

Public Transport Committee

Open Minutes

- Commencing:** Tuesday 21 March 2023, 9.30 am
- Venue:** Bay of Plenty Regional Council Chambers, Regional House, 1 Elizabeth Street, Tauranga
- Chairperson:** Cr Andrew von Dadelszen – Bay of Plenty Regional Council Toi Moana (BOPRC)
- Deputy Chairperson:** Cr Lyall Thurston - BOPRC
- Members:** Cr Jane Nees – BOPRC, Cr Paula Thompson – BOPRC, Cr Malcolm Campbell – BOPRC (via Zoom), Cr Ken Shirley – BOPRC, Cr Andrew Iles – Whakatāne District Council (WDC), Cr Gavin Dennis – WDC (Alternate), Mayor James Denyer – Western Bay of Plenty District Council (WBOPDC), Deputy Mayor John Scrimgeour – WBOPDC (Alternate), Cr Conan O’Brien – Rotorua Lakes District Council (RLC) Commissioner Stephen Selwood – Tauranga City Council (TCC), Sarah Roberts – Waka Kotahi NZ Transport Agency (Alternate).
- In Attendance:** Cr Kat Macmillan – BOPRC, Cr Ron Scott – BOPRC, Mike Seabourne – Director Public Transport, Oliver Haycock – Manager Transport Planning, Chris Brewer – Public Transport Operations Manager, Bron Healey – Principal Advisor Transport, Melissa Winters – Senior Network Planner, Claudia Cameron – Committee Advisor.
- Apologies:** Mayor Tania Tapsell – RLC (Alternate) and Commissioner Bill Wasley – TCC for absence.

Minute Note: This meeting was livestreamed and recorded and can be accessed on the BOPRC YouTube channel: [Public Transport Committee Meeting - 21 March 2023 - YouTube](#) and [Public Transport Committee Meeting - 21 March 2023 PART 2 - YouTube](#)

1. Apologies

Resolved

That the Public Transport Committee:

- 1 Accepts the apologies from Mayor Tania Tapsell and Commissioner Bill Wasley for absence tendered at the meeting.**

**Thompson/Nees
CARRIED**

2. Items not on the Agenda

2.1 Public Transport Director's Update

This item was not included on the Agenda as the information was unavailable at the required time.

Resolved

That the Public Transport Committee:

- 1 Accepts the late item, Public Transport Director's Update;**
- 2 Agrees that the item cannot be delayed as the timeline necessitated an update prior to the next scheduled meeting.**

**von Dadelszen/Shirley
CARRIED**

3. Order of Business

No change.

4. Declaration of Conflicts of Interest

Cr Andrew Iles informed members of his position as Chair of Eastern Bay Accessible Transport Trust.

5. Public Excluded Business to be Transferred into the Open

None.

6. Minutes

Minutes to be Received

6.1 Public Transport Committee Minutes - 22 September 2022

Resolved

That the Public Transport Committee:

- 1 Receives the Public Transport Committee Minutes - 22 September 2022.**

**Thurston/Nees
CARRIED**

7. Reports

7.1 Chairperson's Report

Presented by: Chris Brewer – Public Transport Operations Manager and Oliver Haycock – Manager Transport Planning

Key Points:

- A return to a -full timetable, including an 18% staffing buffer, was expected in June 2023
- The provision of security personnel would be gradually reduced, providing there was a continued decline in incidents
- Application to the Government's Public Transport Decarbonisation Fund would be investigated, the fund was not available for technology trials and was only accessible to regional councils
- Investigation into decarbonised bus options included smaller bus viability. Operators were unable to purchase new fossil fuelled buses beyond 2025 and the fleet was required to be decarbonised by 2035.

9.45 am - Sarah Roberts **entered** the meeting.

- The Government Policy Statement on land transport (GPS) had been delayed and was expected in May 2023.

9.49 am – Commissioner Selwood **entered** the meeting.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Chairperson's Report.**

**von Dadelszen/Thurston
CARRIED**

Decisions Required

7.2 Tauranga Bus Network Refresh - Part 2

Presented by: Melissa Winters – Senior Network Planner and Oliver Haycock – Manager Transport Planning

Key Points:

- Western Bay sub-region rapid transit corridor would be investigated through the Public Transport Service and Infrastructure Business Case
- Any changes to infrastructure required longer timeframes and were not included within this network refresh
- Recognised transfers were a barrier to use, but journey length must also be considered
- Acknowledged the challenge of congestion on bus services and the need to respond to potential route changes during infrastructure upgrades
- Patronage data and analysis of origin and destination guided the network refresh
- Reviews into Western and Eastern Bay of Plenty networks would be undertaken subsequently.

Key Points - Members:

- Concern was raised over the changes to the Grace Hospital loop (route 23)
- Emphasised the importance of community consultation, and the need for paper based consultation
- Bus services, and their ability to get ahead of congested traffic, required consideration during infrastructure upgrades.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Tauranga Bus Network Refresh - Part 2; and**
- 2 Approves the community engagement as outlined in the proposal.**

**Thompson/Selwood
CARRIED**

7.3 Rotorua Bus Network Refresh

Presented by: Melissa Winters – Senior Network Planner and Oliver Haycock – Manager Transport Planning

Key Points:

- Implementation was delayed due to driver shortages, but was expected to commence by the end of 2023
- Additional bus stops were required on Arawa Street to allow for bi-directional bus networks, locations of new stops were to be confirmed.

Key Points - Members:

- Expressed concern over the lack of services from Rotorua Airport to Ngongotahā, Hamurana, Mourea and Ōkere Falls.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Rotorua Bus Network Refresh; and**
- 2 Approves implementation plans as recommended.**

**Thurston/O'Brien
CARRIED**

7.4 Provision of Free Fares

Presented by: Bron Healey – Principal Advisor Transport

Key Points:

- The report considered costs versus benefits of standalone free fare initiatives
- The cost of free fares was carried by BOPRC and rate payers, with no discernible increase in patronage following the initiatives.

Key Points - Members:

- Supported the provision of free fares for well patronised events which involved people traveling to Tauranga for a set time e.g. AIMS Games
- Public expectations would need to be managed if previously provided free fares were removed
- Suggested a review into fares once implications from the GPS on Public Transport fares was known.

Resolved**That the Public Transport Committee:**

- 1 Receives the report, Provision of Free Fares;**
- 2 Notes the costs and risks of providing free fares highlighted in previous research commissioned by Council;**
- 3 Notes that the policy direction in the operative Regional Public Transport Plan 2022-32 is to move towards more targeted initiatives and fare offerings;**
- 4 Notes that longer term strategic goals such as mode shift and emissions reduction are most likely to be achieved when a targeted fare system is complemented by measures such as parking charges, and increasing the speed, frequency and reliability of public transport;**
- 5 Agrees to place a hold on any further decisions to support network-wide free fares days pending completion of Regional Public Transport Plan 2022-32 actions to undertake a regional fare review and develop decision-making criteria on support for special events;**
- 6 Notes this does not preclude consideration on a case-by-case basis of more targeted initiatives that may include free or discounted fares on public transport for specific events, providing they are consistent with policies in the Regional Public Transport Plan 2022-32.**

**Selwood/Nees
CARRIED**

Cr Thompson **opposed** the motion.

Information Only**7.5 Bus User and Non-User Surveys**

Presented by: Chris Brewer – Public Transport Operations Manager

Key Points:

- An 89% overall satisfaction rate was a Key Performance Indicator for the Transport Team, 68% overall satisfaction had been recorded
- Non-users cited a lack of convenience and reliability as reasons for non-use, the resumption of the full timetable was expected to alleviate these perceptions
- The increased breadth of the survey participant demographics was intentional, with efforts to increase student participation in the 2023 survey.

Key Points - Members:

- Acknowledged concerns around safety, suggested incident reports be closely monitored when implementing the security services roll back
- Noted the drop in SuperGold card user patronage
- Suggested the increased patronage in Rotorua be included as a success story in the refresh narrative
- Suggested Eastern BOP data be supplemented with consultation, and urban and rural data be separated
- Acknowledged the volume of commuters traveling to Tauranga from the Western Bay of Plenty, and recommended ascertaining the total number of potential patrons and identifying initiatives to increase Public Transport use.

Resolved**That the Public Transport Committee:**

- 1 Receives the report, Bus User and Non-User Surveys;**
- 2 Staff to report to this Committee on customer segmentation and targeted initiatives to increase patronage.**

**Thompson/Selwood
CARRIED**

10.48 am – the meeting **adjourned**.

11.06 am – the meeting **reconvened**.

11.07 am - Cr Malcolm Campbell **withdrew** from the meeting.

8. Presentations**8.1 Public Transport Arotake Tuarua 2022/2023 - Performance Monitoring Report 1 July 2022 to 31 December 2022**

Presentation: Arotake Tuarua PTC Presentation: Objective ID A4335747 [⇒](#)

Presented by: Chris Brewer – Public Transport Operations Manager

Supported by: Melissa Winters – Senior Network Planner

Key Points:

- Inflationary pressures were evident
- Patronage had increased 36% from last year, and since 2020 each month recorded a higher rate than the same month in the previous year
- Security continued to be provided seven days a week, there had been a significant decrease in anti-social behaviour incidents
- The half price fare initiative had been extended to the end of June 2023, making the trial a 14 month duration, correlation between fare reduction and mode shift would be assessed via the fare review
- The free fares for school children initiative had seen patronage increase by 75% in Rotorua, however there had been a patronage drop in Ōhope and Whakatāne which would be monitored

- Page 184 of the Agenda, Zendesk Support, was **corrected** to read “of the 3816 Baybus tickets created in Zendesk Support during Quarter 2, only **27 tickets** or 1.3% remained unsolved”
- Total Mobility registrations and patronage had increased, expenses had increased due to the higher subsidy
- Data was obtained via Bee Card use
- The tertiary student trial had been extended. The installation of Bee Card ticket machines on these routes was not currently economically feasible due to low trip numbers.

Key Points - Members:

- An efficient service was essential to provide value for money for those paying targeted rates
- Emphasised patronage from the Western Bay of Plenty into Tauranga needed to increase, but acknowledged the complexity of the problem and the need for further analysis.

Resolved

That the Public Transport Committee:

- 1 Receives the Document, Public Transport Arotake Q2 2022-23 V6 Published.**

**von Dadelszen/Selwood
CARRIED**

9. Public Excluded Section

Resolved

Resolution to exclude the public

- 1 Excludes the public from the following parts of the proceedings of this meeting as set out below:**

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:

Item No.	Subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Grounds under Section 48(1) for the passing of this resolution	When the item can be released into the public
9.1	Public Excluded Public Transport Committee Minutes - 22 September 2022	As noted in the relevant Minutes.	As noted in the relevant Minutes.	To remain in public excluded.

9.2	On-Demand Public Transport - Tauranga Trial	Withholding the information is necessary to enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities; Withholding the information is necessary to enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations).	48(1)(a)(i) Section 7 (2)(h); 48(1)(a)(i) Section 7 (2)(i).	On the Chief Executive’s approval.
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**Thompson/Selwood
CARRIED**

10. Consideration of Items not on the Agenda

10.1 Director’s Update

Presented by: Mike Seabourne – Director Public Transport
Supported by: Oliver Haycock – Manager Transport Planning, Bron Healey – Principal Advisor Transport and Chris Brewer – Public Transport Operations Manager.

Key Points:

- The provision of passenger transport was a challenge
- Time frames between decisions and implementation highlighted the need for urgency of decision making
- Strong local and regional partnerships and alignment were required
- A conversation around strategic leadership, direction and business case prioritisation was needed.

Key Points - Members:

- Noted that the Regional Public Transport Plan contained strategic direction, however successful implementation of aspirational plans was a challenge
- Suggested a workshop be held to discuss strategic direction, challenges, opportunities and effective implementation methods and that Regional

Transport Committee members be included to ensure uniformity of message.

12.05 - the meeting closed.

CONFIRMED 7 JUNE 2023

Cr Andrew von Dadelszen
Chairperson, Public Transport Committee