%	\$42,701	+23.0%	

Monthly Patronage			Year to Date Patronage	
Jun-17	Jun-18	% change	To Jun-18	% change
1,468	1,376	-6.3%	16,395	+22.1%

### Patronage by Month - Year to Date

Patronage by Passenger Type			Patronage by Time period			Patronage by Payment Type		
Type	Year to Jun-18	% Change	Time Period	Year to Jun-18	% Change	Type	Year to Jun-18	% Change
Adult	2,188	+12%	Monday to Friday Peak	12,794	+30.3%	Cash		
Child	67	+737.5%	Monday to Friday Off-Peak	3,601	+0%	Smartcard		
Senior	1,636	+42.3%	Saturday/Sunday	n/a	n/a	SuperGold		
Tertiary	12,504	+21.3%						

### Comments

Comparing the July 2017 to June 2018 period with the same period for the 2016/17 financial year, the Te Puke to Tauranga bus service has performed as follows:

- Overall patronage has increased by 22% and peak time travel has increased by 30% - SuperGold card trips are up by 42%, tertiary student travel is up by 21% and adult travel is up by 12%. This reflects an increasing demand for travel between Te Puke and Tauranga across all fare classes.
- The termination of a school bus between Te Puke and Tauranga by a private contractor has caused a small increase in student travel (from 8 to 67).
- Total revenue has increased by 23%.



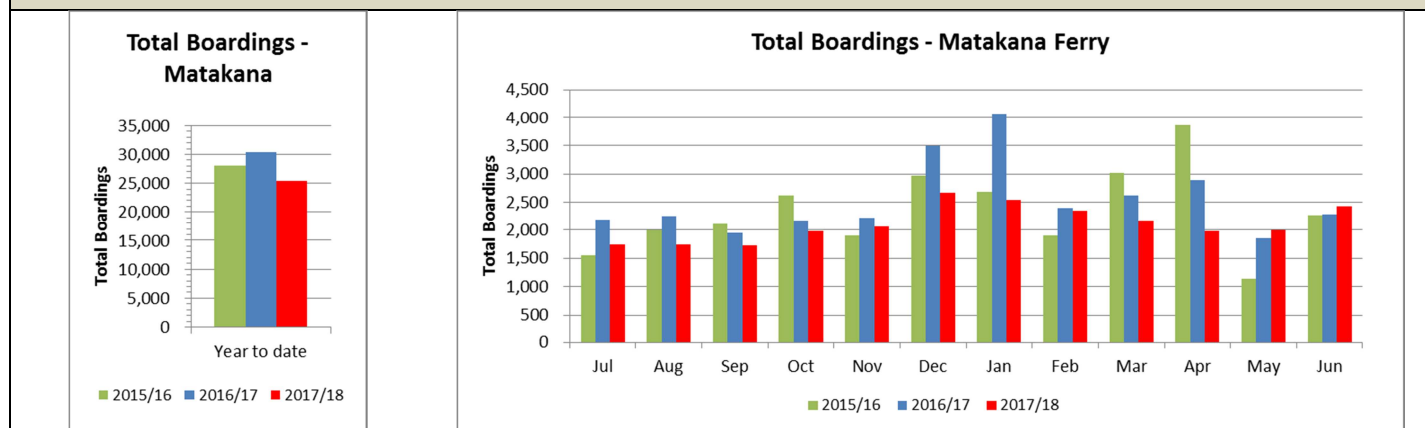
## Katikati and Ōmokoroa – Tauranga

Monthly Fare Revenue			Year to Date Fare Revenue		Year to Date Farebox Recovery			
	Jun-17	Jun-18	% change	To Jun-18	% change	To Jun-18		
Cash	\$1,133	\$923	-18.5%	\$13,523	-11%			
Smartcard	\$3,207	\$2,341	-27%	\$29,562	-19.7%			
SuperGold	\$1,246	\$1,106	-11.2%	\$12,255	8.8%			
Total	\$5,587	\$4,371	-21.8%	\$43,085	-17.1%			
Monthly Patronage			Year to Date Patronage					
	Jun-17	Jun-18	% change	To Jun-18	% change			
	1,364	1,060	-22.3%	13,365	-15.2%			
Patronage by Month - Year to Date								
Patronage by Passenger Type			Patronage by Time period			Patronage by Payment Type		
Type	Year to Jun-18	% Change	Time Period	Year to Jun-18	% Change	Type	Year to Jun-18	% Change
Adult	4,836	-24%	Monday to Friday Peak	8,841	-21.8%	Cash	\$13,523	-11%
Child	60	100%	Monday to Friday Off-Peak	3,637	4.8%	Smartcard	\$29,562	-19.7%
Senior	3,757	8.6%	Saturday/Sunday	887	-10%	SuperGold	\$12,255	8.8%
Tertiary	4,712	-20.1%						
Comments								
Comparing the July 2017 to June 2018 period with the same period for the 2016/17 financial year, the Katikati and Ōmokoroa to Tauranga bus services have performed as follows:								
<ul style="list-style-type: none"> <li>Patronage has dropped by 15.2%, however ongoing issues with ticket machines and data collection have negatively influenced the 2018 figures.</li> </ul>								

# Ōmokoroa – Matakana Ferry

Monthly Fare Revenue			Year to Date Fare Revenue		Year to Date Farebox Recovery	
Jun-17	Jun-18	% change	To Jun-18	% change	To Jun-18	
N/A			N/A		N/A	
Monthly Patronage				Year to Date Patronage		
Jun-17	Jun-18	% change		To Jun-18	% change	
2,287	2,433	+6.4%		25,414	-16.4%	

## Patronage by Month - Year to Date



Patronage by Passenger Type			Patronage by Time period			Patronage by Payment Type		
Type	Year to Jun-18	% Change	Time Period	Year to Jun-18	% Change	Type	Year to Jun-18	% Change
Adult	18,272	-14.2%	Unable to be reported at this time.			Unable to be reported at this time.		
Child	7,142	-21.7%	Unable to be reported at this time.			Unable to be reported at this time.		

## Comments

**Report To:** Public Transport Committee

**Meeting Date:** 16 August 2018

**Report From:** Garry Maloney, Transport Policy Manager

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## **Public Transport Technology**

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### **Executive Summary**

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

- an update on the deployment of a real-time system in Tauranga, including marketing and feedback from customers; and
- an overview of related technologies including Voiceover, live service updates, Google Live and an addition to our website;
- seeking guidance from Councillors in regards to pursuing further a region-wide real-time system; and
- an update on the passenger Wi-Fi trial and procurement.

### **Recommendations**

**That the Public Transport Committee:**

- 1 Receives the report, Public Transport Technology.**
- 2 Requests that staff provide a subsequent report to the Committee containing more detailed information on the opportunity to deploy a single region-wide Real Time Passenger Information system in Rotorua and Eastern Bay of Plenty.**

### **1 Introduction**

At the Public Transport Committee meeting on 9 February 2018, staff advised Councillors of a short term trial of a Real Time Passenger Information (RTPI) system for Tauranga. The tracking system was in operation in March 2018 and the public facing application (App) launched in June. The system has enabled a number of advancements, but also raises some issues for the rest of the region.

Council's capability in the technology space has continued to grow during 2018 and below is an update on the various advancements that have been made or are in progress.

## 1.1 Transit App

The Transit App is a third party smartphone app that uses Tauranga real-time GPS data. The app allows you to know when your next bus is arriving at a glance, see exactly where your transit vehicle is in real time, look up future departures and route itineraries, and plan a-to-b trips. It is supported in over 165 cities around the world.

Bus users can download Transit App for free. During May, June and July we saw an impressive uptake of downloads of the app in Tauranga.

May – 698 downloads          June - 697 downloads          July - 1164 downloads

In July there were 46,000 individual sessions opened by 8,000 unique users in Tauranga.

Over the same period, text requests for information through the Text-a-Bus system have dropped from around 3,000 per month to 2,200 per month. Staff are planning to terminate the Text-a-Bus system by the end of 2018.

The Public Transport Survey undertaken in June 2018 showed that almost a third of bus users are aware of Transit App, with nearly half of those saying that they were likely to use it.

### 1.1.1 Accessibility for visually impaired users

Transit App integrates with both the Voiceover feature on Apple I-phones, and the Talkback feature on Android phones. This provides an audio service allowing users to be aware of which bus is approaching their stop, and once on the bus it lets them know which bus stop the vehicle is approaching next.

Feedback received from members of the blind community in Tauranga has been very positive, with requests to extend the service to more routes across the Bay of Plenty. Staff are considering options to roll out this service outside Tauranga.

### 1.1.2 Transit App marketing

The new Transit bus app was rolled out and the primary target audience was current bus users. They provided an ideal demographic for the initial targeted promotion as they were more likely to be early adopters than non-bus users. By focusing the bulk of the initial awareness push on current bus users we started ingraining the use of the app, with the plan to develop a large base of active users and turn these users into advocates.

Channels for marketing included:

- Bus backs
- in-bus posters and brochures
- bus shelters
- bus stops

- Facebook

### 1.1.3 Feedback from the community

- 'The app is magnificent'
- 'Has transformed my bus travel'
- 'Wonderful - will never need to consult my paper timetable again'.
- 'It's fantastic for what we need it for...to see if the buses are running on time for our daughter. She catches the bus to Mt Maunganui College (either the 1, 2, or 30) and due to them often not running on time she was late to school. Now she has no excuse as she can see exactly when they are due at Salisbury Street or Maunganui Road.'
- 'Thanks for starting this new initiative...it's made life a lot easier!'
- 'While you are waiting at the bus stop it's nice to know how long the wait will be and to know that the bus is coming. The map feature showing the location of the bus is helpful too'.
- 'Good info! That real time data will lead me to use Transit a lot more'.

### 1.1.4 Service Updates

Staff are now able to create live service updates that can be passed onto Transit App users who have enabled notifications on their phones. These notifications show up on the front screen of phones, and are also available within the app. Service updates can include route detours due to planned or unplanned events, bus stops that are moved temporarily due to construction and delays to routes or route changes.

Service updates through Transit App have recently been used to help inform passengers of changes around the Bayfair interchange.

## 1.2 Provision of Data

Council's static timetable data is available from the Baybus website as a download. This is licenced under a Creative Commons International Licence, which allows anyone to download the data, copy and redistribute it, and adapt it for any purpose, even commercially. This is under the condition that the user gives appropriate credit and indicates if changes were made. Full terms of the licence can be viewed here - <https://creativecommons.org/licenses/by/4.0/>.

This static timetable data is combined with real-time location data by a system called Swiftly. The Swiftly system then exports a real-time prediction feed, and Council has provided Transit App with access to this feed.

## 1.3 Next Vehicle Widget

A widget is a mini application that enables a user to perform a particular function. The 'next vehicle' widget is a recent addition to the Baybus website, on the Tauranga Urban page. It defaults to show the next buses arriving at the Willow Street bus stops. Users can change the location by using the geo-location service on their phone, or by typing in the address. The widget was provided free by Transit App.

## 1.4 Google Live

Google Maps currently displays timetable information for all Baybus services. Staff are investigating the option to add real-time information to Google Maps for Tauranga routes (known as Google Live).

## **2 Extending RTPI to Rotorua and Eastern Bay services**

Given the benefits that we are seeing from the RTPI system in Tauranga, it does raise the question of whether or not the system should also be deployed in Rotorua and the eastern Bay of Plenty.

Staff believe there is value in doing so, but note that there is no capital or operational expenditure currently budgeted in the Long Term Plan. If the Committee is supportive of exploring the option further, staff will prepare a report for the next Committee meeting that will address the financial aspects in greater detail to enable the Committee to make a recommendation to Council for inclusion in a potential 2019/2020 Annual Plan.

## **3 Passenger Wi-Fi**

There are fourteen passenger Wi-Fi units in operation – six in Tauranga, six in Rotorua, and two are on Katikati/Ōmokoroa/Te Puke services.

Usage is remaining constant with approximately 2,000 users per month. Nearly half of all sessions are more than 20 minutes in length. Approximately 28% of users are returning to the service more than once, with 5% of users returning more than five times a month.

A procurement process is underway to provide Wi-Fi on all buses in Rotorua and Tauranga, and some regional services. Features of a new system could include incentivising bus use by providing vouchers for discounts for other services (such as coffee), and creating income through paid advertising.

## **4 Council's Accountability Framework**

### **4.1 Community Outcomes**

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

### **4.2 Long Term Plan Alignment**

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

#### **Current Budget Implications**

This planning work to prepare a subsequent report for the Committee on RTPI is within the current budget for the Passenger Transport Activity in Year 1 of the Long Term Plan 2018-2028.

#### **Future Budget Implications**

The future financial implications of potentially deploying a region-wide RTPI system to include Rotorua and the eastern Bay will be considered in a subsequent report.

Melissa Winters  
**Transport Operations Officer**

**for Transport Policy Manager**

**8 August 2018**







Receives Only – No Decisions

**Report To:** Public Transport Committee

**Meeting Date:** 16 August 2018

**Report From:** Garry Maloney, Transport Policy Manager

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## Other Matters of Interest

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### 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:

- Health and Safety at Work Act 2015; and
- giving effect to the Long Term Plan.

### Recommendations

**That the Public Transport Committee:**

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

#### **1 Introduction**

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

#### **2 Health and Safety at Work Act 2015**

Some members may recall that in early-July 2018, a passenger tragically died in a fall on an Auckland double-decker bus. The story caught the eye of the Deputy Chair, who put a question to the Council's Health & Safety Manager about the implications for Council as a contractor of bus services.

He advised that responsibility would lie across the bus operator and Council as there is a shared duty under the Act.

Council staff are aware of this shared duty and have been working with our bus operators over the last two years to reflect this requirement. Activities to date include:

- hosting health and safety workshops collectively with the operators - the most recent focused on lines of reporting and how we share information;

- providing system training to new employees of our contractors (e.g. Reesby Rotorua Ltd, with Uzabus Ltd next month); and
- in collaboration with CCS Disability Action, over thirty taxi drivers received a revitalised Disability Awareness Training programme.

We also require operators to notify us of injuries to patrons and we follow up to ensure corrective action is taken.

Going forward, staff intend:

- improving further our health and safety complaints procedure to ensure a more robust system;
- refining the report based monitoring and auditing of bus operators; and
- working with NZ Bus, to ensure health and safety compliance and to outline our expectations prior to commencement of their contract.

### **3 Giving Effect to the Long Term Plan**

Through the Long Term Plan deliberations, Council agreed to a number of initiatives including new service requests (Mamaku), free Tauranga school bus trials and new investigations (such as the Supa NZ request that Council engage older people in transportation planning).

To date, the current focus on the implementation of the new western Bay bus contracts, the Regional Integrated Ticketing System and business case processes has meant that apart from initial planning work for the Welcome Bay student fare free trial, the other new pieces of work have not yet been able to be progressed.

This should be remedied as the team build its resource over the next few months.

## **4 Council's Accountability Framework**

### **4.1 Community Outcomes**

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

### **4.2 Long Term Plan Alignment**

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

#### **Current Budget Implications**

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

#### **Future Budget Implications**

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

Garry Maloney  
**Transport Policy Manager**

**9 August 2018**

