Bay of Plenty Regional Public Transport Plan 2022-32

Action Plan

Final

25 March 2024

Bay of Plenty Regional Council

Document History

| Version 1 | Approved by the Regional Public Transport Committee - 12 March 2024 |
| Version 2 | Final of Action Plan incorporating minor amendments requested by Committee – 25 March 2024 |

Summary

This Action Plan has been developed to ensure the Bay of Plenty Regional Public Transport Plan 2022-2032 (RPTP) is successfully implemented and meets its key objectives. This Plan supplements the RPTP, providing more detail on how it will be implemented. It is primarily structured around the policies and actions in the RPTP.

Governance and management

The Bay of Plenty Public Transport Committee (PTC) prepared the RPTP for approval by the Regional Council and is therefore the appropriate governance body for approving and overseeing this Action Plan.

The PTC is a committee of the Regional Council but also includes members from Tauranga City Council, Western Bay of Plenty District Council, Rotorua Lakes Council, Whakatane District Council and Waka Kotahi.

As lead agency, the Regional Council is primarily responsible for ensuring the RPTP is implemented. However, the RPTP (and this Action Plan) include policies and actions that cover both services and infrastructure. This means that a partnership approach across agencies is critical to ensuring the RPTP is successfully implemented.

Implementation approach

The RPTP Action Plan provides a roadmap for RPTP implementation and enables BOPRC and partner agencies to take a structured and informed approach leading into the next RPTP review.

The six focus areas identified in the RPTP provide the themes that anchor our implementation approach, defining how we work with our partners to deliver the key components of the Plan. RPTP implementation is then structured around the delivery of objectives, policies, actions and measures referenced in the RPTP.

Resourcing

The Bay of Plenty Regional Council Long Term Plan (LTP), the RLTP and the NLTP determine the level of resource available for implementing and reviewing the RPTP. The proposed budget covers the following functional areas:

- project managing implementation;
- providing technical advice and analysis to support implementation;
- monitoring and reporting progress;
- research and analysis to implement the current RPTP and prepare for the next review; and
- the next RPTP review.

Analysis of the overall RPTP implementation programme in this Action Plan suggests that project managing RPTP implementation (including the monitoring framework) will require the additional allocation of 0.25 FTE (10hrs/wk) from within the BOPRC transport planning team.

The RPTP contains 52 policies and 55 actions. However, many are inter-related meaning a smaller number of projects or activities are required to collectively implement them. Detailed analysis indicates that projects or activities that are either currently being delivered or proposed in the

BOPRC transport programme will implement the vast majority or policies and actions in the RPTP. The key operating assumption is that these activities will continue to be included in the BOPRC transport programme and resourced in the BOPRC LTP.

There are a smaller number of key activities for RPTP implementation being delivered by the transport programmes of partner agencies or organisations.

There are also several RPTP projects or activities that BOPRC is **not** proposing to implement at this point in time due to the need to find cost efficiencies in the transport programme. These activities have not been proposed (or progressed further) in the BOPRC LTP development process.

Monitoring and review

The proposed monitoring framework covers the performance measures listed in the RPTP, including the targets set to measure the achievement of the seven key RPTP objectives. This framework will be integrated within the Arotake public transport monitoring report to ensure there is 'one source of truth' for all BOPRC public transport performance measures.

The Action Plan proposes moving to a six-yearly cycle of comprehensive reviews timed to coincide with future RLTP development processes, thus enabling joint consultation. This will present a more coherent set of transport proposals to the public while reducing the time and cost of duplicate processes. These comprehensive reviews would be supplemented by mid-term technical reviews limited in scope to essential updates to the RPTP.

Contents

Glossary

Term	Description
ATO	Approved Taxi Organisation – a taxi organisation that is approved by Waka Kotahi and which meets specific operating requirements.
BOPRC	Bay of Plenty Regional Council
FAR	Funding Assistance Rate – the proportion of central government funding from the NLTF allocated to services and infrastructure.
FTE	Full Time Equivalent
Farebox recovery	The proportion public transport operating costs covered by fare revenue.
GPS	Government Policy Statement on Land Transport
LTMA	Land Transport Management Act
LTP	Long Term Plan – a plan prepared by all local authorities under the Local Government Act and covering a period of at least ten years.
Mode Shift	The process of changing travel behaviour from one mode of transport to another. In the RPTP it means growing the share of travel by public transport (and walking, cycling and micro-mobility), and therefore reducing peoples' reliance on private vehicles.
MoE	Ministry of Education
NLTF	National Land Transport Fund – collects revenue raised from the land transport system, including Fuel Excise Duty, Road User Charges, motor vehicle registration and licensing fees.
NLTP	National Land Transport Programme – a three-yearly programme of investment in land transport infrastructure and services from the National Land Transport Fund.
ODPT	On Demand Public Transport - a form of public transport usually involving smaller vehicles operating on flexible routes. Passengers book rides and then share the vehicle with other users. Pick-up and drop-off locations are determined according to passenger needs.
Off-peak	Weekdays 9:00 am until 3:00 pm and after 6:30 pm; weekends and public holidays
Operators	Companies that are contracted by BOPRC to provide public transport services.
Park and ride	A system for reducing urban traffic congestion, in which drivers leave their cars in car parks on the outskirts of an urban area and travel to the centre on public transport.
Peak	Weekdays before 9:00 am and from 3:00 pm to 6:30 pm
PTOM	Public Transport Operating Model
PT S&I	Western Bay of Plenty Public Transport Services and Infrastructure Business Case
RLTP	Regional Land Transport Plan
RPTP	Regional Public Transport Plan
RUB	Requirements for urban buses in New Zealand. Waka Kotahi's national standards for urban public transport fleets.

Term	Description
SmartGrowth partners	Tauranga City Council, Western Bay of Plenty District Council, Bay of Plenty Regional Council, tāngata whenua and central government
SSBC	Single Stage Business Case
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.
TDM	Travel demand management
The Plan	Bay of Plenty Regional Public Transport Plan
TLAs	Territorial Local Authorities (City and District Councils)
Total Mobility	A nationwide scheme that provides a subsidised taxi service to people with serious mobility constraints.
Transport disadvantaged	People who 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).
TSIG	Transport Special Interest Group – regional sector group made up of technical staff representing regional and unitary councils throughout New Zealand.
TSP	Western Bay of Plenty Transport System Plan – a transport plan focused on delivering the first 30 years of the UFTI Connected Centres vision.
TSP partners	Tauranga City Council, Western Bay of Plenty District Council, Bay of Plenty Regional Council, Waka Kotahi NZ Transport Agency, KiwiRail, Port of Tauranga, Priority One and tāngata whenua
TTM	Tauranga Transport Model
UFTI	Urban Form and Transport Initiative – an integrated long term urban form and transport programme for the western Bay of Plenty subregion.
Unit	All services that are integral to the region's public transport network are grouped into units
Urban transformation	Strategies and actions to improve the economic, social, physical and environmental conditions of urban areas through the delivery of comprehensive and integrated approaches.
Waka Kotahi	NZ Transport Agency Waka Kotahi

Part 1: **Introduction**

1.1   Background

This Action Plan has been developed to ensure the Bay of Plenty Regional Public Transport Plan 2022-2032 (RPTP) is successfully implemented and meets its key objectives.

Part 5 of the RPTP recognises the need to take a structured approach to implementation of the Plan. This section commits to developing an implementation plan for policies and actions in the RPTP, noting that the implementation plan is to establish costs and timeframes for delivery of the actions, while taking into account available resources. The plan is also to include a monitoring framework for performance measures in the RPTP. The following Action Plan has been developed to meet those requirements.

1.2   About the Action Plan

The RPTP is the key statutory document for public transport planning and investment in the region. It guides the design and delivery of public transport services, information and infrastructure in the Bay of Plenty region.

The RPTP takes a 10 year+ strategic view of public transport with a particular focus on the first three years. In doing so, it describes:

- What we want our public transport system to achieve (our long-term vision and objectives).

- How we propose to get there (the strategies, focus areas, policies and actions that will help us achieve our goals).

- What public transport services we propose to provide.

This Action Plan supplements the RPTP, providing more detail on how it will be implemented. It is primarily structured according to the policies and actions in the RPTP.

The key sections in the Plan are:

- **Governance and management** – arrangements for the governance and management of RPTP implementation, including roles and responsibilities;

- **Implementation approach** – a high level summary of the RPTP implementation approach;

- **Resourcing** - an assessment of the resourcing required to deliver the RPTP Action Plan, an;

- **Monitoring and review** – the RPTP monitoring and review framework;

- **Appendix A** – detail on the delivery of RPTP policies and actions; and

- **Appendix B** – detail on the RPTP key performance indicators.

Part 2: **Governance and management**

2.1 Governance

The terms of reference for the Bay of Plenty Public Transport Committee (PTC) defines its purpose and role. The purpose of the PTC is to set the strategic and operational direction for approved Regional Council public transport policy and strategy, and monitor how it is implemented.

The PTC is a committee of the Regional Council but also includes members from Tauranga City Council, Western Bay of Plenty District Council, Rotorua Lakes Council, Whakatane District Council and NZ Transport Agency Waka Kotahi. This is important because in the Bay of Plenty region:

- **Public transport services** (vehicles, routes and fares) are managed by the Bay of plenty Regional Council.

- **Public transport infrastructure** (e.g. stops and shelters, interchanges, priority features such as bus lanes or clearways, information signs or displays, park and ride facilities) is managed by either city and district councils (local roads) or NZ Transport Agency Waka Kotahi (state highways).

The RPTP and this Action Plan include policies and actions that cover both services and infrastructure[1]. This means that a partnership approach across agencies is critical to ensuring the RPTP is successfully implemented. The Joint Public Transport Committee will be a key stakeholder providing oversight of project-level implementation in the Tauranga/Western Bay of Plenty sub-region.

The PTC prepared the RPTP for approval by the Regional Council and is therefore the appropriate governance body for approving and overseeing implementation of this Action Plan.

2.2 Management

As lead agency, the Regional Council is primarily responsible for ensuring the RPTP is implemented. However, several partner agencies have significant implementation responsibilities. In particular:

- the NZ Transport Agency Waka Kotahi; and

- territorial local authorities:

    o Tauranga City Council

    o Western Bay of Plenty District Council

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[1] LTMA s120 (Contents of regional public transport plans) (a)(ia) requires an RPTP to identify the infrastructure necessary to support the services identified in the plan.

- o   Rotorua Lakes Council

- o   Whakatane District Council

- o   Kawerau District Council
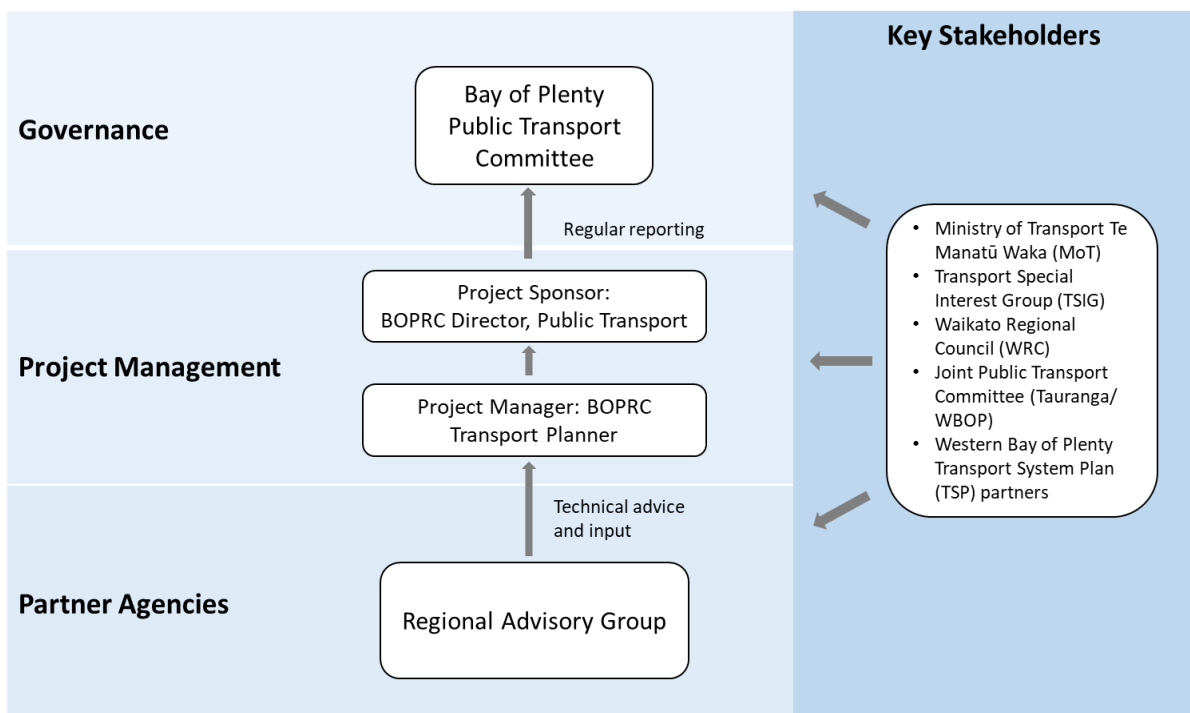
- o   Opotiki District Council.

A number of other organisations and groups will also have roles to play in the implementation of policies and actions in the RPTP, including:

- Ministry of Transport Te Manatū Waka (MoT)

- Transport Special Interest Group (TSIG)

- Waikato Regional Council (WRC)

- Tauranga/Western Bay of Plenty Joint Public Transport Committee

- Western Bay of Plenty Transport System Plan (TSP) partners[2].

These organisations are external to the core project structure but provide information and advice that has implications for the delivery of RPTP policies and actions.

The RPTP Action Plan governance, management and reporting structure is shown in the following figure.

*Figure 1   RPTP Action Plan governance, management and reporting*

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[2] Tauranga City Council, Western Bay of Plenty District Council, Bay of Plenty Regional Council, Waka Kotahi NZ Transport Agency, KiwiRail, Port of Tauranga, Priority One and tāngata whenua.

Part 3: **Implementation approach**

3.1 Overview

The RPTP Action Plan provides a roadmap for RPTP implementation and enables BOPRC and partner agencies to take a structured and informed approach leading into the next RPTP review. This will allow us to 'close the loop' and complete the policy cycle (Figure 2).

Figure 2   RPTP policy cycle
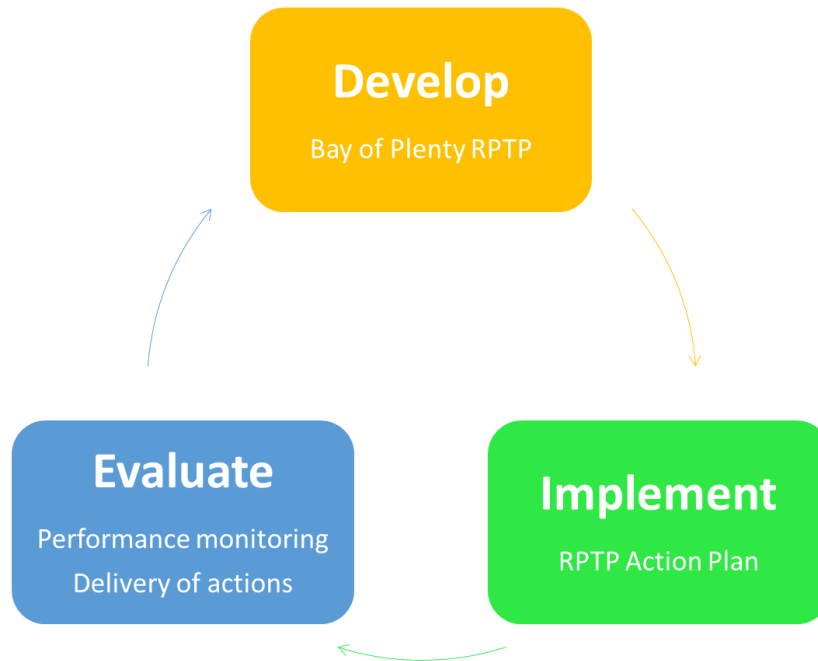
The six focus areas identified in the RPTP provide the themes that anchor our implementation approach, defining how we work with our partners to deliver the key components of the Plan (Figure 3).

Figure 3   RPTP focus areas

Customer centred	• *We will work proactively to identify customer needs and deliver a safe and convenient service offering with pricing that encourages more frequent use*
Delivering a seamless journey	• *We will focus on the integrated delivery of services and infrastructure to provide a seamless end-to-end journey for our customers*
Changing perceptions and attitudes to public transport	• *We will develop and implement strategies to positively influence peoples' perceptions of public transport and encourage travel behaviour change, particularly amongst commuters*
Accessibility for all user groups	• *We will take a flexible and responsive approach to delivering services that enable accessibility for all users; exploring new modes and delivery models*
Transition to low impact public transport	• *We will demonstrate regional leadership in transitioning to zero emission and low impact public transport*
Collaborative	• *We will work with our partners and communities to consider innovative ways of delivering public transport solutions that meet peoples' needs*

RPTP implementation is then structured around the delivery of objectives, policies, actions and measures referenced in the RPTP, specifically:

- Objectives and their associated targets (RPTP section 3.2)

- Future strategies for Tauranga/Western Bay of Plenty, Rotorua, Eastern Bay of Plenty sub-regions (RPTP section 4.1)

- Policies and actions (RPTP section 4.2)

- Performance measures (RPTP section 5.3).

3.2   Objectives and targets

Progress towards RPTP objectives will be measured through their associated targets (Figure 4). These measures will be integrated into the RPTP monitoring framework.

Figure 4   RPTP objectives and targets

Objectives		Targets
Mode shift and carbon reduction	Public transport successfully contributes to the region's mode shift and greenhouse gas reduction goals. Reduce public transport emissions by decarbonising the region's fleet.	Plan and deliver a network to achieve 20% public transport mode share in the region's main urban areas by 2032. Zero tailpipe emissions from the region's public transport fleet by 2035.
Service planning and design	Easy to use public transport that is accessible to existing and potential customers.	70% of dwellings in Tauranga and Rotorua urban areas are within 500m of frequent public transport services by 2030. 80% of residential dwellings in the region are within 500m of a public transport service by 2030.
Service and infrastructure delivery	Public transport services and infrastructure combine to deliver a safe, reliable, punctual and high quality customer experience while providing value for money.	<0.5% of total scheduled trips are missed annually. >95% of services operate within 5 minutes of schedule annually. 75% of services consistently meet the minimum patronage expectations in Policy 2.3.
Public transport and land use integration	Integrated public transport and land use planning supports well-functioning urban environments that enable all people and communities to provide for their social, economic, and cultural wellbeing, and for their health and safety, now and into the future.	A minimum of 47% of jobs in our main urban centres are accessible within 45 minutes travel time by public transport from all dwellings in the morning peak in 2030.
Customer experience and information	An excellent customer experience that grows passenger numbers.	85% of customers are very satisfied with the public transport service by 2030. Public transport boardings increase on average by 10% per annum to 2030.
Partnerships	Quality partnerships ensure that we are responsive to customer and community needs.	High levels of satisfaction expressed in an annual survey of partners.
Fares and pricing	An equitable fare and pricing system that attracts new customers and rewards frequent use.	90% of customers are very satisfied with bus service value for money by 2030.

3.3 Future strategies

The RPTP recognises that the region is home to diverse communities, with distinctive public transport needs and requirements, meaning that a 'one size fits all' approach will not necessarily deliver the desired outcomes for each community. Consequently, the Plan takes a sub-regional approach to the implementation of future strategies.

The following sections identify the primary means of delivering the public transport strategies for each sub-region in the short-term.

3.3.1 Tauranga and the Western Bay of Plenty

The Urban Form and Transport Initiative (UFTI) Connected Centres programme sets out the long term strategy for public transport in Tauranga and the Western Bay of Plenty, and the RPTP was developed to be consistent with this strategy.

The Western Bay of Plenty Transport System Plan (TSP) is the primary vehicle for delivering the individual transport components of the UFTI Connected Centres programme in an integrated way across agencies with transport functions in the sub-region.

From a public transport perspective, the priority action is to complete and implement the Western Bay of Plenty Public Transport Services and Infrastructure Business Case (PT S&I). This is scheduled for completion in early 2024. Implementation of the RPTP policies and actions in 2024 and subsequent years will complement the activities identified in the TSP and PT S&I.

3.3.2 Rotorua

The Rotorua Bus Network Refresh is intended to be the primary means of delivering future public transport strategy for Rotorua in the short-erm.

The Network Refresh in its current form is dependent on changes to public transport infrastructure in central Rotorua. However, there is currently a degree of uncertainty around how this infrastructure will be funded now that the Government has halted funding via the Transport Choices Programme.

BOPRC is now investigating options for implementing the Rotorua Bus Network Refresh in either its original or in a modified form.

3.3.3 Eastern Bay of Plenty

The Eastern Bay of Plenty Public Transport Network Review (renamed from Eastern Bay Bus Network Refresh) is the current focus for the implementation of public transport strategy in the sub-region. As of February 2024, the Review has been scoped and a project team confirmed. Technical and analysis and option development is under way.

3.4 Policies and actions

Detailed analysis on the implementation of RPTP policies and actions can be found in Appendix A.

3.5 Performance measures

The monitoring framework for RPTP performance measures can be found in Part 5 and Appendix B.

Part 4: **Resourcing**

The Bay of Plenty Regional Council Long Term Plan (LTP), the RLTP and the NLTP determine the level of resource available for implementing and reviewing the RPTP. Figure 5 shows the proposed budget for the RPTP development and implementation activity for the next three year NLTP period.

This covers the following functional areas:

- project managing implementation;

- providing technical advice and analysis to support implementation;

- monitoring and reporting progress;

- research and analysis to implement the current RPTP and prepare for the next review; and

- the next RPTP review.

Analysis of the overall RPTP implementation programme in this Action Plan suggests that project managing RPTP implementation (including the monitoring framework) will require the additional allocation of 0.25 FTE (10hrs/wk) from within the BOPRC transport planning team.

Figure 5   ***Resourcing for RPTP implementation and review***

Financial year	Total funding	Local share
2024/25	$301,320	$147,647
2025/26	$256,650	$125,759
20206/27	$176,610	$86,539

4.1   Assessment of current implementation

The RPTP contains 52 policies and 55 actions. Many of these provisions are inter-related, for example a policy may be delivered by a corresponding action or actions, or delivery of a single project or activity may implement or partially implement several policies and actions. Appendix A contains a line by line analysis of all RPTP policies and actions, identifying the inter-dependencies between them and the projects or activities that will implement them.

The following identifies the activities that are either currently being delivered, or proposed for delivery, in the BOPRC transport programme. The analysis in Appendix A indicates that, if delivered, these activities will implement the vast majority or policies and actions in the RPTP. The key operating assumption is that these activities will continue to be included in the BOPRC transport programme and resourced in the BOPRC LTP.

Projects/workstreams/activities in the BOPRC transport work programme that are necessary for RPTP implementation and currently in process[3]:

- Western Bay of Plenty Public Transport Services and Infrastructure Business Case

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[3] Some processes are temporarily on hold for various reasons e.g. pending clarity on national direction.

- Tauranga Bus Network Refresh (Stage 2) – Tauranga Western
- Rotorua Bus Network Refresh
- Eastern Bay of Plenty Public Transport Network Review
- Tauranga On-Demand Trial
- Bus decarbonisation
- Transport business case development portfolio
- BOPRC Transport Activities Procurement Review
- Public transport fare review
- School services (continuous programme)
- School services review and rationalisation
- Security presence at key locations
- Public transport marketing, communications and engagement activities
- Service funding to support future park and rides
- Total Mobility scheme (continuous programme)
- Arotake public transport monitoring report
- Accessible Action Planning workstream
- BOPRC Travel Demand Management and Behaviour Change Programme
- Annual business planning with operators
- Engagement with TSIG on strategic transport issues
- Exempt services register
- Regular review of service timetables
- Matakana Ferry concession (continuous programme)
- Special events policy
- Bike racks on buses

In addition to the proposed BOPRC transport programme, there are a smaller number of key activities for RPTP implementation being delivered by the transport programmes of partner agencies or organisations. These are:

- TSP programme delivery
- Public transport infrastructure upgrades and maintenance programmes
- Investigation into transport pricing
- Western Bay of Plenty network optimisation programme (previously VKT reduction)
- Parking management plans in high demand areas

Finally, there are several RPTP projects or activities that BOPRC is **not** proposing to implement in the current transport work programme (additional resources have not been allocated in the draft BOPRC LTP). Given the need to find efficiencies in the current Council transport programme, these activities have not been proposed (or progressed further) in the BOPRC LTP development process:

- Passenger rail business case (≈$260k)

- Regional bus services strategy (≈$100,000 for future strategy preparation)
- Additional resource to work directly with developers on the timing of public transport infrastructure in new developments (0.25 FTE ≈$35k p.a.)
- Review of public transport service provision to medium and high density residential areas (≈$20,000)[4]
- Rapid transit investigations: strategic study (≈$50k); funding mechanisms (≈$30k)
- Public transport brand review
- The Public Transport Story (customer focused visualisation)
- Māori responsiveness framework for public transport (≈$50k)

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[4] Case-by-case reviews will still be undertaken as part of network review processes.

Part 5: **Monitoring and review**

5.1   Monitoring

Monitoring is an integral part of completing the policy cycle (see Figure 2). The Regional Council undertakes public transport monitoring for several reasons:

- measuring how successful the RPTP has been in meeting its objectives;

- compliance with LTMA and Waka Kotahi requirements;

- measuring the contribution public transport makes to wider system objectives;

- measuring the value for money of investment in public transport;

- monitoring the performance of contracts, units and services; and

- understanding customer satisfaction.

The RPTP notes that the implementation plan (this Action Plan) is to include a monitoring framework for the following performance measures:

- Patronage and service utilisation

- Reliability and punctuality

- Mode share (including its contribution to carbon reduction)

- Cost and revenue

- Safety and security incidents

- Customer enquiries and complaints

- Service quality and customer experience

- Public transport coverage and access

The proposed monitoring framework in Appendix B covers the RPTP performance measures listed above, including the targets set to measure the achievement of the seven key RPTP objectives.

The overarching principle when developing the monitoring framework has been integration with the existing Arotake public transport monitoring report to ensure there is 'one source of truth' for all BOPRC public transport performance measures.

5.2 Review

LTMA section 126 includes the following requirements for an RPTP:

- it must, at all times, be kept current for a period of not less than 3 years in advance, but not more than 10 years in advance; and

- may be reviewed by the Regional Council from time to time, but must be reviewed and, if necessary, renewed or varied at the same time as, or as soon as practicable after, the public transport service components of a regional land transport plan are approved or varied.

The current RPTP covers the ten year period September 2022 – September 2032. This means that, in order to fulfil the first requirement, it must be renewed or updated by September 2029 at the latest to ensure it is kept current for at least three years in advance.

The second clause refers in the first instance to a review of the RPTP. This doesn't necessarily mean a renewal or update, which is only required if the review finds that it is necessary. Given this, a review may be understood to mean an assessment of the current RPTP to determine whether it is still fit for purpose or needs updating.

In order to fulfil this second clause, the Regional Council must review the current RPTP at the same time or as soon as practicable after the RLTP has been finalised. The next RLTP (2024-2034) is currently due to be submitted in June 2024. This means the RPTP should be reviewed as soon as practicable after this date to take into account any changes arising from the RLTP.

Bearing the above in mind, the proposal for future review cycles is to comply with the statutory requirements while striking a balance with minimising the time and costs associated with conducting a full review and update, including public consultation.

The intention is to move to a six-yearly cycle of comprehensive reviews timed to coincide with RLTP development processes. Alignment with RLTP cycles will enable joint consultation processes to be conducted; thus reducing associated time and costs, while providing a clearer consultation process for the public and minimising the potential for consultation fatigue.

Six-yearly comprehensive reviews would be supplemented by mid-term technical reviews, which would be limited in scope to essential updates. The initial intent would be not to undertake public consultation on these mid-term updates. However, the decision would be made on a case-by-case basis during the review process in accordance with the RPTP significance policy. Public consultation would only be required if the variation was deemed to be significant according to this policy.

An indicative future review programme is shown in Figure 6. This allows 8 months for a technical review (assuming no public consultation) and 16 months for a full review.

Figure 6   ***Future RPTP review programme***

Review scope	Timing
Technical	August 2024 – March 2025
Comprehensive	January 2026 – April 2027
Technical	August 2029 – March 2030
Comprehensive	January 2032 – April 2033

Appendices

Appendix A:
RPTP Policies and Actions

Mode Shift and Carbon Reduction

Policy		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)[5]
Policy 1.1	Frequent and reliable services *(scope: Tauranga and Rotorua urban networks)*	**BOPRC** TCC RLC Waka Kotahi	2023+	Action 1.1 Action 1.2 Action 2.4	**Tauranga** Policy 1.1 will be delivered through the implementation of Action 1.1 (WBOP PT Services & Infrastructure Business Case (PT S&I) and Action 1.2 (individual business cases in Tauranga e.g. Cameron Road Stages 1 & 2; Tauriko business cases).	BOPRC is currently resourced to deliver the PT S&I and provide input into the development of Tauranga business cases.	-
					Rotorua In the short-medium term, Policy 1.1 will be delivered through the implementation of the Rotorua Bus Network Refresh (Action 2.4).	See Action 2.4	See Action 2.4
Policy 1.2	Targeted interventions in urban areas *(scope: Tauranga and Rotorua urban networks)*	**BOPRC** TCC RLC Waka Kotahi	2023+	Policy 1.1 Action 1.1 Action 1.2 Action 2.4	**Tauranga** Policy 1.2 will be delivered through the implementation of Actions 1.1 and 1.2 as above.	See Actions 1.1 and 1.2.	-
					Rotorua Policy 1.2 will be delivered by the implementation of Action 2.4 as above.	See Action 2.4	-
Policy 1.3	Travel demand management (TDM)	**BOPRC** TLAs Waka Kotahi	2023/24+	Action 1.3	Delivered through implementation of Action 1.3.	BOPRC currently has staff resource allocated to developing and implementing the TDM programme.	*TBC*

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[5] Additional to current resourcing/budgets.

Policy		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)[5]
Policy 1.4	Zero emission public transport	**BOPRC**	2023/24-	Action 1.4 Action 1.5 Policy 2.6 Policy 3.9	The transition to a zero-emission public transport fleet will primarily be managed through contract renewal processes. The On Demand trial is being delivered with zero emission vehicles. BOPRC is also actively engaging with Waka Kotahi and TSIG to ensure alignment with national/regional approaches to bus decarbonisation.	BOPRC has resourcing to deliver an updated Transport Activities Procurement Strategy and resource is being allocated to deliver future procurement processes.	*TBC* There are likely to be significant additional contract costs to deliver a future zero emission bus fleet.
Policy 1.5	Mobility as a service	**TSIG**	Ongoing	Action 1.7	To be delivered through Action 1.7 (working through established sector groups),	BOPRC has capacity to actively participate in TSIG and engage with any MaaS opportunities as they arise. No additional resource has been allocated.	-
Policy 1.6	Passenger rail	**MoT** BOPRC WRC TCC WBOPDC	-	Action 1.8	Policy to be delivered through Action 1.8.	See Action 1.8.	-
Policy 1.7	Transport pricing	**TCC** Waka Kotahi BOPRC WBOPDC	2024	-	TCC is actively leading a conversation with the community on the concept of road pricing through its LTP process.	-	-

Action		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
Action 1.1	Develop and implement the Western Bay of Plenty Public Transport Services and	**BOPRC** TCC WBOPDC	BC completion early 2024	Also Action 2.2	In progress; project being managed by BOPRC and delivered by consultants.	BC currently resourced. Future PT levels of service to be determined.	TBC

Action		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
	Infrastructure Business Case	Waka Kotahi	Implement 2024+				
Action 1.2	Develop business cases and implement packages of targeted interventions within activities identified in the Bay of Plenty RLTP.	BOPRC TCC WDC	Varied	Policy 1.1 Policy 1.2	Several TCC led business cases in progress.	BOPRC has staff resource allocated to manage business case portfolio.	-
Action 1.3	Develop and implement the comprehensive region-wide Bay of Plenty travel demand management and behaviour change programme.	**BOPRC** TLAs co-lead in each sub-region	2023/24+	Policy 1.3 Policy 5.5 Action 5.5	Current focus: activities to gain better understanding of customers' needs through customer segmentation to support improved PT customer experience, promotional work and future TDM programme development & delivery. This initial work will also inform the fares review (see action 7.2).	BOPRC has budget to cover current activities only. Staff resource has been allocated to developing and implementing the TDM programme, however awaiting confirmation of future funding before beginning work on this.	-
Action 1.4	Undertake a bus fleet decarbonisation feasibility study.	**BOPRC**	2023/24	Target for Objective 1	Currently on hold pending central government direction and future procurement strategy.	Budgeted in BOPRC transport programme.	-
Action 1.5	Integrate the transition to a zero emission public transport fleet within: – BOPRC Climate Change Action Plan; – Bay of Plenty Transport Emissions Reduction Plan (TERP).	**BOPRC**	Ongoing	BOPRC Climate Change Action Plan TERP	In progress.	No additional resourcing required.	-
Action 1.6	Undertake work to include bus fleet emissions in the Bay of Plenty public transport monitoring and reporting programme.	B**OPRC**	2024	Arotake RPTP monitoring framework	Initial conversations with Transport Systems team about how this can be delivered.	TBC	May be cost implications if new data needs to be sourced/ created

Action		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
Action 1.7	Work proactively through established regional sector groups to identify, assess, trial and adopt viable new public transport technologies, including mobility as a service platforms	**TSIG** BOPRC	Ongoing	Action 3.4	Most efficient to work through TSIG where bigger organisations with more resources are better placed to trial and assess new technologies.	No additional resource currently allocated.	Likely to be resourcing and cost implications if BOPRC decides to trial/adopt any new technologies.
Action 1.8	Actively participate in central government business cases investigating the possible extension of Hamilton to Auckland passenger rail to Tauranga.	**MoT** BOPRC WRC TSP partners	-	Policy 1.6	Central government unlikely to initiate a business case in the current environment. This is considered to be a low priority at this point in time.	No additional resource has been allocated in the BOPRC LTP 2024-2034.	≈$260k (IBC)
Action 1.9	Work with urgency to better understand what is required to achieve new national vehicle kilometres travelled targets and to plan for 20% public transport mode share by 2032.	**TSP partners**	2023/24	Action 1.1/2.2 Target for Objective 1	This was a key objective for the Tauranga/WBOP VKT reduction programme. The Minister of Transport has halted funding for VKT reduction programmes (beyond that already approved) and requested that Waka Kotahi stop work on them. The WBOP/Tauranga programme is being re-purposed as a network optimisation programme to support TSP objectives (including emissions reduction).	CERF funding (approved) $363,000	-

Service Planning and Design

Policy		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
Policy 2.1	Service planning principles	**BOPRC**	Ongoing		To be applied when planning and designing public transport networks and services.	No additional resourcing required	-
Policy 2.2	Service classifications	**BOPRC**	Ongoing		To be applied when planning and designing public transport networks and services.	No additional resourcing required	-
Policy 2.3	Service optimisation	**BOPRC**	Ongoing	Action 2.1	Policy to be delivered through implementation of Action 2.1. To be applied when assessing the value of new or existing services.	See Action 2.1	-
Policy 2.4	Urban public transport network operating models	**BOPRC** TCC RLC Waka Kotahi	2023-	Action 1.1/2.2 Action 2.4	Tauranga network operating model being delivered through PT S&I business case	BOPRC is currently resourced to deliver the PT S&I	-
					Revised Rotorua network operating model being delivered through Rotorua Bus Network Refresh – see Action 2.4.	BOPRC is currently resourced to deliver the service components of the Rotorua Bus Network Refresh. Infrastructure shortfall of c.$500k with the cancellation of Transport Choices Programme funding.	See Policy 1.1
Policy 2.5	Community services	**BOPRC** TLAs Community trusts/service providers Waka Kotahi	2023-	Action 2.6 Action 2.7 Action 6.5	Included within the scope of the Accessible Action Planning workstream initiated in 2023. The Eastern Bay of Plenty Public Transport Network Review is also considering the potential for community shared transport initiatives.	See Action 6.5.	-

Policy		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
Policy 2.6	On demand public transport	**BOPRC** Operators/service providers TLAs Waka Kotahi	2024-	Action 2.8	Policy delivered through implementation of Action 2.8.	See Action 2.8	-
Policy 2.7	Total Mobility	**BOPRC** Service providers Waka Kotahi	Ongoing	-	Implemented through continued delivery of the Total Mobility Scheme.	BOPRC resourced for continued administration of the Scheme (providing Government funding continues). Annual operating budget of ≈$500,000 (local share) included in BOPRC continuous programme.	-
Policy 2.8	School services	**BOPRC** Operators	Ongoing	Policy 7.5 Action 2.10 Action 2.11	Policy delivered through implementation of Actions 2.10 and 2.11.	BOPRC is currently resourced for planning and contract management of school services. Annual operating budget of ≈$3.7M included in BOPRC continuous programme.	-
Policy 2.9	Ferries	**BOPRC** WBOPDC TCC	2023	Action 2.9	Maintain current concession for Matakana Island Ferry (SuperGold Card). Policy delivered through implementation of Action 2.9.	Annual cost of ≈$30,000 for Matakana Island concession included in BOPRC continuous programme.	-
Policy 2.10	Regional services	**BOPRC** TLAs Waka Kotahi	-	Action 2.12	Policy to be delivered through implementation of Action 2.12	See Action 2.12	See Action 2.12

Policy		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
Policy 2.11	Special events	**BOPRC**	March 2024	Action 2.13 Action 7.2	Policy to be delivered through implementation of Action 2.13 and subsequent BOPRC decisions on public transport support for special events.	No additional resourcing required. A more defined set of criteria may reduce current costs.	-

Action		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
Action 2.1	Consistently monitor boardings per in service hour on all Express, Primary and Connector services and review service provision as necessary.	**BOPRC**	2024 (dataset) Ongoing (monitoring)	Policy 2.3	Requires work within the Transport Systems team to develop and maintain service utilisation datasets.	Transport Business Analyst working with existing data sources.	-
Action 2.2	Develop and implement the Western Bay of Plenty Public Transport Services and Infrastructure Business Case.	**BOPRC** TCC WBOPDC Waka Kotahi	BC completion early 2024 Implement 2024+	Also Action 1.1	In progress; project being managed by BOPRC and delivered by consultants.	BC currently resourced. Future PT levels of service to be determined.	TBC
Action 2.3	Implement the Tauranga Bus Network Refresh (Stage 2) – Tauranga Western	**BOPRC** TCC Service operator	2024+	Action 1.1/2.2	A network plan was developed and public consultation was undertaken in 2023. Additional costs were found to be prohibitive and the project in its original form was put on hold. The current plan is to phase in the network refresh over the course of BOPRC LTP 2024 as resourcing becomes available.	Additional resourcing to be factored into transport programme in draft BOPRC LTP 2024-34	TBC

Action		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
Action 2.4	Implement the Rotorua Bus Network Refresh	**BOPRC**	TBC	Policy 1.1 Policy 2.4	Network planning and public consultation have been completed. Project currently on hold awaiting decision on infrastructure funding. An alternative means of delivery using existing infrastructure may need to be considered.	BOPRC is currently resourced to deliver the service components of the Rotorua Bus Network Refresh. Infrastructure shortfall of c.$500k with the cancellation of Transport Choices Programme funding.	≈$500k (PT infrastructure)
Action 2.5	Develop and implement decision-making criteria for when Express Services will be considered in network planning processes.	**BOPRC** TLAs Community trusts/service providers Waka Kotahi	TBC	Policy 2.2 Policy 2.3 Action 2.2	Contingent on PT S&I business case. This will determine whether additional criteria for Express Services are still necessary.	No additional resourcing required.	-
Action 2.6	Undertake work to better understand the current community services landscape and identify potential transport opportunities.	**BOPRC** TLAs Community trusts/service providers Waka Kotahi	TBC	Policy 2.5	Included within the scope of the Accessible Action Planning workstream initiated in 2023.	See Policy 2.5	-
Action 2.7	Develop a policy and decision-making framework to support the provision of community transport services	**BOPRC**	TBC	Policy 2.5	Included within the scope of the Accessible Action Planning workstream initiated in 2023.	See policy 2.5	-
Action 2.8	Develop and implement the on demand public transport trial for Tauranga South and explore the further provision of on demand public transport services.	**BOPRC** Operators/service providers TLAs Waka Kotahi	2023-2025	Policy 2.6	Tauranga On-Demand Trial is targeting a launch in March 2024 (18 month trial). The success of the trial will then be evaluated before a decision is made on the future of the service and any additional services.	BOPRC resourced to provide planning, project management and project delivery functions. c.$580,000 (net operating cost) included in transport programme in draft BOPRC LTP 2-24-2034.	-

Action		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
Action 2.9	Undertake a high level business case for a ferry service in the western Bay of Plenty.	**BOPRC** TCC WBOPDC	2023	Policy 2.9	Final Tauranga & Western Bay of Plenty Ferry Feasibility Study reported to Public Transport Committee in Nov 2023. Committee endorsed the Feasibility Study and decided to defer any further investigations until 2027 LTPs.	No additional resourcing required.	-
Action 2.10	Assess new requests for dedicated school services in accordance with Policy 2.8.	**BOPRC**	Ongoing	Policy 2.8	Policy 2.8 provides a decision-making framework for assessing whether a new request should be approved.	BOPRC continuous programme includes an operating budget for current LoS. There will be cost implications if any new services are approved (see also Action 2.11).	-
Action 2.11	Continuously monitor use of dedicated school services and adjust service provision in accordance with Policy 2.8.	**BOPRC**	Ongoing	Policy 2.8	Ongoing monitoring of patronage on dedicated school services - some manual (non-Bee Card). BROPC is proposing a school services review in the draft LTP 2024-2034 to rationalise existing school services and reduce duplication.	≈$50,000 for review Indicative cost savings of ≈$500-600k over first 3 years of LTP.	-
Action 2.12	Prepare and implement a regional bus services strategy	**BOPRC** TLAs Waka Kotahi	-	Policy 2.10	Not included in the current transport programme.	This is deemed to be a low priority in the BOPRC transport programme and no resource has been allocated in the LTP 2024-2034.	≈$100,000 (future strategy preparation) Future implementation $ TBD
Action 2.13	Develop a set of more comprehensive criteria for when the Regional Council will provide support for public transport to special events.	**BOPRC**	March 2024	Policy 2.11 Action 7.2	Report with recommended criteria to go to March 2024 PTC meeting.	No additional resourcing required. A more defined set of criteria may reduce current costs.	-

Service and Infrastructure Delivery

Policy		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
Policy 3.1	Contract units	**BOPRC** Service operators	Various contract dates	Policy 3.3 Action 3.1 Action 3.2	Policy 3.1 reflects the units contracted when the RPTP became operative in Sept 2022. The identified units will need to be updated following completion of Action 3.2.	BOPRC is resourced to periodically review and update the RPTP.	-
Policy 3.2	New units	**BOPRC** Service operators	As required	Policy 3.1 Action 3.2 Action 3.10	New or revised units may be identified following completion of Actions 3.2 and 3.10. The RPTP will be updated accordingly.	-	-
Policy 3.3	Public transport services	**BOPRC** Service operators	Ongoing	Action 3.1	Appendix B identifies 'services that are integral to the public transport network' (as required by the LTMA). See Action 3.1.	-	-
Policy 3.4	Infrastructure quality	**TLAs** **Waka Kotahi** BOPRC	Ongoing	Policy 4.2 Policy 5.1 Policy 5.3 Policy 5.4 Action 5.3	BOPRC will continue to encourage TLAs in the region to provide public transport infrastructure that is consistent with Waka Kotahi's national public transport design guidance.	No additional resourcing required.	-
Policy 3.5	Innovation and technology	**TSIG** BOPRC	Ongoing	Action 1.7 Action 3.4	Policy delivered through implementation of Action 1.7.	-	-
Policy 3.6	Service quality	**BOPRC** Service operators	Ongoing	Action 3.5	Policy delivered through implementation of Action 3.5.	-	-
Policy 3.7	Service performance	**BOPRC** TLAs Waka Kotahi Service operators	See relevant actions	Action 1.1 Action 3.8 Action 3.10	Policy 3.7 incorporates 3 distinct but interrelated elements: i) bus priority at key congested locations (delivered though Action 1.1); ii) bus timetables (delivered through Action 3.8); and iii) contract requirements for reliability and punctuality – this needs to cascade down	See relevant actions	-

Policy		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
					from the reviewed Procurement Strategy into updated requirements in new contracts (see Action 3.10).		
Policy 3.8	Vehicle quality standards	**BOPRC** Service operators	2024+ Ongoing monitoring	Action 3.10 Action 3.9 Policy 5.1 Policy 5.4	Ensuring the relevant vehicle quality standards in Policy 3.8 are met will begin with clear statements in the Transport Activities Procurement Strategy (Action 3.10). These need to cascade down into consistent requirements in future contracts as they are signed. Compliance monitoring will be delivered through Action 3.9.	See relevant actions.	-
Policy 3.9	Vehicle size and weight	**BOPRC** Service operators	2024+	Action 2.8 Future contracts	Policy 3.9 encourages a more flexible approach to specifying vehicle size and weight. This is being actively implemented through delivery of the current on demand trial (Action 2.8). This can also be enabled by future specifications as new contracts are procured.	No additional resourcing required.	Changes to vehicle size or weight may have future contract cost implications.
Policy 3.10	Procurement	**BOPRC** Waka Kotahi Service operators	2024+	Action 3.10 Future contracts	Policy delivered through implementation of Action 3.10 and future contracts.	No additional resourcing required.	-
Policy 3.11	Exempt services	**BOPRC**	Ongoing	Action 3.11	Policy delivered through implementation of Action 3.11.	See Action 3.11.	-

Action		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
Action 3.1	Enter into contracts with public transport operators for the delivery of	**BOPRC** Service operators	Various contract dates	Policy 3.1 Policy 3.3	Appendix B may need to be updated following completion of network planning processes currently underway (in particular the PT S&I).	BOPRC is resourced to periodically review and update the RPTP.	-

Action		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
	services identified in Appendix B.						
Action 3.2	Undertake a technical review of contract units to ensure they provide an optimal mix of unit sizes and operators in the region to deliver high quality services.	**BOPRC** Waka Kotahi Service operators	April 2024	Policy 3.1 Action 3.10	Included in the scope of the BOPRC Transport Activities Procurement Strategy review (Action 3.10).	BOPRC is resourced to periodically review and update the Procurement Strategy.	-
Action 3.3	Work with operators to ensure that driver conditions support the retention of a stable and sustainable workforce and deliver contracted levels of service.	**BOPRC** Waka Kotahi Service operators	Ongoing		Delivered in partnership with service operators through contract management processes (including contract variations as necessary). Waka Kotahi is also developing operational policy to implement the SPTF objective of a *Sustainable public transport workforce* which will assist with the delivery of this action.	BOPRC is resourced to manage contracts with service operators and monitor the ongoing performance of services.	There may be future cost implications of ensuring a sustainable workforce.
Action 3.4	Work proactively through established regional sector groups to identify, assess, trial and adopt viable new public transport technologies and innovations.	**TSIG** BOPRC	Ongoing	Policy 3.5 Action 1.7	See Action 1.7.	-	-
Action 3.5	Work with operators to ensure that all bus drivers are suitably trained, and receive on-going training that includes safe driving practice, customer service, and disability awareness training.	**BOPRC** Service operators	Ongoing	Policy 3.6	Delivered in partnership with service operators through contract management processes.	BOPRC is resourced to manage contracts with service operators and monitor the ongoing performance of services.	-

Action		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
Action 3.6	Ensure that operating contracts include requirements for driver training programmes that cover safe driving practice, customer service and disability awareness.	**BOPRC** Service operators	Various contract dates		Currently delivered as standard operating practice. Can also ensure that the requirements are formalised when new contracts come up for renewal.	BOPRC is resourced to manage contracts with service operators and monitor the ongoing performance of services.	-
Action 3.7	Incorporate specifications and key performance indicators in operating contracts that include requirements for service reliability and punctuality, quality, compliance, customer service and safety.	**BOPRC** Service operators	Various contract dates	RPTP monitoring framework Arotake	Service reliability and punctuality are key RPTP indicators for measuring the performance of the public transport system. These are reported on a quarterly basis in the Arotake performance monitoring reports. Quality, compliance, customer service and safety are monitored continuously through standard contract management processes. Information collected will be used to inform key performance indicators and requirements in future contracts as they come up for renewal.	BOPRC is resourced to manage contracts with service operators and monitor the ongoing performance of services.	-
Action 3.8	Monitor journey times for all services and work with operators to regularly review and adjust timetables as necessary.	**BOPRC** Service operators	Ongoing monitoring Annual review	Policy 3.7	Ongoing monitoring delivered through contract management processes. BOPRC needs to programme a regular review of service timetables to ensure they are adjusted to reflect present operating conditions.	BOPRC is resourced to manage contracts with service operators and monitor the ongoing performance of services. Additional network planning resource may be required to ensure regular review of timetables.	TBC
Action 3.9	Include an inspection regime in all public transport contracts to	**BOPRC** Service operators	Ongoing	Policy 3.8	Delivered through contract management processes. Need to confirm whether current scope includes ensuring compliance with Policy 3.8 and RUB.	BOPRC is resourced to manage contracts with service operators and monitor	TBC

Action		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
	verify compliance with RUB.					the ongoing performance of services. Additional contract management resource may be required to maintain an inspection regime.	
Action 3.10	Maintain a current procurement strategy that meets LTMA and Waka Kotahi procurement requirements, and includes processes and key performance indicators for managing, monitoring and evaluating the performance of units.	**BOPRC** Waka Kotahi Service operators	2023-24	Action 3.2	The BOPRC Transport Activities Procurement Strategy is currently being reviewed. The target date for Waka Kotahi endorsement of the new Strategy is April 2024.	BOPRC is resourced to periodically review and update the Procurement Strategy.	-
Action 3.11	Maintain a current register of all public transport services that are exempt services in accordance with section 131 of the LTMA.	**BOPRC**	Ongoing	Policy 3.11	Maintaining a register is included in the work programme of the BOPRC Transport Operations team.	No additional resourcing required.	-

Public transport and land use integration

Policy		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
Policy 4.1	Public transport and urban intensification	**BOPRC** TLAs Waka Kotahi Kainga Ora	TBC	Action 4.1	Policy to be delivered through Action 4.1.	See Action 4.1.	-
Policy 4.2	Modal integration	**TLAs** Waka Kotahi BOPRC	Ongoing	Policy 3.4	Policy 3.4 identifies a suite of measures to enhance integration between public transport and other modes. These include parking and storage facilities at interchanges and key stops, bike racks on buses, and design features to support safety and reduce conflict between modes. BOPRC maintains a commitment to provide bike racks on its contracted public transport services. BOPRC will also continue to encourage TLAs in the region to provide public transport infrastructure and facilities that are consistent with Waka Kotahi's national public transport design guidance.	No additional resourcing required.	-
Policy 4.3	Services and infrastructure in new urban areas	**BOPRC** TLAs	Ongoing	Policy 3.4	Policy 3.4 sets a minimum threshold for when public transport services will be considered in new urban areas. Implemented through network planning processes and when assessing the viability of requests for new services.	No additional resourcing required.	-
Policy 4.4	Infrastructure timing	**BOPRC** TLAs Developers	Ongoing	Action 1.2	BOPRC is currently resourced to manage input into a portfolio of business cases with implications for public transport delivery. This includes comment on TLA planning processes as required (e.g, plan changes).	Additional resourcing has not been proposed in the BOPRC transport programme in the draft LTP 2024-2034 at this stage.	≈$35k p.a. (0.25 FTE)

Policy		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
					A more fine-grained approach e.g. engaging directly with developers at the individual project level is likely to require additional resourcing.		
Policy 4.5	Park and ride	**TLAs** BOPRC	2024+	Action 1.1	Policy 4.5 outlines a set of principles to be applied when investigating and developing park and ride facilities. The PT S&I will provide high level recommendations on priority locations for future park and ride facilities that are consistent with these principles. Sufficient lead-in time will then be needed to plan services and provide a convenient and attractive offering to customers.	BOPRC is allocating funding for future services to support park and ride in the transport programme in the LTP 2024-2034.	TBC
Policy 4.6	Rapid transit	**BOPRC** TLAs Waka Kotahi		Action 1.1 Action 4.3	Policy 4.6 has two distinct elements: i) deliver a core network of frequent and reliable services - PT S&I (Action 1.1) envisages a staged increase in PT levels of service in Tauranga to frequencies approaching rapid transit); and ii) work with TSP partners and central government future-proof the sub-region for a longer-term transition to rapid transit – this work is not being progressed at this stage (see Action 4.3).	See relevant actions	-

Action		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
Action 4.1	Review the provision of public transport services and infrastructure against areas in the region identified for medium and high density residential living under the Resource Management Act – Enabling Housing Supply Amendment Act by August 2023.	**BOPRC** TLAs Waka Kotahi Kainga Ora	TBC	Policy 4.1	The new Government repealed the Natural and Built Environment Act and the Spatial Planning Acts in December 2023. This action is currently on hold pending clarification of national direction on urban housing density. This does not preclude public transport provision to medium and high density areas being considered on a case-by-case basis as part of network reviews.	Not currently budgeted or resourced.	≈$20,000
Action 4.2	Develop and implement projects to achieve dedicated public transport priority on key corridors.	**TCC** **Waka Kotahi** BOPRC	2023+	Action 1.1 Action 1.2	PT S&I (Action 1.1) will provide network-wide direction on public transport priority locations in Tauranga/WBOP. This will inform targeted interventions being developed in the business cases for individual corridors (Action 1.2).	TSP partner agencies are planning for the delivery of public transport priority projects through the RLTP 2024 and their respective LTP 2024-2034 processes.	-
Action 4.3	Undertake work to better understand what is required to future proof the western Bay of Plenty sub-region for a potential longer term transition to rapid transit.	**BOPRC** Waka Kotahi TCC WBOPDC	-	Policy 4.6 Action 1.1	Previous direction from the PTC (Strategic Issues workshop – May 2023) was that rapid transit is a longer term aspiration rather than an immediate priority.	No additional resource to further investigate rapid transit has been allocated allocated in the BOPRC LTP 2024-2034 at this stage.	≈$50k (strategic study)
Action 4.4	Actively participate in any central government business cases investigating rapid transit in the region.	**MoT** TSP partners	-	Policy 4.6 Action 4.3 Action 4.5	Central government unlikely to initiate a business case in the current environment. This is considered to be a low priority at this point in time.	No additional resource has been allocated in the BOPRC LTP 2024-2034.	-
Action 4.5	Investigate funding and planning mechanisms with the potential to support a longer term transition to a rapid transit system.	**TSP partners** MoT	-	Policy 4.6 Action 4.3 Action 4.4	Previous direction from the PTC (Strategic Issues workshop – May 2023) was that rapid transit is a longer term aspiration rather than an immediate priority.	No additional resource to further investigate rapid transit has been allocated allocated in the BOPRC LTP 2024-2034 at this stage.	≈$30k (initial investigation)

Customer experience and information

Policy		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
Policy 5.1	Accessible journey	**BOPRC** (vehicles/ information) **TLAs** (local networks) **Waka Kotahi** (SHs)	Ongoing	Policy 3.4 Policy 3.8 Action 5.4	Policy 5.1 has three core elements: i) accessible vehicles (delivered through Policy 3.8) ii) accessible information (delivered through Action 5.4); and iii) accessible infrastructure (delivered through Policy 3.4).	See relevant policies/actions)	-
Policy 5.2	Safety and personal security	**BOPRC** TLAs Service operators Security firms Police	Ongoing	Action 5.1 Action 5.2	Policy delivered through Actions 5.1 and 5.2.	See relevant actions.	-
Policy 5.3	Legibility	**BOPRC** TLAs Service operators Waka Kotahi	Various timings	Policy 3.4 Action 2.3 Action 2.4 Action 5.4 Action 7.2	Legibility refers to how clearly the public transport system is presented and communicated to users. Features that impact on legibility are: i) network design (delivered through planning processes e.g. network refreshes – Actions 2.3 and 2.4); ii) service information (delivered through Action 5.4); iii) fare structure and pricing (delivered through Action 7.2); iv) wayfinding information (delivered through Policy 3.4).	See relevant actions	-
Policy 5.4	Amenity	**TLAs** **Waka Kotahi** **BOPRC**	Ongoing	Policy 3.4 Policy 3.8	Delivered through Policy 3.4 (vehicle quality standards) and Policy 3.8 (infrastructure quality)	See relevant policies.	-

Policy		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
		Service operators					
Policy 5.5	Marketing and promotion	**BOPRC**	Ongoing	Policy 1.3 Policy 5.5 Action 1.3 Action 5.5	Policy delivered through Action 5.5.	See Action 5.5.	-
Policy 5.6	Branding	**BOPRC**	-	Action 5.6	Policy to be delivered through Action 5.6.	See Action 5.6.	-

Action		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
Action 5.1	Work with operators and partner organisations to proactively identify and resolve public transport safety and security issues.	**BOPRC** TLAs Service operators Security firms Police	Ongoing	Policy 5.2	BOPRC maintains ongoing relationships with key stakeholders involved in addressing safety and security issues on the public transport network. Wider meetings are convened as necessary.	BOPRC is currently resourced to manage contracts and monitor system performance.	-
Action 5.2	Provide security at key locations on the public transport network where increased risk to safety and personal security has been identified.	**BOPRC** TLAs Service operators Security firms Police	Ongoing	Policy 5.2	BOPRC currently contracts security services to maintain a static and/or mobile presence at key locations on the Tauranga network. This security presence will be maintained for the foreseeable future, pending the outcomes of safer communities initiatives on the region's two key urban networks.	BOPRC is allocating funding in the LTP 2024-2034 to maintain a future security presence at key locations as required.	-
Action 5.3	Implement New Zealand Crime Prevention Through Environmental Design guidelines at public transport	**TLAs** **Waka Kotahi** BOPRC	Ongoing	Policy 3.4	New Zealand Crime Prevention Through Environmental Design principles have been incorporated into Waka Kotahi's	No additional resourcing required.	-

Action		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
	infrastructure and in locations where people access public transport.				national public transport design guidance (see Policy 3.4).		
Action 5.4	Provide readily accessible bus service information that is legible across online and physical display platforms.	**BOPRC** TLAs	Ongoing	Policy 5.1	Included within the scope of the Accessible Action Planning workstream initiated in 2023.	To be delivered with existing resources.	-
Action 5.5	Deliver a range of marketing, communications and community engagement initiatives on an ongoing basis to promote increased public transport use.	**BOPRC**	Ongoing	Policy 1.3 Policy 5.5 Action 1.3	BOPRC maintains a rolling programme of public transport communications and community engagement initiatives to coincide with key dates and product launches. Marketing and promotional activities are also included within the scope of the travel demand management & Behaviour Change programme (Action 1.3).	BOPRC currently has resources allocated to communications, engagement and TDM programmes.	-
Action 5.6	Work with operators to develop and implement Bay of Plenty public transport branding and design guidelines.	**BOPRC** Service operators	-	Policy 5.6	Deemed to be a lower priority and not included in the BOPRC programme.	No resource for a brand review has been allocated in the BOPRC LTP 2024-2034.	-
Action 5.7	Produce a customer focused visualisation of the future public transport system in the western Bay of Plenty (the Public Transport Story).	**BOPRC**	-	-	Initial scoping was undertaken. The project was shelved due to a lack of clear purpose.	No further resource has been allocated to this proposal.	-

Partnerships

Policy		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
Policy 6.1	Public transport providers	**BOPRC** TLAs Service operators	Ongoing	Policy 6.2 Action 6.1	Collaborative relationships between local authorities and public transport operators is a key principle enshrined in the LTMA. BOPRC maintains these relationships primarily through contract management processes and annual business plans (see Action 6.1) BOPRC maintains collaborative relationships with the region's territorial authorities and key agencies such as Waka Kotahi through a range of formal and informal mechanisms.	BOPRC is resourced to maintain relationships with operators through contract management processes; and to support collaborative relationships with the region's TLAs e.g. through public transport committees, TSP, RAG etc.	-
Policy 6.2	Public transport funders	**BOPRC** Waka Kotahi TLAs	Ongoing	Policy 6.1	As above.	See Policy 6.1.	-
Policy 6.3	Māori	**BOPRC** **Iwi and hapū** Māori service providers	Ongoing	Action 6.3 Action 6.4	Policy delivered through Actions 6.3 and 6.4.	See Actions 6.3 and 6.4.	-
Policy 6.4	Communities and social service providers	**BOPRC** TLAs Community trusts/service providers Waka Kotahi	Ongoing	Action 6.5	Policy delivered through Action 6.5.	See Action 6.5.	-
Policy 6.5	Businesses and employers	**BOPRC** Economic development agencies Business sector	Ongoing	Action 6.6	Policy delivered through Action 6.6.	See Action 6.6.	-

Action		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
Action 6.1	Partner with public transport operators to develop and approve joint annual business plans.	**BOPRC** Service operators	Annual	Policy 6.1	BOPRC and key public transport operators prepare joint annual business as part of contract management processes.	BOPRC is currently resourced to support the preparation of annual business plans.	-
Action 6.2	Collaborate with public transport funding partners to prepare integrated and supported public transport investment proposals for future Regional Land Transport Plans.	**TSP partners**	2023-24	Policy 6.2	TSP and processes such as the PT S&I have been the key mechanisms for developing integrated public transport investment proposals for the draft RLTP 2024-34.	BOPRC is resourced to prepare the RLTP, jointly develop PT S&I, and support the TSP.	-
Action 6.3	Work with Māori communities to identify where their public transport access needs are not being met and, where possible, co-design solutions.	**BOPRC** **Iwi and hapū** Māori service providers	2024+	Policy 6.3 Action 6.4	Upcoming opportunities to initiate conversations include the Eastern Bay of Plenty Public Transport Network Review and the proposed Community Transport forum (see Policy 2.5). There is also a need to take a more comprehensive approach – development of Maori responsiveness framework may provide a means for developing broader relationships (see Action 6.4).	BOPRC is currently resourced to deliver the Eastern Bay of Plenty Public Transport Network Review, and is proposing funding for the Community Transport Forum in the draft BOPRC LTP 2024-34.	-
Action 6.4	Develop a Māori responsiveness framework for public transport to enhance the appropriate use of Maori place names, values and design principles in the public transport system.	**BOPRC** **Iwi and hapū** Māori service providers	TBC	Policy 6.3 Action 6.3	This is an action that has not yet commenced. Need to initiate a discussion with the BOPRC Kotahitanga Strategic Engagement team to identify how to best proceed with this.	Likely to require additional resourcing to outsource project.	≈$50k
Action 6.5	Work with communities and social service providers to identify where their public transport access needs	**BOPRC** TLAs Community trusts/service providers	2023-24	Policy 2.5 Policy 6.4 Action 2.6 Action 2.7	Included within the scope of the Accessible Action Planning workstream initiated in 2023.	Proposal for funding a Community Transport Forum included in transport programme in draft BOPRC	-

Action		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
	are not being met and, where possible, co-design solutions.	Waka Kotahi				LTP 2024-34 ≈$80,000 (3 years).	
Action 6.6	Work with economic development agencies and business organisations to identify where the public transport access needs of employees are not being met and, where possible, co-design solutions	**BOPRC** Economic development agencies Business sector		Policy 6.5 Action 1.3 Action 2.8	BOPRC is currently engaging with businesses on a project by project basis e.g. on demand public transport (Action 2.8). Initiatives to promote increased public transport use amongst employees is also within the scope of the TDM programme (Action 1.3)	BOPRC is resourced to maintain current levels of engagement.	-

Fares and pricing

Policy		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
Policy 7.1	Fare principles	**BOPRC**	Annual	Action 7.2 Action 7.4	Policy outlines a set of principles to be applied when reviewing fares.	See relevant actions.	-
Policy 7.2	Fare structure	**BOPRC**	2024	Action 7.2	Policy to be delivered through Action 7.2	See Action 7.2	-
Policy 7.3	Fare pricing initiatives	**BOPRC**	2024	Action 7.2	Fare pricing initiatives to be included within the scope of the regional fare review (Action 7.2).	See Action 7.2	-
Policy 7.4	Fares and parking policy	**BOPRC** **TCC** **RLC**	2024+	Action 7.1	Policy to be delivered through Action 7.1.	See Action 7.1	-
Policy 7.5	School students	**BOPRC**	Ongoing	Policy 2.8 Policy 7.6 Action 7.2 Action 7.4	The new Government has decided to reverse the previous government's policy of free fares for under 13s and half price fares for 13-24s. BOPRC is proposing to revert to the Council's previous policy of free travel for under 18s. Fare free travel for school students be subject to ongoing review in future Annual and LTP processes (Action 7.4).	Budget for fare free travel is being factored into the public transport continuous programme in the draft BOPRC LTP 2024-34. Also see Policy 2.8	-
Policy 7.6	Reviewing fares	**BOPRC**	Annual	Policy 7.1 Action 7.4 Action 1.3	Policy delivered through Action 7.4.	See Action 7.4	-

Action		Agencies (Bold = lead)	Timing	Dependencies	Delivery	Resourcing	Additional cost (indicative)
Action 7.1	Co-ordinate bus fare policy and parking strategy in the Tauranga urban area to support mode shift in favour of public transport through the delivery of integrated parking management plans.	**BOPRC** **TCC** **RLC**	2024+	Action 7.2 Action 7.4	The regional council engages with TCC and RLC on the relationship between fares and parking costs in high demand areas e.g. CBDs. Additional work is required to ensure there is an aligned approach between the relevant local authorities on fares and parking charges.	The relevant local authorities are resourced to prepare prepare parking management plans for high demand areas.	-
Action 7.2	Undertake a comprehensive region-wide fare review to give effect to the RPTP fares and pricing policies.	**BOPRC**	2024	Policy 7.1	The regional fare review is in progress but has been temporarily paused pending completion of the BOPRC LTP process and clarification of the post-election fares landscape.	BOPRC is currently resourced to deliver the fare review.	-
Action 7.3	Undertake market segmentation analysis to better understand customer profiles and target markets, including their willingness to pay for public transport.	**BOPRC**	2024	Action 7.2 Action 1.3	To be delivered in part through Action 1.3.	As above.	-
Action 7.4	Review fares and make any necessary adjustments through Annual or Long Term Plan processes in order to implement Policy 7.6.	**BOPRC**	Annual	Policy 7.1 Policy 7.6	Fare settings and targeted rates are reviewed and adjusted in Annual and Long Term Plan processes.	BOPRC is resourced to review and adjust fares as part of Annual and Long Term Plan processes.	-

Appendix B:

RPTP Key Performance Indicators

Indicator	Measure	Rationale	Data source	Baseline	Target	Additional comments
Patronage	Public transport boardings	• Core measure of public transport use • Measure and target in RPTP • Currently measured and reported in Arotake	BOPRC (passenger data)	2,743,129 (2022/23) (21.4% increase on previous year)	Regionwide increase of 10% per annum (on average) to 2030	• No additional action necessary
Mode share	Public transport mode share in the region's main urban areas (Tauranga and Rotorua)	• Measure and target in RPTP • Mode shift is most likely to be achieved in Tauranga and Rotorua where levels of service on the two urban networks are sufficient to replace journeys previously made by private vehicle	New Zealand Household Travel Survey	1% Tauranga (2018-21) *Note: treat with extreme caution (very small sample size)*	20% by 2032	• The original target in draft RPTP was to increase public transport mode share in Tauranga and Rotorua urban areas (morning peak) to >5% by 2030. This was based on modelling undertaken in Tauranga for the TSP. However, it wasn't considered sufficiently aspirational by the RPTP hearings committee • Would need to purchase additional surveys in Tauranga and Rotorua to develop a reliable dataset • Baseline comparisons: Wgtn 7%; Auckland 5%; Chch 2%
Emissions	Emissions from the region's public transport fleet	• The previous Government mandated a requirement to achieve zero tailpipe emissions from New Zealand's public transport fleet by 2035 • Measure and target in RPTP	BOPRC (PT fleet Kms travelled data)	-	Zero by 2035	• Need to work with the BOPRC Transport Systems team to develop and implement a robust methodology.
Access (residences)	Dwellings in Tauranga and Rotorua urban areas within 500m of frequent public transport services	• Measures the potential catchment of public transport services • Measure and target in RPTP • Key performance indicator in UFTI • Baseline for Tauranga modelled in TSP	GIS/TTM	42.5% (Tauranga)	70% of dwellings by 2030	• Data currently doesn't cover Rotorua • Could use same methodology as for regional measurement.

Indicator	Measure	Rationale	Data source	Baseline	Target	Additional comments
	Residential dwellings in the region within 500m of a public transport service	• Measures the potential catchment of public transport services • Measure and target in RPTP • Previously measured in RLTP monitoring framework	GIS	70.7% (2019)	80% of dwellings by 2030	• Established methodology should be relatively easy to replicate.
Access (jobs)	Proportion of jobs accessible within 45 minutes travel by public transport from all residential dwellings in our main urban areas (Tauranga and Rotorua)	• Measure and target in RPTP • Key performance indicator in UFTI	Tauranga Transport Model (TTM) – Accessibility Model	Tauranga – 24% (2018)	≥47% of jobs in Tauranga and Rotorua are within 45 minutes travel time by public transport from all dwellings in the morning peak in 2030	• Data currently doesn't cover Rotorua
Punctuality	Proportion of services operating within 5 minutes of schedule	• Measure used by Waka Kotahi • Punctuality is currently measured and reported in Arotake – this measures % of services on time at first stop.	BOPRC	79% (av. across all Tga services Q4 2022/23) 83% (av. across all Rot services Q4 2022/23)	>95% annually	• Recommend using aggregated and annualised version of current Arotake measure to minimise additional work
Reliability	Proportion of missed trips	• Measure used by Waka Kotahi • Currently measured and reported in BOPRC Arotake public transport monitoring report	BOPRC	2.96% (Tga services Q4 2022/23) 0.13% (Rot services Q4 2022/23)	<0.5% annually	• Recommend using aggregated and annualised version of current Arotake measure to minimise additional work
Service utilisation	Boardings per weekday in-service hour	• Measure used in RPTP Policy 2.3 (Service optimisation) • Service utilisation measure used elsewhere in New Zealand (e.g. Auckland) • Best practice measure recommended in literature • Dataset prepared during RPTP review process	BOPRC patronage and service hours data	67% (Jan-Mar 2022)	75% of services meet minimum patronage expectations in RPTP (≥7/hr for primary services; ≥5.5/hr for connector services - 3 month rolling averages)	• Need to work with Transport Systems team to maintain a rolling dataset

Indicator	Measure	Rationale	Data source	Baseline	Target	Additional comments
Customer satisfaction	Proportion of customers who are very satisfied with the public transport service	• Measure and target in RPTP • Measure required by Waka Kotahi (Annual achievement report) • Currently measured and reported by BOPRC	BOPRC (customer satisfaction survey)	76% (2020)	85% by 2030	• No further action necessary
	Proportion of customers who are very satisfied with bus service value for money	• Measure and target in RPTP • Measure required by Waka Kotahi (Annual achievement report) • Currently measured and reported by BOPRC	BOPRC (customer satisfaction survey)	82% (2020)	90% by 2030	• No further action necessary
Customer complaints	Customer complaints per 10,000 boardings on Tauranga and Rotorua services	• Urban services have the critical mass and complexity to require consistent tracking of customer enquiries and complaints • Currently measured and reported in BOPRC Arotake public transport monitoring report	BOPRC customer contact centre	1.9 (Tauranga, Sept 2023) 8.0 (Rotorua, Sept 2023)	-	• Arotake currently maintains a rolling record but no targets have been set. • Recommend using an aggregated and annualised version of current Arotake measure for longer term monitoring purposes
Quality partnerships	Levels of satisfaction expressed in an annual survey of partners	• Measure and target in RPTP • Measure of relationships with partner agencies	BOPRC (annual survey)	-	tbc	• Annual survey in standardised form needs to be prepared and circulated to partner agencies • RPTP target references 'high levels of satisfaction' – further work is required to define this
Financial performance	Revenue and expenditure (operating and capital)	• Core measure of financial performance • Currently measured and reported in BOPRC Arotake public transport monitoring report	BOPRC	$402k surplus (operating funding) in 2022/23	No variation	• Reported quarterly in Arotake public transport monitoring report and annually in BOPRC Annual Report
Value for money	Farebox recovery (all services)	• Best practice measure widely used for measuring user contributions and the financial sustainability of public transport • Currently measured and reported in BOPRC Arotake public transport monitoring report	BOPRC	10.8% (FY 2022/23)	tbc	• Recommend measuring year-on-year farebox recovery for longer term monitoring purposes • There is potential for developing a target and including it in the next RPTP update (in the past this has been a mandatory requirement)

Indicator	Measure	Rationale	Data source	Baseline	Target	Additional comments
Safety and security	Number of reported incidents	• Able to be collated from existing information sets (customer contact; operators; security reporting) • Currently reported (on an occasional basis)	BOPRC	-	-	• Likely to be little value in setting a target as the causal factors are often external to the public transport system • Importance is as an indicator to gauge the nature and type of incidents in order design and implement appropriate responses