

Public Transport Committee Agenda

NOTICE IS GIVEN that the next meeting of the Public Transport Committee will be held in Council Chambers, Regional House, 1 Elizabeth Street, Tauranga on:

Wednesday 12 June 2024 COMMENCING AT 9:30 am

This meeting will be livestreamed and recorded.

The Public section of this meeting will be livestreamed and recorded and uploaded to Bay of Plenty Regional Council's website. Further details on this can be found after the Terms of Reference within the Agenda. [Bay of Plenty Regional Council - YouTube](#)

Public Transport Committee

Membership

Chairperson	Cr Andrew von Dadelszen
Deputy Chairperson	Cr Lyall Thurston
Members	Cr Malcolm Campbell Cr Jane Nees Cr Ken Shirley Cr Paula Thompson
External Members Two Tauranga City Council representatives One representative each: Rotorua Lakes Council Western Bay of Plenty District Council Whakatāne District Council All of whom are voting members. One Waka Kotahi NZTA non-voting representative	Commissioner Stephen Selwood Commissioner Bill Wasley Cr Conan O'Brien <i>Mayor Tania Tapsell (Alternate)</i> Mayor James Denyer <i>Deputy Mayor John Scrimgeour (Alternate)</i> Cr Andrew Iles <i>Cr Gavin Dennis (Alternate)</i> Susan Collins <i>Sarah Roberts (Alternate)</i>
Ex Officio	Chairman Doug Leeder
Quorum	Six members, consisting of more than half the number of voting members of which four must be BOPRC members
Meeting frequency	Quarterly

Purpose

Set the strategic and operational direction for approved Regional Council public transport policy and strategy, and monitor how it is implemented.

Role

- Prepare and review the Bay of Plenty Regional Public Transport Plan.

- Implement, monitor and review operational public transport policy and plans.
- Implement, monitor and review the Western Bay of Plenty Public Transport Implementation Plan.
- Advocate for public transport with NZTA, territorial authorities and central government.
- Set and monitor targets for public transport in the region.
- Receive reporting on the performance of the Passenger Transport Activity.
- In coordination with the work programme of the Regional Transport Committee, guide and review the public transport components of the Regional Land Transport Plan (RLTP) and make recommendations to Regional Transport Committee for incorporation into the RLTP.

Power to Act

To make all decisions necessary to fulfil the role and scope of the committee subject to the limitations imposed.

Power to Recommend

To Council and/or any standing committee as it deems appropriate.

The Public Transport Committee reports to the Regional Council.

Recording of Meetings

Please note the Public section of this meeting is being recorded and streamed live on Bay of Plenty Regional Council's website in accordance with Council's Live Streaming and Recording of Meetings Protocols which can be viewed on Council's website. The recording will be archived and made publicly available on Council's website within two working days after the meeting on www.boprc.govt.nz for a period of three years (or as otherwise agreed to by Council).

All care is taken to maintain your privacy; however, as a visitor in the public gallery or as a participant at the meeting, your presence may be recorded. By remaining in the public gallery, it is understood your consent is given if your image is inadvertently broadcast.

Opinions expressed or statements made by individual persons during a meeting are not the opinions or statements of the Bay of Plenty Regional Council. Council accepts no liability for any opinions or statements made during a meeting.

Bay of Plenty Regional Council - Toi Moana

Governance Commitment

**mō te taiao, mō ngā tāngata - our environment and our people
go hand-in-hand.**

We provide excellent governance when, individually and collectively, we:

- Trust and respect each other
- Stay strategic and focused
- Are courageous and challenge the status quo in all we do
- Listen to our stakeholders and value their input
- Listen to each other to understand various perspectives
- Act as a team who can challenge, change and add value
- Continually evaluate what we do

**TREAD LIGHTLY, THINK DEEPLY,
ACT WISELY, SPEAK KINDLY, JOURNEY TOGETHER.**

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

Agenda

1. Apologies

2. Public Forum

Carol Gordon – CG Consulting: Community Transport Option

3. Items not on the Agenda

4. Order of Business

5. Declaration of Conflicts of Interest

6. Public Excluded Business to be Transferred into the Open

7. Minutes

Minutes to be Confirmed

7.1 Public Transport Committee Minutes - 12 March 2024 9

Minutes to be Received

7.2 Tauranga Public Transport Joint Committee Minutes 19

8. Presentations

8.1 Public Transport Tuatoru Arotake Q3, 2023/24 Performance Monitoring Report

Presented by: Simon Bell - Transport Operations Team Lead

Attachment 1 - 5179 PT Arotake Q3 2023-24 Final 32

9. Reports

9.1 Chairperson's Report 53

10. Public Excluded Section

Resolution to exclude the public

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
10.1	Public Excluded Public Transport Committee Minutes - 12 March 2024	As noted in the relevant Minutes.	As noted in the relevant Minutes.	To remain in public excluded.
10.2	CBD Bus Layover – Options Paper (to be distributed under a separate cover)	Withholding the information is necessary to enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities.	48(1)(a)(i) Section 7 (2)(h).	On the Chief Executive’s approval.
10.3	Tauranga Harbour Ferry Proposal – Hauraki Express – Options Paper (to be distributed under a separate cover)	Withholding the information is necessary to enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities.	48(1)(a)(i) Section 7 (2)(h).	On the Chief Executive’s approval.

Minutes to be Confirmed

10.1 Public Excluded Public Transport Committee Minutes - 12 March 2024

Decisions Required

10.2 CBD Bus Layover – Options Paper

This item will be distributed under a separate cover.

10.3 Tauranga Harbour Ferry Proposal – Hauraki Express – Options Paper

This item will be distributed under a separate cover.

- 11. Public Excluded Business to be Transferred into the Open**
- 12. Readmit the Public**
- 13. Consideration of Items not on the Agenda**

Public Transport Committee

Open Minutes

Commencing:	Tuesday 12 March 2024, 9:30 am
Venue:	Bay of Plenty Regional Council Chambers, Regional House, 1 Elizabeth Street, Tauranga and via Zoom
Chairperson:	Cr Andrew von Dadelszen – Bay of Plenty Regional Council Toi Moana (BOPRC)
Deputy Chairperson:	Cr Lyall Thurston – BOPRC
Members:	Cr Jane Nees – BOPRC (via Zoom) Cr Paula Thompson – BOPRC (via Zoom) Cr Malcolm Campbell – BOPRC Cr Ken Shirley – BOPRC Cr Gavin Dennis (Alternate) – Whakatāne District Council (WDC) Commissioner Stephen Selwood – Tauranga City Council (TCC) Cr Conan O’Brien – Rotorua Lakes Council (RLC) (via Zoom) Mayor Tania Tapsell (Alternate) – RLC (via Zoom) Mayor James Denyer – Western Bay of Plenty District Council (WBOPDC) Sarah Roberts (Alternate) – NZ Transport Agency Waka Kotahi (Waka Kotahi) (via Zoom)
In Attendance:	Cr Ron Scott – BOPRC; Cr Kat Macmillan – BOPRC (via Zoom); Sarah Hiestand – Waka Kotahi (via Zoom); Mike Seabourne – Director, Public Transport; Oliver Haycock – Manager, Transport Planning; Stuart Nightingale – Manager, Transport Operations; Jamie Hall – Manager, Transport Programme Delivery; Bron Healey – Principal Advisor, Transport; Mary Norris – Transport Advisor (Total Mobility); Gemma Wiltshire – Summer Assistant, Accessible Transport; Claudia Cameron – Committee Advisor
Apologies:	Chairman Doug Leeder (Ex-Officio) – BOPRC, Susan Collins – Waka Kotahi, Cr Andrew Iles – WDC

Minute Note: This meeting was livestreamed and recorded and can be accessed on the BOPRC YouTube channel: [Public Transport Committee - 12 March 2024 \(youtube.com\)](https://www.youtube.com/watch?v=Public_Transport_Committee_-_12_March_2024)

1. Chairperson’s Opening Statement

The Chair opened the meeting and reminded members that the meeting was being livestreamed and recorded. The new member for Waka Kotahi, Susan Collins was noted and

those present were advised there would be an opportunity to view on-demand buses and meet with representatives from Ritchies and Mercury Energy during morning tea.

2. Apologies

Resolved

That the Public Transport Committee:

- 1 **Accepts the apology from Chairman Doug Leeder, Susan Collins and Cr Andrew Iles tendered at the meeting.**

**Campbell/Selwood
CARRIED**

3. Order of Business

Item 9.5 would be heard after Item 9.2 to accommodate member availability.

4. Declaration of Conflicts of Interest

None declared.

5. Minutes

Minutes to be Confirmed

5.1 Public Transport Committee Minutes - 14 November 2023

Resolved

That the Public Transport Committee:

- 1 **Confirms the Public Transport Committee Minutes - 14 November 2023 as a true and correct record.**

**Shirley/von Dadelszen
CARRIED**

6. Presentations

6.1 Public Transport Arotake Tuarua (Q2) Performance Monitoring Report 2023/24

Presentation: Public Transport Arotake Tuarua (Q2) Performance Monitoring Report 2023/14: Objective ID A4624002

Presented by: Stuart Nightingale – Manager, Transport Operations

In Response to Questions:

- Anticipated a continuation of Climate Emergency Response Fund (CERF) funding for Total Mobility in the upcoming Government Policy Statement on Land Transport (GPS)

- Missed trips made up only 2.7% out of 73,000 scheduled trips, noted a higher number on the more frequent and longer trips
- Fare box recovery had improved over the last three years, staff were awaiting a target for this from Waka Kotahi
- Data was from two quarters earlier, however current information was included in the BOPRC Long Term Plan (LTP) documents.

9.47 am - Sarah Roberts **withdrew** from the meeting (via Zoom).

- Multiple factors impacted patronage, including congestion, fare prices, reliability and urban growth. Waka Kotahi tracked national network data which provided context
- Mode share changes were surveyed but not tracked in real time
- A fare review was scheduled for late 2024.

Key Points - Members:

- A better understanding of mode shift to other transport means as well as buses could allow a better understanding of behaviour change
- Encouraged staff to publicise the increase in patronage numbers.

10.00 am - Sarah Roberts **entered** the meeting (via Zoom).

7. Reports

7.1 Chairperson's Report

Tabled Document 1 - Staff Briefing Note - Draft GPS on Land Transport - 05 March 2024: Objective ID A4624005

Presented by: Mike Seabourne – Director, Public Transport; Oliver Haycock – Manager, Transport Planning; Jamie Hall – Manager, Transport, Programme Delivery

Key Points:

- Tabled the document *Staff Briefing Note - Draft GPS on Land Transport - 05 March 2024* to be read in conjunction with the GPS
- Members were encouraged to make submissions to the GPS via the Regional Transport Committee.

10.07 am – Mayor Tapsell **withdrew** from the meeting (via Zoom).

In Response to Questions:

- A full review of school services, and their integration/separation from the network was targeted for completion at the end of 2024 and would dovetail with the fare review

- School service capacity had been increased in 2023, and those increases had been carried through into 2024, school service contracts had a 2+2 year extension provision
- Staff had worked with education providers to anticipate roll numbers, with capacity provided at just below anticipated demand to accommodate the winter demand drop
- Tauranga phase 2 refresh was subject to BOPRC LTP and Regional Land Transport Plan (RLPT) funding, although staff continued to look for in-budget changes to increase efficiency.

Key Points - Members:

- Expressed concern at the lack of integration between the LTP, GPS and fares reports, but acknowledged staff were responding to external changes from central government
- Highlighted the need to ensure the community were aware of the changes to the fixed route during the on-demand trial and emphasised the need for education around how to access the service
- Urged the prioritisation of network refreshes, in particular to leverage the Cameron Road investment to increase patronage.

Resolved

That the Public Transport Committee:

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

**von Dadelszen/Campbell
CARRIED**

10.30 am – the meeting **adjourned**.

11.10 am – the meeting **reconvened**.

Decisions Required

7.2 Regional Public Transport Plan 2022-32 - Draft Action Plan

Presentation: BOP Regional Public Transport Plan - Action Plan: Objective ID A4624012

Presented by: Bron Healey – Principal Advisor, Transport

Key Points:

- There would be regular reporting to this committee once the Plan was in place, along with a six yearly Regional Public Transport Plan (RPTP) review to coincide with the RLTP. There would also be 3 yearly technical reviews and, to reduce duplication, future RPTPs and the RLTPs would be consulted on simultaneously
- Provided clarity around aspects which were excluded from implementation and the reasons why.

11.17 am – Mayor Tania Tapsell **entered** the meeting (via Zoom).

Response to Questions:

- Acknowledged the need to integrate this Plan with the SmartGrowth Implementation and Funding Plan, the RLTP, TSP and the Tauranga Public Transport Joint Committee
- There were resource constraints; allocation was subject to direction from this committee as the number of actions to allocate resources to was high.

11.21 am - Sarah Roberts **entered** the meeting (via Zoom).

Key Points - Members:

- Noted WBOPDC had recently approved Plan Change 92 and Medium Density Residential Standards (MDRS); transport links should be provided for new areas of increased development on a case by case basis
- Supported a tiered approach to implementation and requested the work programme be brought to this committee which included timing, accountabilities and funding allocations to ensure sufficient implementation over planning
- Acknowledged the 20% mode shift goal as aspirational based on consultation feedback, however measurable deliverability of realistic improvements was key.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Regional Public Transport Plan 2022-32 - Draft Action Plan;**
- 2 Approves the Bay of Plenty Regional Public Transport Plan 2022-32 - Action Plan, noting it is a living document, and directs staff to bring to the Public Transport Committee the implementation programme.**

**von Dadelszen/Selwood
CARRIED**

7.3 Community Connect Decision Paper

Presented by: Jamie Hall – Manager, Transport Programme Delivery

Key Points:

- Noted the change to the staff recommendations
- There was a \$1.9 million annual cost for youth concessions
- Option 2 was in line with the draft GPS, the draft LTP and Regional Infrastructure Technical Specifications (RITS) consortium members.

In Response to Questions:

- Clarified the position in the LTP was cost to council, not cost to user
- Changes were required to the fare structure to remain within budget, current fares were based on the assumption of Waka Kotahi funding which was no longer available
- The LTP was silent on fare levels, and fare structure did not make up part of the consultation questions.

Key Points - Members:

- Noted the previous LTP had approved free fares at all times, and changes to free fares at peak times was due to behaviour on buses
- Considered a decision of this scale should be via public consultation and not made at this time nor by the committee.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Community Connect Decision Paper;**
- 2 Supports Option 2: To revert to the pre-Community Connect Extension fares as the preferred option;**
- 3 Recommends to Bay of Plenty Regional Council to implement the change by 1 May 2024 (as outlined in the report).**

von Dadelszen/Shirley

Division

A division was called:

For	Against	Abstained	Apologies
Campbell	Denyer		Iles
Dennis	Nees		
Selwood	Tapsell		
Shirley	Thompson		
von Dadelszen	Thurston		

The Chairperson used his **casting vote** and the motion was **CARRIED**

<p><u>Minute Note:</u> Mayor Tanya Tapsell (alternate) voted on behalf of RLC as Cr Conan O'Brien was unable to participate due to technical issues.</p>
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12.07 pm – Cr Paula Thompson **withdrew** from the meeting (via Zoom).

7.4 Bay of Plenty Regional Tertiary Commuter Services

Presented by: Stuart Nightingale – Manager, Transport Operations

Key Points:

- Sought consistency of fare structure by asking tertiary students to pay the same as they would on the main network
- Had the 60% fare structure been adopted over the previous year, there would have been a \$12,900 saving to BOPRC
- Tertiary fares were subject to review during the fares review later in 2024
- Did not recommend ceasing the tertiary service mid-way through school year.

In Response to Questions:

- Tertiary service buses were in addition to the normal network and had a variation to the destination compared to the equivalent route in the main network
- There was an opportunity to increase efficiencies through increased patronage via a communications campaign as the cost per passenger was comparatively high.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Bay of Plenty Regional Tertiary Commuter Services;**
- 2 Approves the retention of the Tertiary and Commuter services with a communication campaign to increase patronage;**
- 3 Recommends to Bay of Plenty Regional Council the tertiary student fare be increased to 60% of the adult fare from 2025 to align with the urban service for these services subject to review during regular fare policy reviews.**

**Selwood/von Dadelzen
CARRIED**

Cr Jane Nees, Cr Lyall Thurston and Cr Gavin Dennis **opposed** the motion and requested it be recorded in the minutes.

7.5 Public Transport Support for Special Events

Presented by: Bron Healey – Principal Advisor, Transport

Key Points:

- Provided decision making criteria for when BOPRC supported special events with public transport
- Agreeing to the decision making criteria completed an action in the RTP
- Highlighted the decision making diagram, to provide clear guidance for staff when a request for service came through.

Key Points - Members:

- Considered there should be a size of event consideration, and real life examples and outcomes would have been useful.

Resolved**That the Public Transport Committee:**

- 1 Receives the report, Public Transport Support for Special Events;**
- 2 Approves the decision-making criteria for providing public transport support for special events as shown in the Decision-making Criteria - Public Transport Support for Special Events section of the report.**

**Selwood/Denyer
CARRIED**

Information Only**7.6 Total Mobility Review**

Presentation: Total Mobility Survey Results 2024: Objective ID A4624019

Presented by: Mary Norris – Transport Advisor (Total Mobility) and Gemma Wiltshire – Summer Assistant, Accessible Transport, supported by Stuart Nightingale – Manager, Transport Operations

Key Points:

- Client education regarding vehicle booking would improve speed of service
- Hoped to encourage smaller providers to install hoists to increase fleet capacity, noting there were over 930 hoist users within the Total Mobility service
- Introduced Gemma Wiltshire, Summer Assistant - Accessible Transport, who had compiled the survey, and highlighted the positive results
- The service also helped people who were unwell or going through medical treatment
- Noted smaller numbers of respondents could skew the overall results.

12.47 pm – Commissioner Stephen Selwood **withdrew** from the meeting.

In Response to Questions:

- Acknowledged the need for smaller buses which could accommodate mobility scooters particularly in Kawerau/Whakatāne. However this required assessment through a network review as it would entail an asset change, which could be assisted by the survey data
- A different hoist was required for mobility scooters, as the weight capacity was larger.

Key Points - Members:

- Noted the increasing uptake of the Waka Eastern Bay service, and questioned whether the Whakatāne data required interlinking with Waka Eastern Bay usage data for a fuller picture

- Noted the Totally Mobility usage and feedback was a good news story which should be shared.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Total Mobility Review.**

**von Dadelszen/Dennis
CARRIED**

7.7 Tauranga Public Transport Joint Committee Minutes

Resolved

That the Public Transport Committee:

- 1 Receives the Tauranga Public Transport Joint Committee Minutes.**

**von Dadelszen/Thurston
CARRIED**

8. 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:

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8.2	Public Excluded Tauranga Public Transport Joint	As noted in the relevant Minutes.	As noted in the relevant Minutes.	To remain in public excluded.

	Committee Minutes			
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**von Dadelszen/Campbell
CARRIED**

Item 7.1

12.55 pm – the meeting closed.

CONFIRMED

Cr Andrew von Dadelszen
Chairperson, Public Transport Committee



Record of

Tauranga Public Transport Joint Committee Workshop meeting Wednesday, 28 February 2024

Workshop record

Meeting held at the BoP Regional Council Chambers, 1 Elizabeth Street, Tauranga on Wednesday, 28 February 2024 at 9.30am

Presenters:	Stuart Nightingale (Manager, Transport Operations – BoPRC)
Members:	Commissioner Chair Anne Tolley, Cr von Dadelszen Andrew von Dadelszen, Commissioner Stephen Selwood, Cr Thompson Paula Thompson
TCC Staff Attendees:	Nic Johansson (Head of Transport),Craig Dunlop (Principal Investment Advisor: Transport), Rebekah Warwick (Senior Investment Advisor: Transport), Karen Hays, Philip Archer, Hank Han, Colm Hatigan, Eric Signi, Emily Mclean,Shaleen Narayan (Team Leader: Governance Services), Anahera Dinsdale (Governance Advisor)
BoPRC Attendees	Chair Doug Leeder, Cr Stuart Crosby, Cr Kat Macmillan, Cr Jane Nees, Cr Toi Kai Rakau Iti, Cr Ron Scott, Cr Lyall Thurston, Cr Te Taru White, Cr Kevin Winters, Mike Seabourne (Director Public Transport), Oliver Haycock (Manager Transport Planning), Tom McIntyre (Team Leader: Transport Development), Stuart Nightingale (Manager: Transport Operations), Claudia Cameron (Committee Advisor)
Apologies:	NIL

1 BUSINESS

1.1 Tauranga OnDemand update - Stuart Nightingale

Presenter: Stuart Nightingale, Manager, Transport Operations (BoPRC)

Key Points Discussed

- Tauranga OnDemand update progressing very well and the team are very excited. Road show will be launching soon and outcomes are on track as well.
- The app will be available in app stores from Monday 18 March, which kicks off a soft launch before the official launch date of 25 March. This will be a good testing scheme for the trial service. People can comment on the app as well.
- Staff are excited to show Councillors the vehicle and will be available to answer questions on 12 March.
- Main benefit is the agility and responsiveness to the demand that come.

Response to questions

- Further understanding is needed about the Tauranga OnDemand, where it is going example; what it is for school children, how will they use it etc, what's the feel is it a separate fare charge to the general bus fare etc.
- This Project addresses to the Public Transport Committee and is only high level for this

Tauranga Public Transport Joint Committee Workshop meeting Record

28 February 2024

Committee. Project is just high level updates , it will operate same fare structure in demands and in school children if the service is oversubscribed , PTC will get detailed information about this. For clarity this service was relevant to this committee as well.

- How does it work from a customer point of view, there will be extensive comms for educating people on how to use the app. There is a request service similar to Uber but corner to corner service, rather than door to door.
- School buses are remaining but we will remove the capacity of the buses as we have mechanism to meet the demand with first 3months as trial to capture the data.
- Comment "good things take time" well done

Next Steps

- A more detailed report should be presented to the committee

1.2 Emerging issue - Stuart Nightingale

Presenter: Stuart Nightingale, Manager, Transport Operations (BoPRC)

Key Points Discussed

- When school starts we get request for extra services due to buses been too full and safety due to assertions of overloading , last year we asked schools to end through forecasting of roads , we didn't get a full responses from schools.
- We have reports of children left at roadside eg 16 children left behind , we monitor through CCTV's, schools used to have teachers who monitor and they don't do that anymore, therefore there are concern around this.
- The Transport Operations team investigate each complaint, applying due diligence to verifying the facts. The information obtained is necessary in providing the team with the evidence required to make well-informed decisions.
- noted that patronage of the school network at Tauranga has increased 42.9%, a significant increase and this is supported by what we have seen on the network this first school term. We are addressing the present situation, a number of considerations are given in establishing a basis for deciding whether to provide any extra dedicated school buses or not.

Response to questions

- Good to hear that sensible lines are been taken but concerns around young people around urban bus services on LTP submissions received. The issues will be addressed in the coming months.
- Fares are subsidised for school bus fares network , with separate fund.
- Desire to have flexibility and the operating constraints
- When will the Tauranga refresh be implement and who has the primary duty of care for primary transport- we have a standard duty of care as the primary service and schools are helpful with behaviour of students. Tauranga refresh we have short term refresh and longer term we have the business case that have been brought to this committee several times which is for 2027 and needs Waka Kotahi input.

Next Steps

- On 3rd bullet point patronage of school children on the bus network urban network, let's have it in figures rather than percentages so that we can highlight as a good story for us.
- Can the analysis have different route , we can break down information by route which is reliable and higher level catchment portal for public to see the results

2 PUBLIC EXCLUDED SESSION

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

The general subject matter 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 of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48 for the passing of this resolution
2.1 - Cameron Road Bus Lanes	s7(2)(c)(i) - The withholding of the information is necessary to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to prejudice the supply of similar information, or information from the same source, and it is in the public interest that such information should continue to be supplied s7(2)(i) - The withholding of the information is necessary to enable Council to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations)	s48(1)(a) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7
2.2 - Arataki Bus Facility Update	s7(2)(b)(i) - The withholding of the information is necessary to protect information where the making available of the information would disclose a trade secret s7(2)(b)(ii) - The withholding of the information is necessary to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information	s48(1)(a) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7
2.3 - Passenger and Bike Ferries – Tauranga harbour - Peter Bourke	s7(2)(b)(ii) - The withholding of the information is necessary to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information	s48(1)(a) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7
2.4 - City Centre Bus Facility Update	s7(2)(c)(i) - The withholding of the information is necessary to protect information which is subject to an obligation of confidence or which any person has been or could be compelled to provide under the authority of any enactment, where the making available of the information would be likely to prejudice the supply of similar information, or information from the same source, and it is in the public interest that such information should continue to be supplied	s48(1)(a) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7

Tauranga Public Transport Joint Committee Workshop meeting Record

28 February 2024

The meeting closed at 12.45pm.



MINUTES

**Tauranga Public Transport Joint
Committee meeting
Wednesday, 1 May 2024**

Tauranga Public Transport Joint Committee meeting minutes

1 May 2024

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Tauranga Public Transport Joint Committee meeting minutes

1 May 2024

**MINUTES OF TAURANGA CITY COUNCIL
TAURANGA PUBLIC TRANSPORT JOINT COMMITTEE MEETING
HELD AT THE BOP REGIONAL COUNCIL CHAMBERS,
1 ELIZABETH STREET, TAURANGA
ON WEDNESDAY, 1 MAY 2024 AT 10.30AM**

PRESENT: Commission Chair Anne Tolley, Cr Andrew von Dadelszen, Commissioner Stephen Selwood, Cr Paula Thompson.

IN ATTENDANCE: **Tauranga City Council**
Nic Johansson (Head of Transport), Tom McIntyre (Team Leader: Transport Development), Craig Dunlop (Principal Investment Advisor: Transport), Derek McFadden (Senior Project Manager), Shawn Geard (City Centre Infrastructure Lead), Jason Spencer (Transport Programme Manager - Dual Funded), Hank Han (Transport Planner), Colm Hartigan (Principal Planner: Transport), Anahera Dinsdale (Acting Team Leader: Governance Services), Caroline Irvin (Governance Advisor), Aimee Aranas (Governance Advisor).

Bay of Plenty Regional Council

Fiona McTavish (Chief Executive), Cr Kat MacMillan, Cr Stuart Crosby Stuart Nightingale (Manager: Transport Operations), Oliver Haycock (Manager: Transport Planning), Mike Seabourne (Director Public Transport), Matthew Kilpatrick (Senior Transport Planner).

EXTERNAL: Ms Jessica Andrew (Waka Kotahi).

1 OPENING KARAKIA

Cr Kat MacMillan opened the meeting with a karakia.

2 APOLOGIES

Nil

3 PUBLIC FORUM

Nil

4 ACCEPTANCE OF LATE ITEMS

The following late open item was withdrawn from the agenda:

- Te Tumu Urban Growth Area and Wairakei Town Centre Transport Business Case.

5 CONFIDENTIAL BUSINESS TO BE TRANSFERRED INTO THE OPEN

Nil

6 CHANGE TO ORDER OF BUSINESS

Tauranga Public Transport Joint Committee meeting minutes

1 May 2024

Nil

7 CONFIRMATION OF MINUTES**7.1 Minutes of the Tauranga Public Transport Joint Committee held on 5 December 2023****COMMITTEE RESOLUTION TPT1/24/1**

Moved: Cr Andrew von Dadelszen

Seconded: Commissioner Stephen Selwood

That the minutes of the Tauranga Public Transport Joint Committee meeting held on 5 December 2023 be confirmed as a true and correct record.

CARRIED**8 RECEIPT OF MINUTES FOR INFORMATION****8.1 Minutes of the Tauranga Public Transport Joint Committee Workshop meeting held on 28 February 2024****COMMITTEE RESOLUTION TPT1/24/2**

Moved: Cr Andrew von Dadelszen

Seconded: Commissioner Stephen Selwood

That the minutes of the Tauranga Public Transport Joint Committee Workshop meeting held on 28 February 2024 be received.

.CARRIED**9 DECLARATION OF CONFLICTS OF INTEREST**

Nil

10 BUSINESS**10.1 15th Avenue to Welcome Bay SSBC Update**

Staff Derek McFadden, Senior Project Manager
Jason Spencer, Transport Programme Manager - Dual Funded
Colm Hartigan (Principal Planner: Transport)

PowerPoint presentation.

Key points

- Council was in a difficult situation with regards to the Government Policy Statement (GPS), which changed the direction of the project. There was a shift in ideology in what the GPS did and did not support.
- If Council had continued with the original business case, it would not have received any funding. Therefore, it was trying to adjust the business case into stages which would mean it

Page 4

would get some funding in the early stages to enable as many improvements to the network as possible.

In response to questions

- It was felt that the pedestrian and cyclists' space would not be cut off during the stages of the project. The walking and cycling path had to be removed from the project itself to reduce the risk of not obtaining funding, but Council was still committed to achieving this at some stage.

Discussion points raised

- The GPS had clearly changed the landscape for funding and would continue to do so. It was important to the Commissioners to get the main elements of the project across the line and get work started in July 2025, as this was one of the key congestion points in the city.
- The proposed three kilometres of walking and cycling paths posed a risk to the project given the new GPS, however it may be possible to obtain funding for this in different ways.
- Council was driven by funding mechanisms in terms of what it could do. However, this did not mean a disconnect from the Urban Form and Transport Initiative (UFTI), spatial planning and the desire to have the best city.
- All projects that had to change their scope due to the updated GPS had to individually go through a project governance process and were not legitimate until the organisation decided they were comfortable with, and had confirmed, the new scope of the project.
- Council was having to make changes which put pressure on the LTP, but the aim was still to relieve traffic congestion.

COMMITTEE RESOLUTION TPT1/24/3

Moved: Cr Andrew von Dadelszen

Seconded: Commissioner Stephen Selwood

That the Tauranga Public Transport Joint Committee:

- Receives the report '15th Avenue to Welcome Bay SSBC Update'.
- Supports and / or endorses the Project.
- Notes that Council is scheduled to consider the Project at its meeting of 20 May and to approve the completion of Pre-implementation and subsequent commencement of Implementation (which would be subject to NZTA approval of the SSBC and funding). The SSBC will not be finalised by 20 May, but Council will have the Executive Summary to consider. Consequently, Council will be asked to delegate authority to the CE to approve submission of the final SSBC to NZTA.
- Notes that at its meeting of 20 May Council will also be asked to decide on strengthening of the abutments of the Hairini Bridge to improve seismic resilience of this structure and the harbour crossing.

CARRIED

ACTION

That Cr Paula Thompson be provided with all investment programs and projects impacted by the Government Policy Statement's change in direction.

10.2 Tauranga City Council and Bay of Plenty Regional Council Update Report - May 2024**Staff** Matthew Kilpatrick (Senior Transport Planner, BOPRC)

The report was taken as read.

In response to questions

- Social issues were created when Central Business District (CBD) bus interchanges were put in place. However, within eight years there would be a different public transport model, the CBD would be completed, and the patronage of the public transport would have changed.
- The Hairini Street bus lane item had been on the business case but no decisions had been made. BOPRC had been working together with TCC's safety engineers on this. A consultant had been tasked with writing up issues and options around this in the business case to enable a good decision in terms of whether this could be opened up or not.

Discussion points raised

- Phase two of the bus network services refresh was partially paused, however was still planned for December this year.
- The ability of a bus interchange to be moved was a benefit in terms of changing conditions, needs and patronage. Time would provide evidence as to what the right solution would be.
- The feedback from the community using the CBD bus interchange had been very positive.
- There was an offer on the table from TCC for a two-year trial for a ferry between Mount Maunganui and the Tauranga CBD which was worth doing. All the city partner groups felt that if a sensible trial was available and did not cost too much, it should be done. When road works started on Hewletts Road, Totara Street and Hull Road, it would be important to have this as an option in place, and not on a trial, to get people from Mount Maunganui to the city.
- It would be very helpful to boost the public's perception of public transport to have an interim solution for the Hairini Street bus lane to be used during off peak hours.

COMMITTEE RESOLUTION TPT1/24/4

Moved: Cr Andrew von Dadelszen

Seconded: Commissioner Stephen Selwood

That the Tauranga Public Transport Joint Committee:

- Receives the report "Tauranga City Council and Bay of Plenty Regional Council Update Report - May 2024".

CARRIED**ACTION**

That the two-year trial for a ferry service between Tauranga Central Business District and Mount Maunganui be actioned and the Committee be provided with some options at the next meeting to be held on 4 June 2024.

ACTION

That staff look into options for opening the Hairini Street bus lane for interim use during off peak hours and report back to the Committee at the meeting to be held on 4 June 2024.

10.3 Tauranga Public Transport Joint Committee - Projects Update - May 2024**Staff** Matthew Kilpatrick (Senior Transport Planner, BOPRC)

The report was taken as read.

In response to questions

- The Cameron Road stage two bus shelter would be used on Cameron Road stage one as well.
- The Arataki bus facility project was moving into the design phase. Staff were working on safety aspects and looking to have it contracted in June of this year.

Discussion points raised

- It was acknowledged that TCC staff had worked hard on 'accessible streets' over the last six years. The Commission had not abandoned this and it was still a priority to establish safe cycling and pedestrian ways as much as possible.

COMMITTEE RESOLUTION TPT1/24/5

Moved: Cr Paula Thompson

Seconded: Cr Andrew von Dadelszen

That the Tauranga Public Transport Joint Committee:

- Receives the report "Tauranga Public Transport Joint Committee - Projects Update - May 2024".

CARRIED**ACTION**

That Cr Paula Thompson be provided with the report 'Arterial Route Review – Recommended Congestion Easing Improvements' addressed at the Tauranga City Council meeting on 29 April 2024.

11 DISCUSSION OF LATE ITEMS

The late item was withdrawn.

12 PUBLIC EXCLUDED SESSION

Commission Chair Tolley confirmed there was no discussion of the two public excluded items:

- Public excluded minutes of the Tauranga Public Transport Joint Committee meeting held on 5 December 2023; and
- Public excluded minutes of the Tauranga Public Transport Joint Committee workshop held on 28 February 2024;

and confirmed these items could be addressed in the open section of the meeting.

Tauranga Public Transport Joint Committee meeting minutes

1 May 2024

12.1 Public Excluded Minutes of the Tauranga Public Transport Committee Meeting held on 5 December 2023.**COMMITTEE RESOLUTION TPT1/24/6**

Moved: Cr Andrew von Dadelszen
 Seconded: Commissioner Stephen Selwood

That the public excluded minutes of the Tauranga Public Transport Joint Committee meeting held on 5 December 2023 be confirmed as a true and correct record.

CARRIED**12.2 Public Excluded Minutes of the Tauranga Public Transport Joint Committee Workshop held on 28 February 2024****COMMITTEE RESOLUTION TPT1/24/7**

Moved: Cr Andrew von Dadelszen
 Seconded: Commissioner Stephen Selwood

That the public excluded minutes of the Tauranga Public Transport Joint Committee workshop held on 28 February 2024 be received.

CARRIED**13 CLOSING KARAKIA**

Cr Kat MacMillan closed the meeting with a karakia.

The meeting closed at 11.30am.

The minutes of this meeting were confirmed as a true and correct record at the Tauranga Public Transport Joint Committee meeting held on 4 June 2024.

Commission Chair Anne Tolley

.....
CHAIRPERSON



Public Transport Arotake Tuatoru 2023/24

Performance Monitoring Report
1 July 2023 to 31 March 2024



Contents

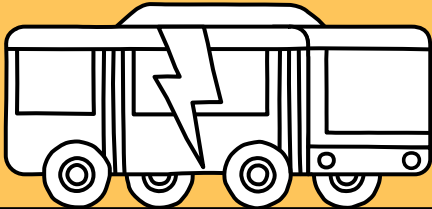
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Public Transport Arotake Tuatoru is Bay of Plenty Regional Council’s Public Transport performance monitoring report for Q3 2023/24.

The report covers the period from 1 July 2023 to 31 March 2024 and provides an update on financial and non-financial performance, compared to what was agreed through Council’s Long Term Plan 2021-2031. This report also provides updates of work over the quarter.

The Bay of Plenty Regional Public Transport Plan provides the guidance and policies that direct the investment in public transport across the Bay of Plenty Region. Bay of Plenty Regional Council provides public passenger transport services across the region, supports national and local road safety programmes and funds on-going maintenance of an existing stock truck effluent facility.

We also provide transport planning to meet our obligations under the Land Transport Management Act 2003. Our plans are laid out in the Regional Land Transport Plan, which we develop in partnership with the local councils and Waka Kotahi New Zealand Transport Agency (Waka Kotahi).



Executive summary

Financial summary and forecast for the nine months ending 31 March 2024

- Operating revenue** YTD is \$1.3m lower than budget, with the forecast for Full year end at \$0.8m lower than budget. Waka Kotahi funding largely forms the basis of the YTD and Full year variance, this revenue stream is directly correlated to lower variances in contract expenditure for the period. Fare revenue income is tracking to budget for both YTD and Full year. This income stream is driven by timing and implementation of central government fares schemes but also dependant on patronage.
- Operating expenditure** YTD is \$2.9m lower than budget, with the majority of this underspend to be carried forward to the Full year forecast circa \$2.2m lower than budget. Expenditure is tracking under budget mainly due to the timing of expenditure procured (Contract work relating to the WBOP Transport Systems Plan) together with cost savings resulting from the scaling down of security services.
- At the end of Quarter 3 **capital expenditure** for the year is forecasted to be \$0.5m lower than budget. The forecasted full year variance is mainly as a result of the deferral of the Transport Management Solution project to the 2024-25 Financial year.

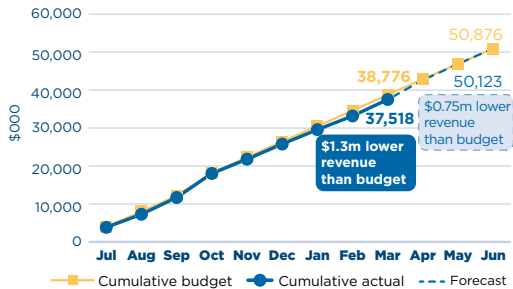
See Appendix 1 for further budget analysis

Summary of Financial Performance

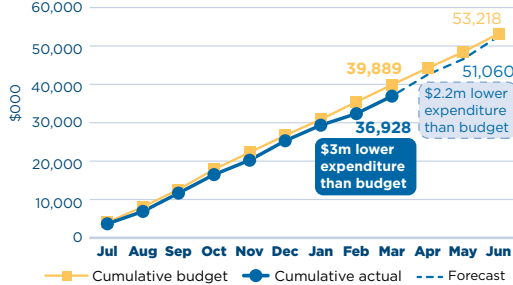
	Year to date \$'000				Full year \$'000			
	BUDGET	ACTUAL	VARIANCE		BUDGET	FORECAST	VARIANCE	
Operating Revenue	38,776	37,518	(1,258)	Lower	50,876	50,123	(753)	Lower
Operating Expenditure	39,889	36,928	2,961	Lower	53,218	51,060	2,157	Lower
Total Operating surplus (deficit)	(1,113)	590	1,703	Favourable	(2,342)	(937)	1,404	Favourable
Capital Revenue	41	0	(41)	Lower	302	41	(261)	Lower
Capital Expenditure	60	(0)	60	Lower	592	80	512	Lower

Transportation Budget compared to Actual 2023/24

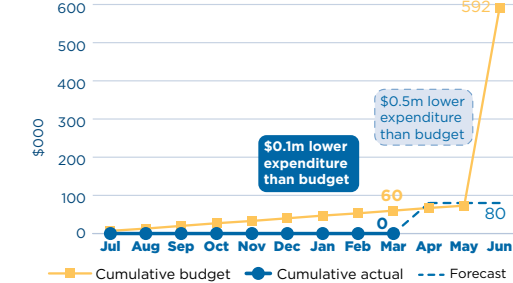
Operating Revenue



Operating Expenditure



Capital Expenditure



Long Term Plan 2021-2031 performance measures

Level of service:
Provide a quality cost-effective public transport system

Measure: Number of passenger transport trips taken in the region

TARGET	RESULT	YTD	FORECAST
Increase on PY 2,734,309	2,482,508	●	●

Measure: Customer satisfaction of bus users

TARGET	RESULT	YTD	FORECAST
80%	N/A	●	●

Measure: Planning and policy reports that are rated satisfactory or higher

TARGET	RESULT	YTD	FORECAST
100%	N/A	●	●

- Key:**
- On track
 - Not on track
 - Data not available

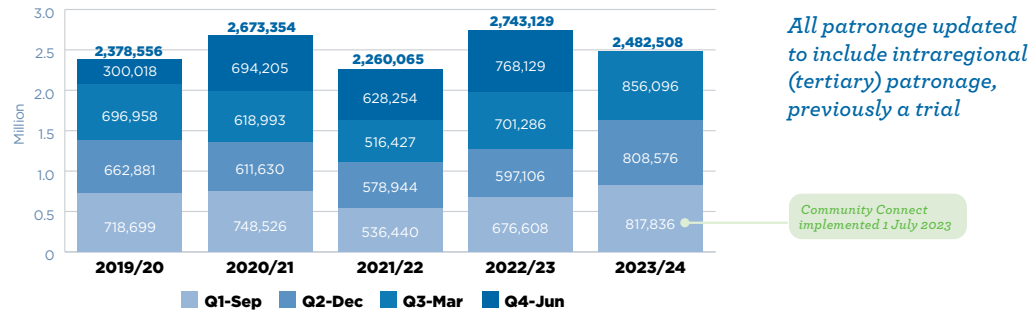
N/A Data not yet available. Results for this measure will be available closer to the end of the financial year.

Passenger Transport

Bus patronage for all services over the period of this report (Q3 2023/24) was 856,096, an increase of 22.1% on the same period 2022/23.

On 1 July 2023 the Community Connect Government initiative was implemented providing half price fares for travellers aged 19-25 and Community Service Card holders, and free travel for children under the age of 18. This replaced the school fare free trials operating in Rotorua and Whakatāne, and allows children in the Tauranga region to continue to travel free at all times with a BeeCard.

Quarterly patronage – all services (excl Matakana Ferry)



Patronage by type (RITS only, excluding SchoolHopper) 01 July 2023 to 31 March 2024

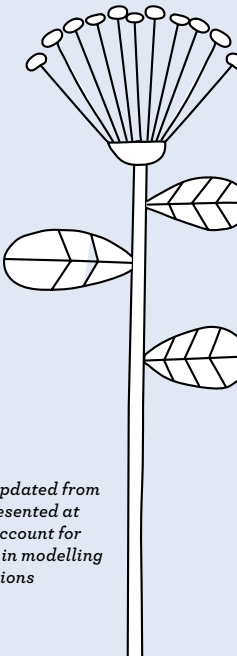
	Tauranga City	Western Bay	Rotorua	Eastern Bay	Tertiary	Total Region
Adult	382,642	15,149	108,225	5,817	198	512,031
Youth	351,793	17,270	76,125	2,575	154	447,917
Senior	200,665	8,055	55,163	6,391	33	270,307
Child	173,264	13,343	46,242	8,119	75	241,043
Tertiary	110,314	4,089	17,435	574	270	132,682
Accessibility	69,438	2,180	17,880	2,607	5	92,110
Youth Plus	57,534	2,058	11,983	415	62	72,052
Community Connect	37,290	1,049	13,567	1,421	13	53,340
Daysaver	10,873	758	724	2	-	12,357
Other	1,002	20	306	19	-	1,347
Total Region	1,394,815	63,971	347,650	27,940	810	1,835,186

Bay of Plenty Public Transport Patronage Summary

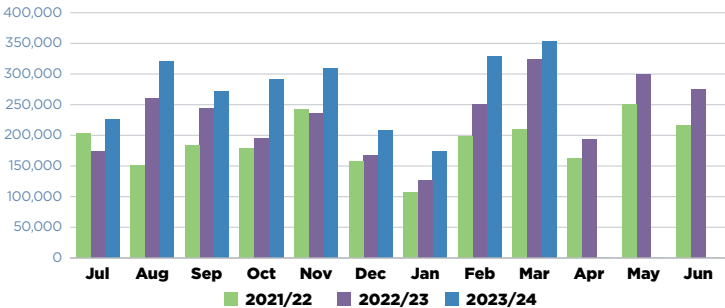
AREA	QUARTERLY PATRONAGE COMPARISON			2023/24 FINANCIAL YEAR PATRONAGE		YTD FARE BOX RECOVERY COMPARISON		
	Quarter 3 2022/23	Quarter 3 2023/24	% change	To Mar 2023	PY % change	To Mar 2023	To Mar 2024	Change
Total Network ¹	701,286	856,096	22.1%	2,482,508	26.1%	11.5%	16.7%	↑ 5.2%
Tauranga BayHopper Urban	370,740	491,452	32.6%	1,394,815	34.7%	14.3%	17.2%	↑ 2.9%
Tauranga BayHopper Schools	188,856	211,645	12.1%	634,131	16.6%	n/a	14.0%	N/A ²
Rotorua CityRide	109,530	117,201	7.0%	345,350	13.2%	15.3%	18.3%	↑ 3.0%
Murupara/Ruatāhuna	1,031	1,219	18.2%	3,448	15.6%			
Kawerau, Ōpōtiki and Whakatāne	3,407	3,451	1.3%	9,980	10.0%			
Ōhope	4,737	5,803	22.5%	18,394	20.8%	8.8%	10.8%	↑ 1.9%
Matatā	105	94	(10.5%)	282	(10.2%)			
Pōtaka	473	486	2.7%	1,447	5.9%	28.7%	23.3%	↓ (5.3%)
Te Puke	14,281	15,126	5.9%	45,321	19.7%	26.4%	32.0%	↑ 5.6%
Katikati/Ōmokoroa	5,748	6,612	15.0%	20,085	18.8%	12.9%	15.0%	↑ 2.1%
Katikati/Waihī Beach	323	310	(4.0%)	903	17.7%	6.3%	12.2%	↑ 6.0%
Intraregional (Tertiary)	2,055	2,697	31.2%	8,352	32.8%	2.7%	6.1%	↑ 3.4%
Ōmokoroa - Matakana Ferry	6,671	8,725	30.8%	25,017	11.3%	N/A	N/A	N/A

1 Excludes Ōmokoroa - Matakana Ferry.
2 Government CERF funding for free fares included as fare revenue forgone for school services

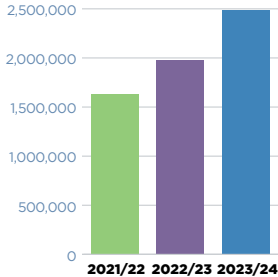
Values updated from those presented at PTC to account for changes in modelling assumptions



Patronage – year to date
All services total boardings by month



Year to date boardings
- all services



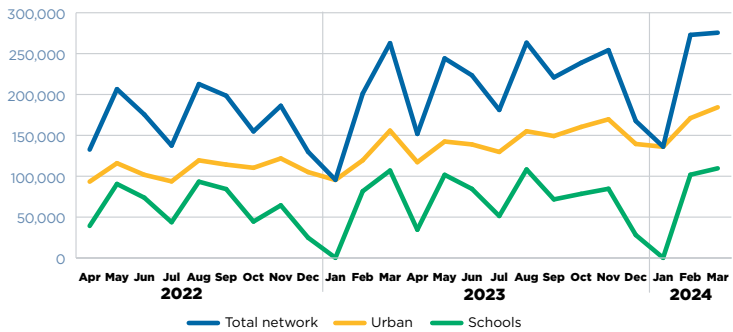
Total network patronage for Q3 2023/24 has increased by 22% compared to the same quarter last year!



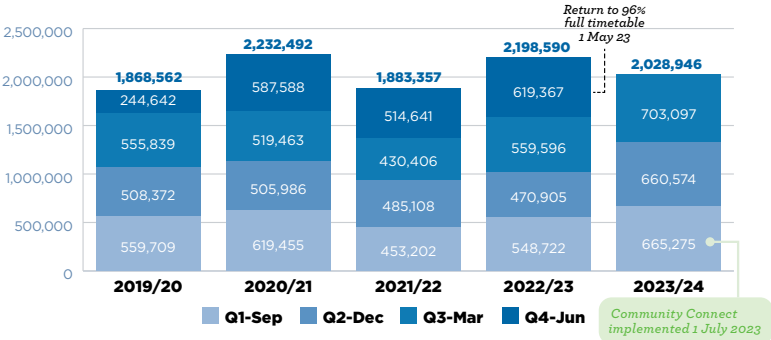
Tauranga network

- Total Tauranga network (Urban and School) patronage for the reporting period increased 25.6% on the same period last year.
- Passenger patronage on the urban network was 491,452 an increase of 32.6% on the same period last year.
- The Tauranga Urban bus service moved from a weekend timetable to 96% of the full timetable on the 1st May 2023. This leaves only four routes remaining on a weekend timetable.
- School – Patronage for the Tauranga school network in Quarter 3 was 211,645. This is an increase in patronage of 12.1% on the same period last year.

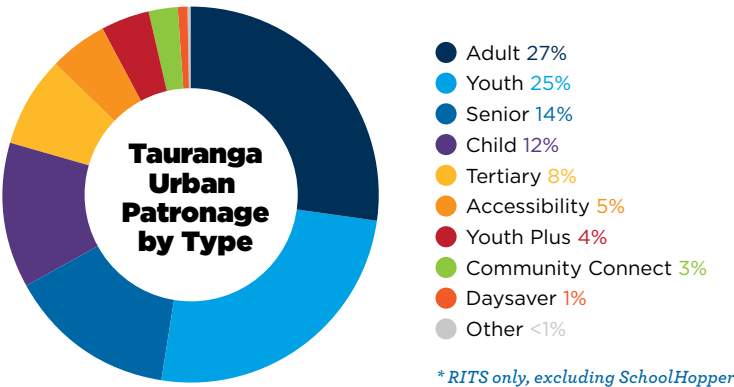
Tauranga network - rolling 24 months



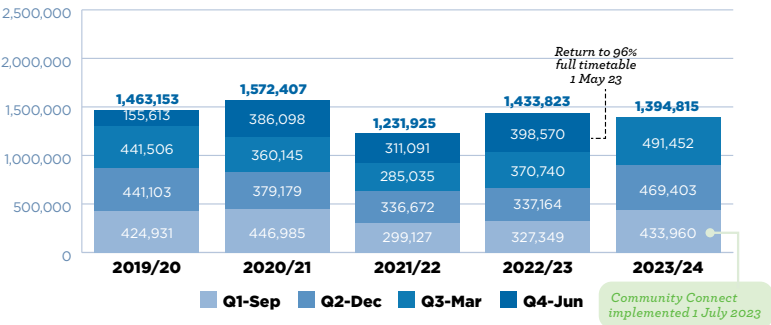
Tauranga network - total boardings



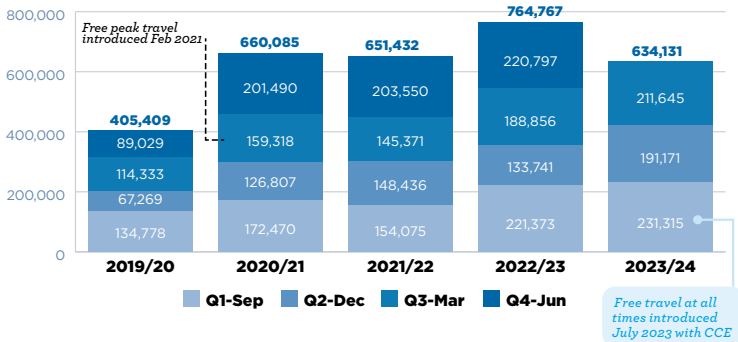
Tauranga urban patronage by type year to date

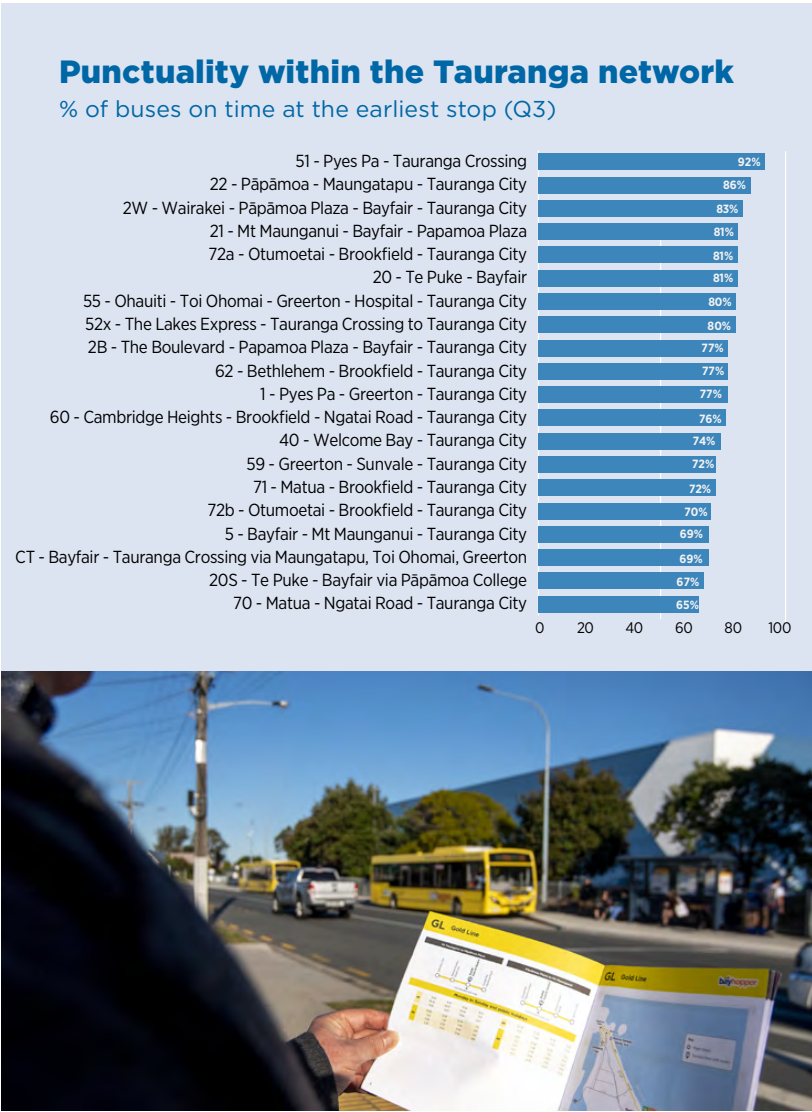


Tauranga urban - total boardings



Tauranga schools - total boardings



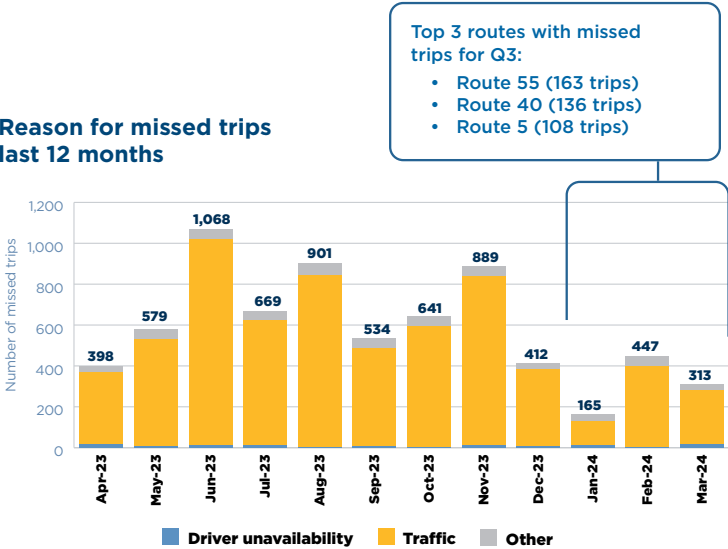


Reliability Tauranga urban

The third quarter of financial year 2023/24 saw an average of 308 trips dropped per month, or 1.28% of the total scheduled trips.

This is 52.37% reduction of the previous quarter, predominantly due to a lower number of scheduled trips over the holiday season in Q3. This is a reduction of 22.14% missed trip on the same quarter prior year.

Average monthly missed trips relating to traffic has more than halved dropping to 261 in Q3 2023/24, a decrease of 56.43%, on last quarter. The largest drop is in January which reflects less traffic and road work due to it being the holidays.





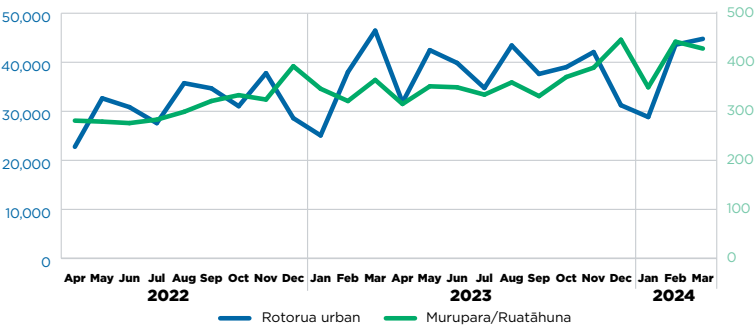
Rotorua network

Bus patronage on the Rotorua network for the reporting period Quarter 3 2023/24 was 118,420, 7.1% higher than the same period in 2022/23.

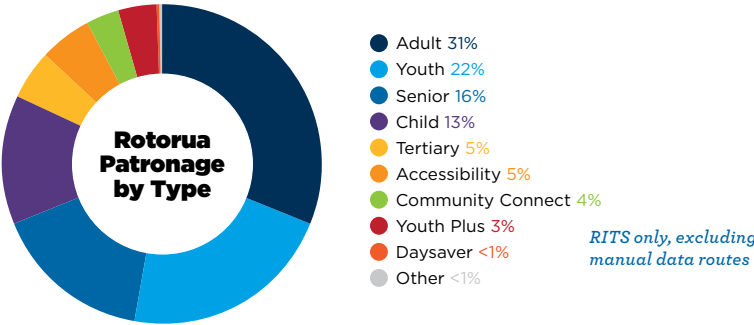
Patronage continues to show positive increases when compared to the previous quarter in prior years, following a period of year-on-year decline up to Q3, 2021/22.

As noted previously, this is likely to be, in part, the implementation of Community Connect in July 2023 following the provision of 50% fares since April 2023.

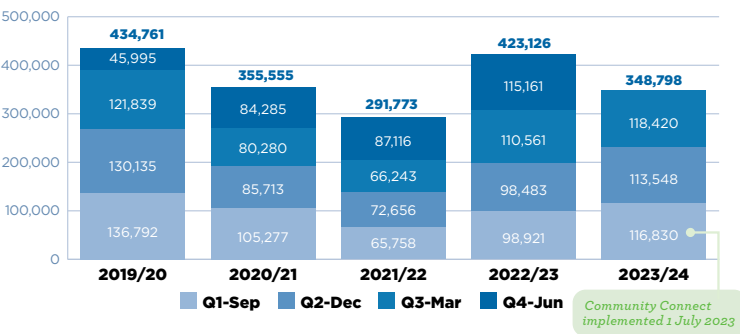
Rotorua network - rolling 24 months



Rotorua patronage by type year to date



Rotorua network - total boardings

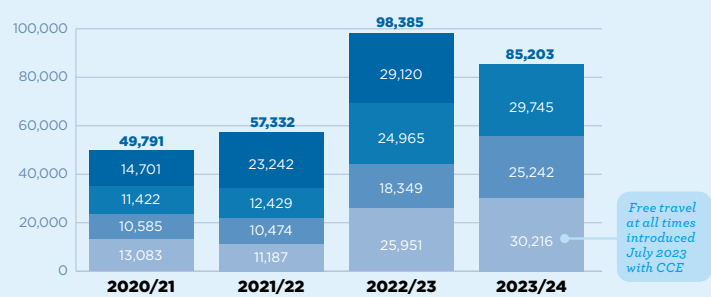


Child and Youth patronage

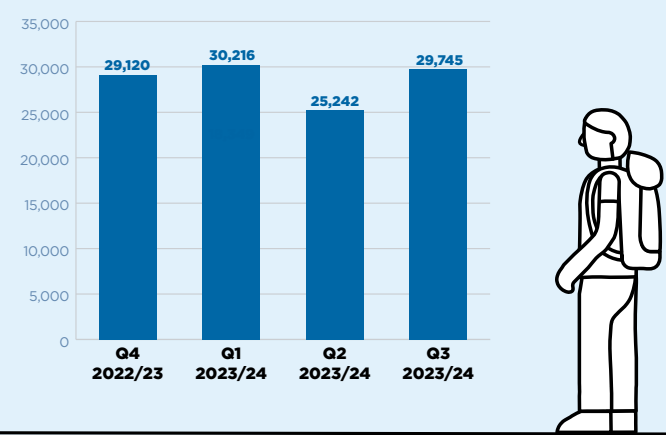
The school fare free trial was replaced by the Community Connect Government initiative on 1 July 2023, providing free travel for children under the age of 18, and half price fares for travellers aged 19-25 and Community Service Card holders.

Child/Youth patronage at peak times continues to show growth, with Quarter 3 2023/24 patronage being 19.1% higher than the same period last year.

Child and Youth patronage at peak times



Child and Youth patronage at peak times - by Quarter



Reliability Rotorua urban

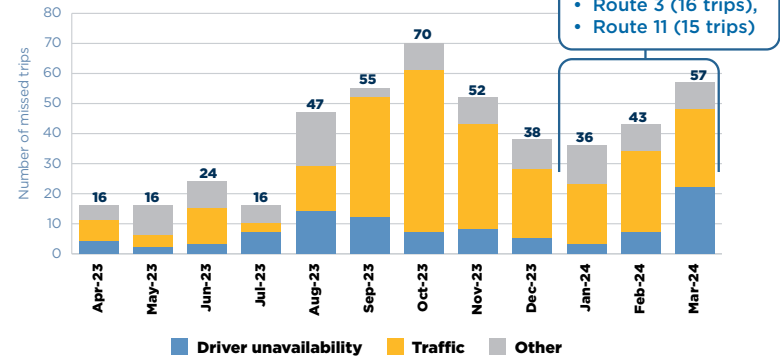
The third quarter of the financial year 2023/24 saw an average of 45 trips dropped per month, or 0.33% of the total scheduled trips.

Compared to the previous quarter this is a decrease of 15% of average number of missed trips per month.

This is predominantly due to a lower number of scheduled trips over the holiday season in Quarter 3. This is a reduction of 9.68% missed trip on the same quarter prior year.

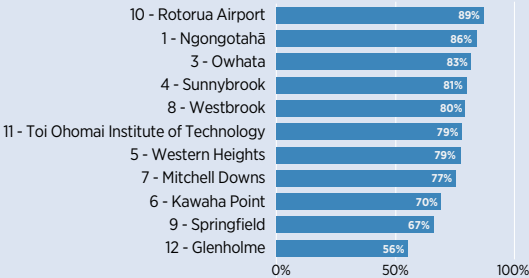
Both Council staff and the operator continue to proactively monitor missed trips to ensure high levels of compliance with contract KPIs.

Reason for missed trips last 12 months



Punctuality within the Rotorua network

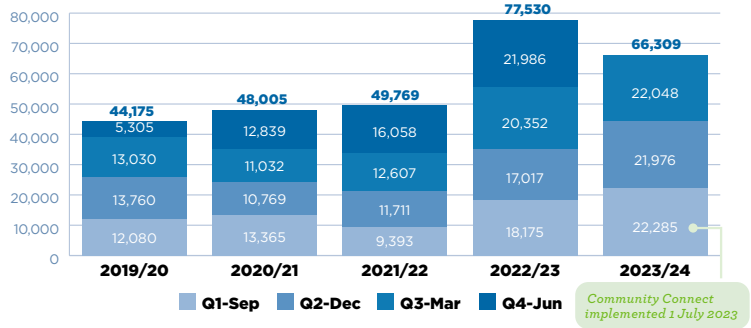
% of buses on time at the earliest stop (Q3)



Western Bay of Plenty network

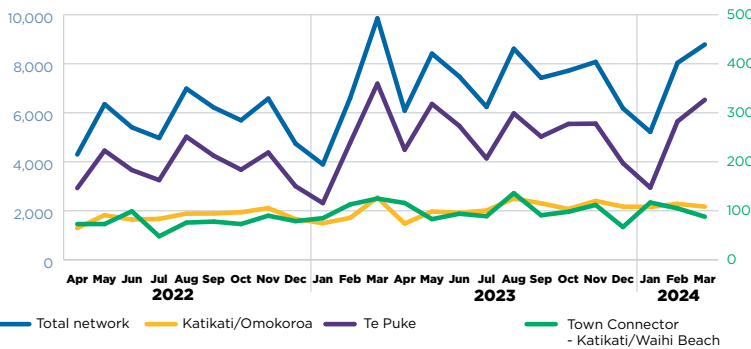
There were 22,048 passenger trips on the Western Bay of Plenty network during Quarter 3 2023/24, an increase of 8.3% on the same period last year. This is likely to be, in part, the implementation of Community Connect in July 2023 following the provision of 50% fares since April 2023

Western Bay of Plenty – total boardings

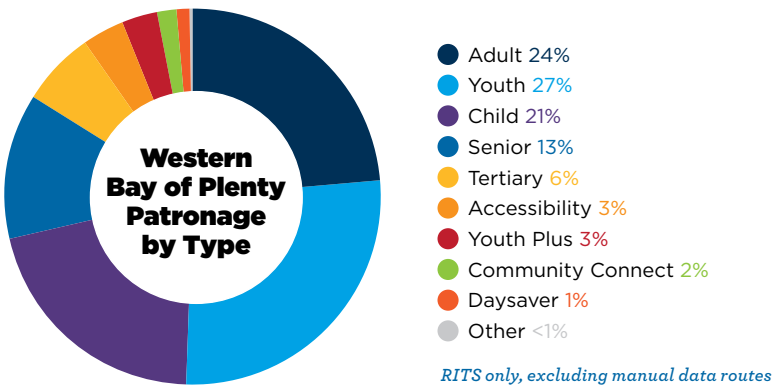


Note – Te Puke patronage is now included in the Western Bay network

Western Bay of Plenty – rolling 24 months



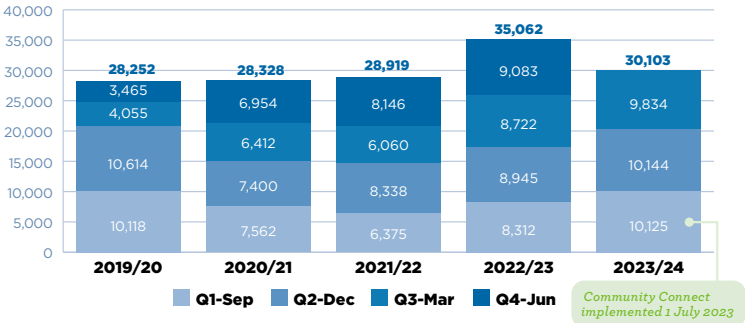
Western Bay of Plenty patronage by type year to date



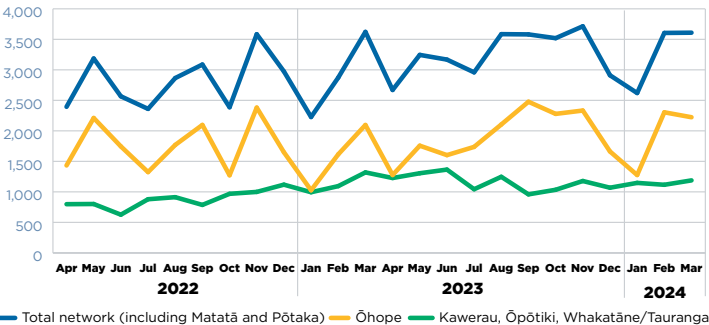
Eastern Bay of Plenty network

There were 9,834 passenger trips on the Eastern Bay of Plenty network during Quarter 3 2023/24, an increase of 12.7% on the same period last year.

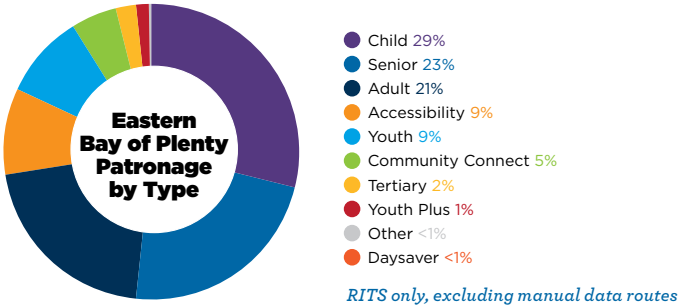
Eastern Bay of Plenty - total boardings



Eastern Bay of Plenty - rolling 24 months



Eastern Bay of Plenty patronage by type year to date



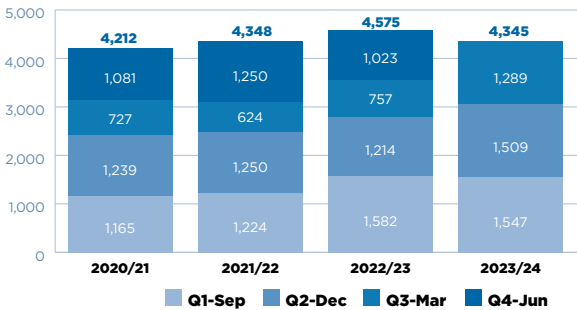
Child and youth patronage

The school fare free trial was replaced by the Community Connect Government initiative on 1 July 2023, providing free travel for children under the age of 18, and half price fares for travellers aged 19-25 and Community Service Card holders.

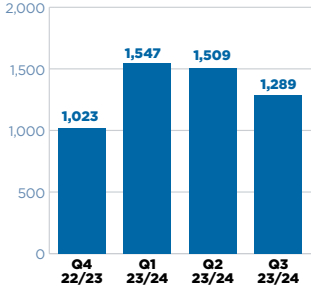
Child/Youth patronage at peak times has increased on last quarter and Quarter 3 2023/24 patronage is 70.3% more than the same period last year.

Child and Youth patronage at peak times

Total boardings:



By quarter:





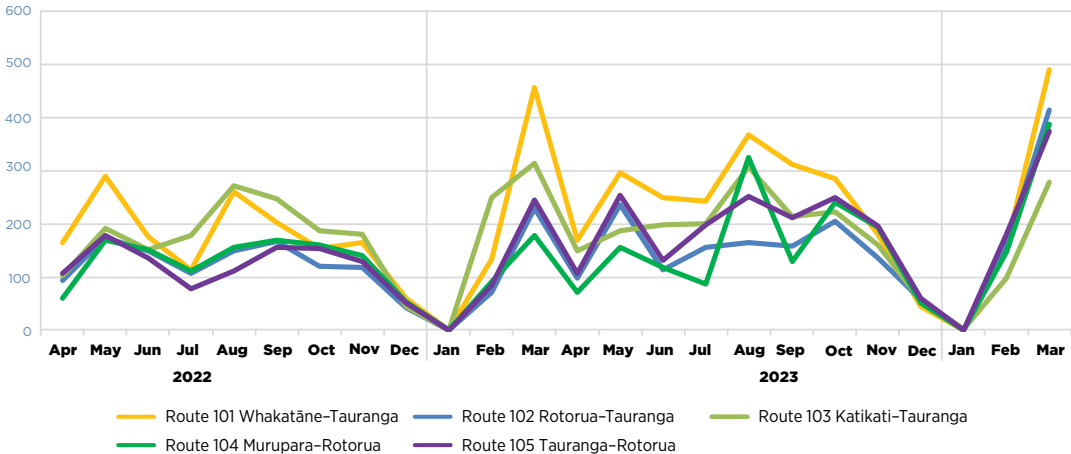
Intraregional network (Tertiary)

Total intraregional network boardings for Quarter 3 2023/24 were 2,697 an increase of 31.2% both on the same quarter last year.

Average monthly patronage has increased for all routes this quarter except Katikati-Tauranga, when compared to prior year.

Rotorua-Tauranga and Rotorua-Murupara have both see an increase of 90% or more patronage compared to the same period last year. Katikati-Tauranga is showing a decrease 33% compared to the same period last year.

Intraregional network services by route rolling 24 months



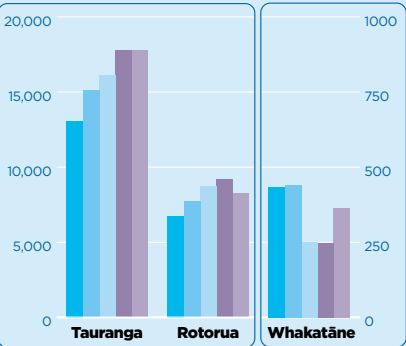
Accessible transport

Total Mobility

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

There has been a positive increase in the number of TM members with the subsidy increase from 50% to 75% being made permanent from 1 April 2023, this is reflected in the increase in use, expenditure and subsidy revenue. There has been a positive patronage increase this quarter with 26,422 trips, a decrease of 3% when compared to the previous quarter.

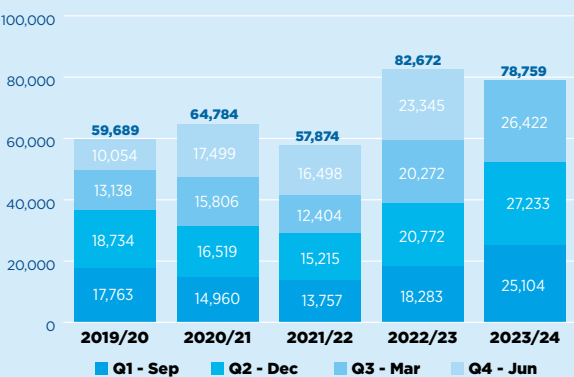
Total Mobility patronage by area



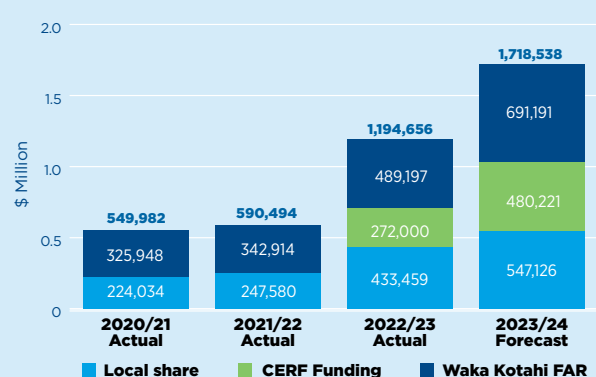
23/24	Q3	13,074	6,765	433
	Q4	15,159	7,745	441
	Q1	16,125	8,728	251
	Q2	17,789	9,197	247

22/23	Q3	17,796	8,261	365
	Q2	17,789	9,197	247
	Q1	16,125	8,728	251
	Q4	15,159	7,745	441

Passenger trips on Total Mobility



Total Mobility Contract costs by funding source

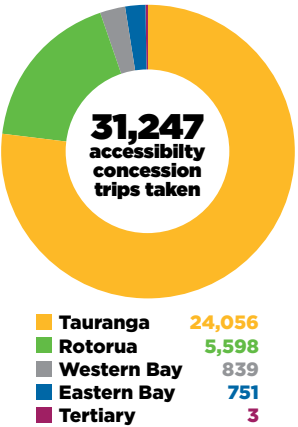


Ridewise – Ridewise is used to monitor usage of the scheme, process Total Mobility applications and transactions. As at 31 March 2024 there are 4724 active registered Total Mobility scheme members. There were 325 new applications received in the January to March 2024 period. *These numbers reflect active members.*

The accessibility concession

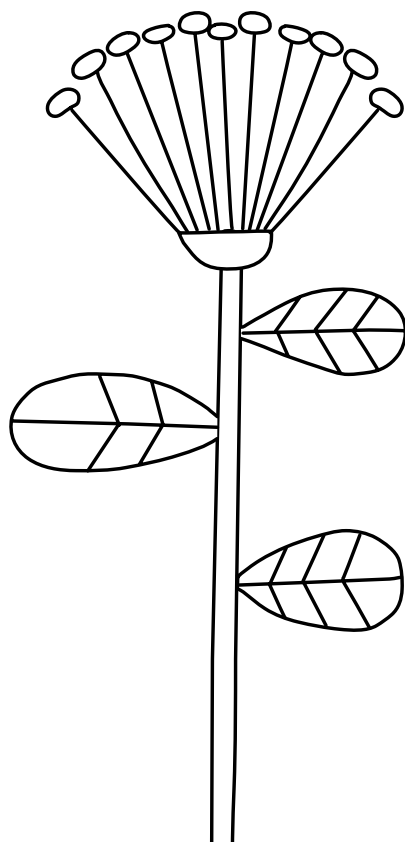
In Q3 2023/24 there were 60 new applications processed and accepted, and a total of 1,913 accepted applications processed since go live on 1 July 2021. A total of 31,247 accessibility concession trips were taken during this quarter, which was similar to the previous quarter.

This year the Accessible Transport team has continued the programme visiting Retirement Villages and Community Groups around the Bay of Plenty.



Appendix 1

Passenger Transport Activities - Financial Summary



	2023/24 YEAR TO DATE		2023/24 FULL YEAR	
	BUDGET \$000	ACTUAL \$000	BUDGET \$000	FORECAST \$000
PASSENGER TRANSPORT SERVICES				
Tauranga Passenger Transport	22,058	22,658	29,169	30,221
Rotorua Passenger Transport	4,634	4,024	6,111	5,683
Western Bay Passenger Transport	1,158	1,088	1,551	1,499
Eastern Bay Passenger Transport	677	592	967	967
Regional Passenger Transport	476	472	603	598
Tertiary/Commuter Services				
Tauranga	82	44	109	69
Rotorua	105	71	140	106
Western Bay	164	93	218	145
Whakatāne	87	48	116	74
Total Cost – Passenger Transport Services	29,440	29,089	38,985	39,363
Fare and Other Revenue	(3,094)	(3,154)	(3,799)	(3,798)
Subsidy	(13,595)	(14,094)	(17,894)	(19,269)
Net Cost - Passenger Transport Services	12,750	11,841	17,292	16,296
OTHER PASSENGER TRANSPORT ACTIVITIES				
Total Mobility Services & Hoists (including ridewise operating costs)	1,387	1,548	1,851	2,031
Ferries (Matakana)	43	34	58	46
Road Safety	188	97	252	182
Stock Trucks	83	35	111	47
Bus Shelter - new & maintenance	0	(0)	188	188
Administration, Depreciation & Finance Costs	1,783	2,127	2,394	2,763
Carless Wednesday	0	0	0	0
Rotorua Network Enhancement	0	0	0	0
Transport System Plan	3,103	791	4,362	1,991
Transport and Urban Planning	3,862	3,205	5,016	4,446
Total Other Passenger Transport Activities	10,449	7,837	14,233	11,695
Fare & Other Revenue	(4)	(0)	(5)	(3)
Subsidy	(2,773)	(960)	(3,992)	(1,868)
Net Cost - Other Passenger Transport Activities	7,672	6,876	10,236	9,824
CAPITAL PROJECTS				
Ticketing Machines Tauranga	60	0	80	80
Carbon Budget Calculator	0	0	50	0
Transport Management Solution	0	0	462	0
Total capital expenditure	60	(0)	592	80
BUS SHELTER INSTALLATIONS - INCLUDED ABOVE				
Tauranga City Council	0	0	31	31
Rotorua District Council	0	0	27	27
Regional	0	0	19	19
Western Bay	0	0	16	16
Whakatāne	0	0	33	33

Appendix 2

Bay of Plenty Public Transport Patronage by Route

Item 8.1, Attachment 1

		2023												2023 Total	2024			2024 Total
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Jan	Feb	Mar	
Tauranga Urban Unit - Tauranga Urban																		
1	Pyes Pa - Greerton - Tauranga City	7,279	8,924	11,549	8,741	10,160	10,097	9,638	11,324	10,584	11,334	12,525	10,377	122,532	9,920	12,055	13,065	35,040
2B	The Boulevard - Pāpāmoa Plaza - Bayfair - Tauranga City	11,288	13,510	18,140	14,360	19,947	19,338	18,158	21,984	21,758	22,737	22,687	17,852	221,759	17,028	23,854	25,536	66,418
2W	Wairakei - Pāpāmoa Plaza - Bayfair - Tauranga City	10,747	11,183	15,325	12,777	13,806	13,965	13,243	14,485	14,945	15,933	16,848	14,099	167,356	13,898	16,077	17,879	47,854
5	Bayfair - Mt Maunganui - Tauranga City	16,325	17,286	22,139	15,723	16,405	15,540	15,049	16,337	17,512	19,399	21,859	22,488	216,062	24,058	24,013	24,327	72,398
21	Mt Maunganui - Bayfair - Pāpāmoa Plaza	2,144	2,282	2,594	2,112	1,637	1,520	1,536	1,559	1,675	1,862	2,064	2,330	23,315	2,393	1,984	2,169	6,546
22	Pāpāmoa - Maungatapu - Tauranga City	1,164	3,842	5,124	2,510	4,582	3,878	3,174	5,045	3,741	4,014	4,119	1,780	42,973	1,282	4,586	5,163	11,031
40	Welcome Bay - Tauranga City	6,851	9,889	12,181	9,367	11,830	11,428	10,493	13,408	12,506	13,293	14,484	11,175	136,905	10,834	13,547	14,794	39,175
51	Pyes Pa - Tauranga Crossing	259	237	292	341	326	403	405	395	410	419	512	471	4,470	503	468	328	1,299
52x	The Lakes Express - Tauranga Crossing - Tauranga City	864	964	1,269	1,043	1,258	1,134	1,061	1,354	1,289	1,483	1,669	1,212	14,600	1,186	1,423	1,405	4,014
55	Ohauiti - Toi Ohomai - Greerton - Hospital - Tauranga City	9,315	14,100	18,996	12,996	19,683	19,222	16,955	21,618	19,384	21,741	22,518	16,869	213,397	16,113	24,090	26,289	66,492
59	Greerton - Watling Street - Tauranga City	2,487	4,038	5,383	3,580	4,300	4,150	3,649	4,677	3,925	4,219	4,382	3,329	48,119	3,128	4,425	4,877	12,430
60	Cambridge Heights - Brookfield - Ngatai Road - Tauranga City	4,371	7,266	9,006	6,202	9,252	9,367	7,996	11,020	9,778	10,746	11,469	8,007	104,480	7,607	11,503	12,739	31,849
62	Bethlehem - Brookfield - Tauranga City	6,217	7,230	9,291	7,214	8,460	8,260	8,228	9,852	9,940	10,240	10,519	8,566	104,017	8,872	10,513	11,209	30,594
70	Matua - Ngatai Road - Tauranga City	1,255	1,636	2,058	1,466	2,053	1,835	1,626	1,944	1,791	1,907	2,099	1,561	21,231	1,617	1,968	1,871	5,456
71	Matua - Brookfield - Tauranga City	4,588	5,465	7,312	5,858	4,848	4,905	4,665	5,151	5,355	5,582	6,130	5,209	65,068	4,697	5,540	6,281	16,518
72a	Ōtūmoetai - Brookfield - Tauranga City	1,476	2,088	2,735	1,976	2,520	2,453	2,041	2,729	2,391	2,497	2,603	1,986	27,495	1,777	2,551	2,907	7,235
72b	Ōtūmoetai - Brookfield - Tauranga City	1,728	2,580	2,931	2,208	2,647	2,659	2,511	3,160	2,867	3,449	3,427	2,664	32,831	2,498	3,367	3,358	9,223
CT	Bayfair - Tauranga Crossing via Maungatapu - Toi Ohomai - Greerton	7,048	6,985	9,504	8,734	8,749	8,745	9,298	9,014	9,327	9,465	9,712	9,482	106,063	8,617	9,121	10,142	27,880
Total		95,406	119,505	155,829	117,208	142,463	138,899	129,726	155,056	149,178	160,320	169,626	139,457	1,672,673	136,028	171,085	184,339	491,452
Tauranga Urban Unit - Te Puke																		
20	Te Puke - Bayfair	2,122	4,271	6,404	4,113	5,663	4,875	3,644	5,104	4,350	4,881	5,003	3,658	54,088	2,811	4,960	5,705	13,476
20S	Te Puke - Bayfair via Pāpāmoa College	193	506	785	380	698	593	497	873	678	665	555	287	6,710	137	689	824	1,650
Total		2,315	4,777	7,189	4,493	6,361	5,468	4,141	5,977	5,028	5,546	5,558	3,945	60,798	2,948	5,649	6,529	15,126
Northern Corridor - Katikati to Tauranga																		
80	Katikati Express	844	860	1,106	622	758	682	849	979	861	738	1,023	925	10,247	1,003	994	884	2,881
81	Ōmokoroa	552	852	1,142	630	1,038	992	777	1,143	1,161	1,142	1,283	1,187	11,899	1,155	1,289	1,257	3,701
Total		1,396	1,712	2,248	1,252	1,796	1,674	1,626	2,122	2,022	1,880	2,306	2,112	22,146	2,158	2,283	2,141	6,582

Notes: Table excludes school and tertiary routes. DITS data only.

		2023												2023	2024			2024
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Jan	Feb	Mar	Total
Rotorua Unit - Rotorua Urban																		
1	Ngongotahā	3,461	5,050	5,840	4,333	5,291	5,357	4,468	5,168	4,737	5,004	5,374	4,290	58,373	4,196	5,425	5,339	14,960
3	Owhata	2,755	4,606	5,600	3,521	5,337	4,925	4,151	5,038	4,468	4,698	4,927	3,304	53,330	3,293	5,504	5,181	13,978
4	Sunnybrook	2,155	3,058	3,518	2,583	3,375	3,258	2,932	3,631	2,964	3,028	3,511	2,712	36,725	2,461	3,259	3,157	8,877
5	Western Heights	2,243	3,748	4,670	3,283	4,251	4,140	3,443	4,829	4,068	3,836	4,528	2,936	45,975	2,399	4,416	4,279	11,094
6	Kawaha Point	1,912	2,419	3,258	2,292	2,695	2,538	2,089	2,480	2,231	2,277	2,403	2,177	28,771	1,938	2,507	2,538	6,983
7	Mitchell Downs	2,700	4,094	5,196	3,663	5,010	4,789	3,594	4,862	4,358	4,490	4,647	3,492	50,895	3,220	4,654	4,805	12,679
8	Westbrook	1,800	2,838	3,330	2,333	3,157	3,028	2,682	3,138	2,805	2,808	3,392	2,352	33,663	1,900	3,437	4,050	9,387
9	Springfield	1,801	2,763	3,661	2,397	3,234	3,211	3,064	3,747	3,317	3,643	3,634	2,710	37,182	2,552	3,895	4,004	10,451
10	Rotorua Airport	2,611	4,023	4,586	3,239	4,188	3,944	3,555	4,781	3,763	3,975	4,326	3,132	46,123	2,853	4,599	4,666	12,118
11	Toi Ohomai Institute of Technology	2,447	3,403	4,138	2,563	3,583	2,768	2,750	3,273	2,764	3,209	3,234	2,619	36,751	2,703	3,819	4,287	10,809
12	Glenholme	1,192	2,000	2,654	1,603	2,352	1,905	2,027	2,482	2,147	2,042	2,109	1,524	24,037	1,323	2,072	2,470	5,865
Total		25,077	38,002	46,451	31,810	42,473	39,863	34,755	43,429	37,622	39,010	42,085	31,248	451,825	28,838	43,587	44,776	117,201
Rotorua Unit - Murupara																		
15	Murupara	244	229	266	243	240	228	244	229	181	237	258	280	2,879	229	323	319	871
Total		244	229	266	243	240	228	244	229	181	237	258	280	2,879	229	323	319	871
Eastern Corridor - Kawerau/Ōpōtiki to Whakatāne and Tauranga																		
135	Whakatāne - Kawerau	438	557	608	512	583	657	475	555	541	463	533	451	6,373	482	621	562	1,665
147	Whakatāne - Ōpōtiki	92	75	100	65	68	82	76	87	50	42	53	60	850	74	46	89	209
143a	Whakatāne - Tauranga via Paengaroa/Te Puke	234	163	262	302	332	301	248	296	189	183	261	280	3,051	266	179	253	698
143b	Whakatāne - Tauranga via Pukehina/Te Puke	206	299	349	348	306	325	244	309	146	146	327	277	3,282	305	258	279	842
Total		970	1,094	1,319	1,227	1,289	1,365	1,043	1,247	926	834	1,174	1,068	13,556	1,127	1,104	1,183	3,414
Eastern Corridor - Ōhope to Whakatāne																		
122	Whakatāne - Ōhope	1,026	1,136	1,627	1,276	1,757	1,551	1,737	2,104	2,477	2,278	2,333	1,662	20,964	1,276	2,304	2,223	5,803
Total		1,026	1,136	1,627	1,276	1,757	1,551	1,737	2,104	2,477	2,278	2,333	1,662	20,964	1,276	2,304	2,223	5,803
TOTAL		126,434	166,455	214,929	157,509	196,379	189,048	173,272	210,164	197,434	210,105	223,340	179,772	2,244,841	172,604	226,335	241,510	640,449

Note: Table excludes school and tertiary routes. RITS data only.

Appendix 3 Bay of Plenty Public Transport Farebox Recovery Ratio by Route

	Route	YTD 2023/24	Prior YTD 2022/23	Increase / (decrease) from PY
Tauranga Urban	1 Pyes Pa - Greerton - Tauranga City	18.7%	13.8%	↑ 4.9%
	2B The Boulevard - Pāpāmoa Plaza - Bayfair - Tauranga City	24.6%	21.4%	↑ 3.2%
	2W Wairakei - Pāpāmoa Plaza - Bayfair - Tauranga City	21.3%	23.8%	↓ (2.5%)
	5 Bayfair - Mt Maunganui - Tauranga City	21.0%	22.1%	↓ (1.0%)
	21 Mt Maunganui - Bayfair - Pāpāmoa Plaza	9.3%	8.3%	↑ 1.0%
	22 Pāpāmoa - Maungatapu - Tauranga City	8.3%	7.0%	↑ 1.3%
	40 Welcome Bay - Tauranga City	15.0%	12.6%	↑ 2.4%
	51 Pyes Pa - Tauranga Crossing	5.1%	3.7%	↑ 1.4%
	52x The Lakes Express - Tauranga Crossing - Tauranga City	25.8%	13.7%	↑ 12.2%
	55 Ohauiti - Toi Ohomai - Greerton - Hospital - Tauranga City	23.6%	20.7%	↑ 3.0%
	59 Greerton - Watling Street - Tauranga City	17.5%	14.0%	↑ 3.5%
	60 Cambridge Heights - Brookfield - Ngatai Road - Tauranga City	12.6%	10.6%	↑ 2.0%
	62 Bethlehem - Brookfield - Tauranga City	23.2%	15.1%	↑ 8.1%
	70 Matua - Ngatai Road - Tauranga City	17.0%	10.5%	↑ 6.5%
	71 Matua - Brookfield - Tauranga City	12.7%	10.4%	↑ 2.3%
	72a Ōtūmoetai - Brookfield - Tauranga City	14.4%	11.6%	↑ 2.8%
	72b Ōtūmoetai - Brookfield - Tauranga City	10.1%	8.0%	↑ 2.1%
	CT Bayfair - Tauranga Crossing via Maungatapu - Toi Ohomai - Greerton	10.4%	9.1%	↑ 1.3%
Tauranga Urban Unit Total		17.2%	14.3%	↑ 2.9%
Te Puke	20 Te Puke - Bayfair	31.8%	25.9%	↑ 5.9%
	20S Te Puke - Bayfair via Pāpāmoa College	36.1%	34.2%	↑ 1.8%
Te Puke Total		32.0%	26.4%	↑ 5.6%
Katikati and Ōmokoroa to Tauranga	80 Katikati Express	12.1%	12.1%	↓ (0.0%)
	81 Ōmokoroa	19.6%	14.1%	↑ 5.5%
Katikati and Ōmokoroa to Tauranga Total		15.0%	12.9%	↑ 2.1%

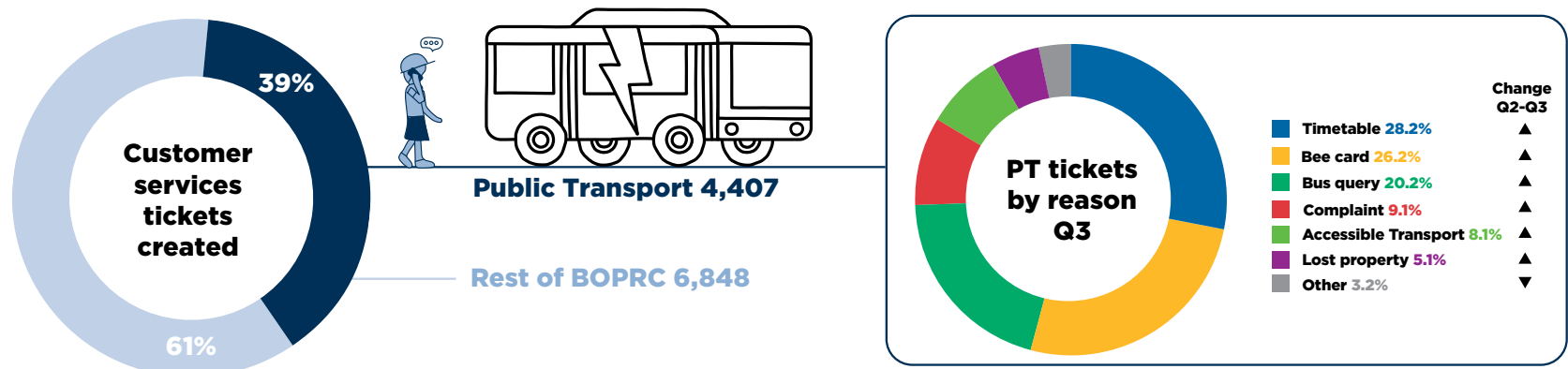
Note: Farebox Recovery Ratio = Fare Revenue (including SuperGold revenue) divided by Contract Costs Excludes school routes. Includes RITS and manual data

Item 8.1, Attachment 1

	Route	YTD 2023/24	Prior YTD 2022/23	Increase / (decrease) from PY
Rotorua, Murupara & Ruatāhuna	1 Ngongotahā	16.3%	13.7%	↑ 2.6%
	3 Owkata	18.3%	14.2%	↑ 4.1%
	4 Sunnybrook	20.2%	17.8%	↑ 2.4%
	5 Western Heights	18.5%	16.1%	↑ 2.4%
	6 Kawaha Point	15.7%	14.9%	↗ 0.8%
	7 Mitchell Downs	20.6%	17.2%	↑ 3.5%
	8 Westbrook	20.1%	17.4%	↑ 2.7%
	9 Springfield	19.8%	14.4%	↑ 5.3%
	10 Rotorua Airport	17.1%	14.4%	↑ 2.6%
	11 Toi Ohomai Institute of Technology	29.0%	22.3%	↑ 6.7%
	12 Glenholme	16.0%	11.8%	↑ 4.3%
	15 Murupara	10.3%	13.6%	↓ (3.2%)
	15a Ruatāhuna	11.1%	12.0%	↓ (0.9%)
Rotorua, Murupara & Ruatāhuna Total		18.3%	15.3%	↑ 3.0%
Eastern BayHopper (Kawerau, Ōhope, Matatā)	122 Whakatāne - Ōhope	9.2%	6.3%	↑ 2.9%
	131 Whakatāne - Matatā	4.3%	4.2%	↗ 0.1%
	135 Whakatāne - Kawerau	10.2%	9.4%	↗ 0.8%
	147 Whakatāne - Ōpōtiki	8.8%	7.4%	↑ 1.4%
	143a Whakatāne - Tauranga via Paengaroa/Te Puke	14.7%	12.2%	↑ 2.5%
	143b Whakatāne - Tauranga via Pukehina/Te Puke	15.0%	13.4%	↑ 1.7%
Eastern BayHopper (Kawerau, Ōhope, Matatā) Total		10.8%	8.8%	↑ 1.9%
Pōtaka - Ōpōtiki	150 Pōtaka - Ōpōtiki	23.3%	28.7%	↓ (5.3%)
Pōtaka - Ōpōtiki Total		23.3%	28.7%	↓ (5.3%)
Tertiary	101 Whakatāne-Tauranga	1.7%	0.6%	↑ 1.1%
	102 Rotorua-Tauranga	7.2%	2.4%	↑ 4.8%
	103 Katikati-Tauranga	18.4%	8.9%	↑ 9.5%
	104 Murupara-Rotorua	2.9%	2.8%	↗ 0.1%
	105 Tauranga-Rotorua	7.7%	2.4%	↑ 5.3%
Tertiary Total		6.1%	2.7%	↑ 3.4%
Waihī - Katikati	85 Waihī - Katikati	12.2%	6.3%	↑ 6.0%
Waihī - Katikati Total		12.2%	6.3%	↑ 6.0%
Total		17.2%	14.2%	↑ 3.0%

Note: Farebox Recovery Ratio = Fare Revenue (including SuperGold revenue) divided by Contract Costs Excludes school routes. Includes RITS and manual data

Appendix 4 - Customer experience



In Quarter 3, during business hours, a total of 11,255 calls were received by the Bay of Plenty Regional Council and Bay Bus.

4,407 of these were transport related calls. This equated to around 39% of all calls taken for this period. Of the 2,636 calls taken by After hours, 1,918 (73%) were transport related calls.

The majority of transport related calls are timetable queries and the majority of face-to-face queries at Council receptions are Bee Card related.

Support tickets

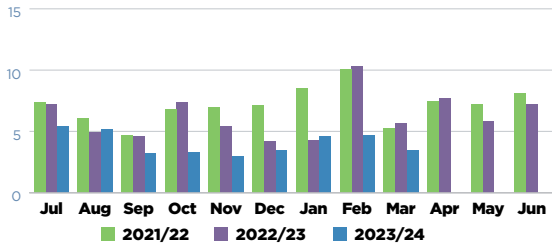
Of the 5642 Baybus tickets created in Zendesk Support during Quarter 3, 2024, only 163 tickets or 2.9% remained unsolved.

78.4% of these tickets were created from phone calls to the Call Centre with the remaining 21.6% received via email, website forms or Facebook.

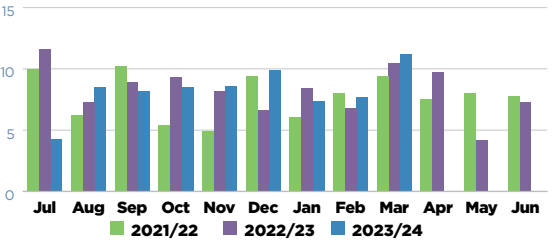
A smaller portion of tickets 458 or 8.1% were forwarded to the Transport Operations team requiring further investigation.

Complaints

Tauranga complaints per 10k boardings



Rotorua complaints per 10k boardings



Item 8.1, Attachment 1



For more information visit our website
www.boprc.govt.nz, call 0800 884 880
or email info@boprc.govt.nz

For information relating to bus
services across the region,
please visit www.baybus.co.nz,
call 0800 4 BAYBUS (0800 4 229 287)
or email support@baybus.zendesk.com



Report To: Public Transport Committee

Meeting Date: 12 June 2024

Report Authoriser: Oliver Haycock – Director, Public Transport

Chairperson's Report

Executive Summary

This report highlights matters of interest that the Committee Chair considers to be relevant to the business of the Public Transport Committee.

The report includes updates on:

- National and local context including Emerging Issues, Public Transport Performance - Arotake, Procurement, Passenger Experience, Network Development Planning, Policy and Planning, Fares - Revenue and Innovation.

Recommendations

That the Public Transport Committee:

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

1. Purpose

The purpose of this report is to make Committee members aware of items of interest in relation to public transport.

2. Matters of Potential Interest

2.1 Emerging Issues

2.2 Transport delivery programme

The Transport Team has developed a work programme and update Council through the annual plan process on the ramification of these changes. The transport team have identified six key work streams:

1. **Regional Planning** – Preparation of statutory documents Regional Land Transport Plan (RLTP) and Regional Passenger Transport Plan (RPTP) under the Land Transport Management Act (LTMA) 2003. Aligned
2. **Commercial and Contract Management** – A series of activities to review and update procurement approaches, Contract terms and types in preparation for all our PT services contracts expiring over the 4 years.
3. **Revenue, funding and Investment planning** – Projects that include a review of the fares and pricing of our PT services, Total Mobility and government policy. Aligned
4. **Service improvement programme** – A programme of network “refreshes” across the region prioritised to input into the contract expiry dates, mentioned above. Will be reviewed for alignment.
5. **Business improvement programme** – Projects to improve the way we operate targeting time and cost savings, improving the customer experience and improving our performance monitoring and technology updates.
6. **New services and products** – Council approved projects to introduce new services like On Demand and or products like Travel choice programmes targeting increasing patronage and the Community Transport Forum.

2.3 Critical path workstream

The critical objective for the Transport team in the next 3 years is to successfully manage the contract renewals for our PT services and establish these services by 2028.

Apart from the statutorily required RLTP and RPTP processes these contract renewals are urgently required and no longer be delayed.

Contract renewals present an opportunity to deliver greatest change at the best price, due to competitive tendering and inversely, contract renewals represent an opportunity to de-scope operations, if required. It also creates an opportunity to reflect any type of policy, customer and or operations change to be included in the request for tender. There are 5 key steps in delivering this workstream:

1. Understand customers’ needs.
2. Design network based on demand and assess benefits and costs
3. Plan and confirm commercial model and case for change.
4. Procure new service.
5. Transition into new service arrangement

2.3.1 Critical path projects to complete by 2028:

1. Customer segmentation work – Underway
2. Network planning review – Initiated
3. Regional fares review – initiated
4. Region wide “Network refreshes” – Various status
 - a. Tauranga Urban School Service – Initiated
 - b. Eastern Bay – Initiated

- c. Rotorua Urban Bus Service – Complete¹
- d. Waihi Beach connector (Route 85)
- e. Route 85 Waihi-Paeroa – Complete¹
- f. Western Bay of Plenty Bus – Not started
- g. Tertiary School Service – Complete¹
- 5. Commercial review of PT contract form – not started.
- 6. Commercial and Contract Management – Procurement planning underway
- 7. Delivery of the National Ticketing System – under way

2.3.2 Influential projects

These projects will require assessment regarding their priority and relevance to the critical workstreams above

- 1. Bus decarbonisation study – feasibility complete
- 2. Asset Ownership study – not started
- 3. Transport Performance Management System – started

2.4 Commercial and Contract Management UPDATE

The Transport team have developed a draft procurement strategy and have created processes to ensure that contract procurement is carried out in a timely fashion and in adherence to best practice. Networking with other Public Transport Authorities has added value to how we shape-up the contract procurement process. Careful consideration is being to how we plan for contracts due to expire in the next few years.

We have commenced the first steps in developing a new, modern and fit-for-purpose transport services contract for use with potential operators.

2.5 Operations – Passenger Experience

2.5.1 Total Mobility

The Accessible Transport teams current focus has been on renewing the Total Mobility contracts. Eleven operators submitted quotes with most current operators reapplying. However, the exciting news is that three new operators have expressed interest in the Whakatane area, which will fill a gap in the provision of our service there.

With evaluations complete, the team is moving into contract negotiations to finalise details such as fares and operating hours. The anticipated implementation of new contracts by June 1st, coupled with improved auditing and bi-annual meetings, promises enhanced transparency and efficiency in Total Mobility service operations.

2.6 Network Development Programme

2.6.1 Tauranga South On-Demand Trial - Update

The Baybus OnDemand service in Tauranga South started operating on 25 March. Work is underway to identify a set of measures that will be reported on each

¹ Made need a minor review

month, including patronage and financial information. Once collated, this information will be available on a monthly basis, with a more comprehensive report planned to be completed approximately half-way through the trial period. A customer survey is being planned for late June.

These figures are correct as of 24 May:

- Over 2,000 accounts have been created, with 20% of riders completing at least one ride, 16% taking two rides, and 8% of riders completing more than five rides.
- Over 4,600 rides have been completed since the service started on 25 March. Patronage has steadily increased over time, and at the time of writing the service was delivering approximately 760 completed rides per week.
- The electric vehicles have collectively travelled over 35,000km.
- 97% of all riders have been picked up at the agreed time, and 86% have been dropped off at the agreed time.
- 92% of riders who responded to a request to rate their ride gave it five stars (out of five).
- 95% of bookings are being made through the app rather than through the contact centre.
- 72% of riders are paying by Bee card, with the remainder paying by credit or debit card through the app.
- Utilisation (completed rides per net driver hours) is increasing and recently hit a high of 3.5. (Net driver hours excludes breaks).

2.6.2 Tauranga Phase 2 Refresh

Staff developed a plan to refresh bus routes in the Western suburbs of Tauranga in 2023, which included a public consultation exercise. The implementation of the network refresh was ultimately paused, as the operational cost of the new network exceeded the funding allocated to the project.

The higher costs were primarily due to the additional time required in timetables to make services reliable, due to the system-wide traffic congestion being experienced. The timetable therefore required a higher number of drivers and vehicles to operate.

Traffic congestion issues were not as systemic when the current timetable was last updated in 2021, with the situation reflecting the high volume of road work sites across the city.

Funding to progress this refresh was requested from BOPRC's Long Term Plan (LTP) and the Regional Land Transport Plan (RLTP).

2.6.3 Rotorua Refresh

The Central Government decision to cancel the Transport Choices funding package has led to this project being paused, while funding from other sources is sought (BOPRC's Long Term Plan (LTP) and the Regional Land Transport Plan (RLTP)).

Should the project not be successful in achieving the funding required, staff will look to develop alternative proposals for the Committee's consideration.

2.6.4 Eastern Bay Refresh

Staff have begun scoping a project to consider refreshing bus routes in the Eastern Bay. This work will progress over the course of 2024.

2.6.5 Western Bay Refresh

Staff will shortly begin scoping a project to consider refreshing bus routes in the Western Bay.

2.7 Policy and Planning Programme

2.7.1 Regional Land Transport Plan

The Draft Regional Land Transport Plan for 2024-2034 opened for public consultation on 23rd of February and ran through to 24th of March. It was endorsed by the Regional Transport Committee and will now go to Regional Council for adoption.

2.8 Fares, Revenue and Innovation

2.8.1 Community Connect

This was the subject of LTP deliberations on the 28th of May and the recommendation of staff was accepted, to revert to the public transport funding model that existed before 1st July 2023.

2.8.2 Regional Fares Review

Staff are undergoing a scoping phase for this project to review public transport fares across the region. It is anticipated that this work will progress over the course of 2024.

2.9 Attachment – DRAFT - Work programme

Workstream	Project
Business Improvement	Accessibility Charter/Policy TM/AC
	Bus user/non-user satisfaction results (action plan)
	Bus Website Replacement (aka Baybus website refresh)
	Develop AC/TM reporting process using PowerBI
	Document Structure and Management
	Flooding risk assessment project
	GTFS Trillium System Improvement
	National Ticketing System (NTS)
	Operations Team operating model
	PT Project GL Structure
	PT Reporting Platform (PRP)
	PTS Brand review
	Ridewise 1 Refresh
	RLTP dashboard
	Strategic asset ownership feasibility
	TMS Project
	Update RTP - new contract unit structure
Commercial & Contract Management	AC renewal process
	CIA (Living Wage investigation)
	Contract Extension - Waihi Beach connector (Route 85)
	Contract KPI measurement (NZ Bus)
	Develop Transport activity procurement strategy 2027
	Process Improvement - Contract Variations
	Ritchies (Rotorua) Bus Contract Extension
	Route 85 Waihi-Paeroa extension
	Total Mobility Contract renewal
	Update Transport activity procurement strategy 2024 - SPTF
	Update Transport activity procurement strategy 2024 - Tauranga tendering
New Service/Product	Bus Fleet decarbonisation feasibility study
	Community Transport Forum
	On Demand Transport Trial
	Park & Ride - Tara Road

Item 9.1

	Passenger Rail
	TERP/pathway
	Travel Demand Management (TDM)
PT Service Improvement	Eastern Bay Network review/implementation
	Ōmokoroa/Katikati network refresh
	PT Services & Infrastructure BC
	Rotorua Network Refresh
	School Service Refresh
	Tauranga CBD
	Tauranga interchange permanent location
	Tauranga Network refresh part 2
Regional Planning	Regional Speed Management Plan
	RLTP development (2024-27)
	RLTP/LTP activity planning
	RPTP action/implementation plan
Revenue, Funding and Investment Planning	C4 (Community Connect Change Control)
	LCLR programme improvements
	Regional Fare Review
	TM Fare Review