

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:

Tuesday 19 November 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	Cr Glen Crowther Cr Rod Taylor <i>Cr Rick Curach (Alternate)</i> 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>Garry Maloney (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 New Zealand Transport Agency (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**
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 - 24 September 2024** **8**
 - Minutes to be Received**
 - 7.2 **Tauranga Public Transport Joint Committee Minutes - 11 September 2024** **19**
8. **Presentations**
 - 8.1 **Public Transport Tuatahi Arotake Q1, 2024/25 Performance Monitoring Report**
 - Attachment 1 - PT Arotake Q1 2024-25 V9 FINAL **27**
9. **Reports**
 - 9.1 **Chairperson's Report** **55**
 - Decisions Required**
 - 9.2 **Regional Fares Review 2024 - Fare System Decisions** **59**
 - 9.3 **Tauranga South On Demand Trial - Six Month Performance Report & Fare Pricing Considerations** **69**
 - Attachment 1 - Baybus On Demand Six-Month Performance Monitoring Report **78**

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 - 24 September 2024	As noted in the relevant Minutes.	As noted in the relevant Minutes.	To remain in public excluded.
10.2	Public Excluded Tauranga Public Transport Joint Committee Minutes - 4 June 2024	As noted in the relevant Minutes.	As noted in the relevant Minutes.	To remain in public excluded.

Minutes to be Confirmed

10.1 Public Excluded Public Transport Committee Minutes - 24 September 2024

Minutes to be Received

10.2 Public Excluded Tauranga Public Transport Joint Committee Minutes - 4 June 2024

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 24 September 2024, 9:30 am
- Venue:** Council Chambers, Regional House, 1 Elizabeth Street, Tauranga and via Zoom (Audio-visual meeting)
- 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 (via Zoom)
 - Cr Malcolm Campbell – BOPRC
 - Cr Andrew Iles – Whakatāne District Council (WDC)
 - Cr Gavin Dennis (Alternate) – WDC
 - Mayor James Denyer – Western Bay of Plenty District Council (WBOPDC)
 - Deputy Mayor John Scrimgeour (Alternate) – WBOPDC (via Zoom)
 - Cr Glen Crowther – Tauranga City Council (TCC)
 - Cr Rod Taylor – TCC
 - Cr Rick Curach (Alternate) – TCC
 - Cr Conan O’Brien – Rotorua Lakes Council (RLC)
 - Mayor Tania Tapsell (Alternate) – RLC (via Zoom)
- In Attendance:**
- BOPRC Councillors: Cr Ron Scott; Cr McDonald (via Zoom)
- BOPRC Staff: Oliver Haycock – Director, Public Transport; Andrew Williams – Manager, Transport Planning; Ange Foster – Communications and Engagement Manager; Prue Sisam – Communications Operations Team Leader; Katri Harmoinen – Transport Planner; Bron Healey – Principal Advisor, Transport; Matthew Kilpatrick – Senior Transport Planner; Steve Groom – Governance Manager; Claudia Cameron – Committee Advisor
- Apologies:**
- Susan Collins – NZ Transport Agency Waka Kotahi (NZTA); Garry Maloney (Alternate) – NZTA and Cr Ken Shirley – BOPRC

Chair’s Statement

The Chair reminded those present that this meeting was being livestreamed and recorded and that the recording would be made available on the Bay of Plenty Regional Council website following the meeting: [Public Transport Committee Meeting - 24 September 2024 \(youtube.com\)](https://www.youtube.com/watch?v=...)

1. Apologies

Resolved

That the Public Transport Committee:

- 1 Accepts the apologies from Susan Collins - NZTA, Garry Maloney - NZTA (alternate) and Cr Ken Shirley - BOPRC tendered at the meeting.**

**Thurston/Crowther
CARRIED**

2. Declaration of Conflicts of Interest

None declared.

3. Minutes

Minutes to be Confirmed

3.1 Public Transport Committee Minutes - 12 June 2024

Resolved

That the Public Transport Committee:

- 1 Confirms the Public Transport Committee Minutes - 12 June 2024 as a true and correct record.**

**Campbell/Nees
CARRIED**

Minutes to be Received

3.2 Tauranga Public Transport Joint Committee Minutes - 4 June 2024

Resolved

That the Public Transport Committee:

- 1 Receives the minutes, Tauranga Public Transport Joint Committee Minutes - 4 June 2024.**

**Crowther/von Dadelszen
CARRIED**

4. Presentations

4.1 Public Transport Tuawhā Arotake Q4, 2023/24 Performance Monitoring Report

Presentation: Public Transport Tuawhā Arotake Q4: Objective ID A4775998

Presented by: Oliver Haycock – Director, Public Transport

Key Points:

- Included the full financial performance for the year
- More services were operating after the prolonged recovery from the impacts of the COVID-19 pandemic and the driver shortage
- There had been some minor changes to the network over the past 12 months to increase efficiency
- Anecdotal feedback from communities indicated that increased living costs, CBD parking charges and fuel costs encouraged public transport use
- The overall patronage figures did not include on-demand patronage figures
- There had been an increase in Total Mobility and concessions trips compared to the previous financial year
- Staff had fielded over 5000 inquiries in the last quarter, with only 1.1% remaining outstanding
- Missed trips occurred in 1% of total trips and were often caused by congestion; there was optimism that projects to increase corridor efficiency would reduce this
- Expenditure had been lower than forecasted, partly due to a reduction in consultancy costs. Overspend due to inflationary pressures had been managed within budget.

In Response to Questions:

- Regarding the on-demand service:
 - Algorithm adjustments were taking place to increase on-demand passenger efficiency
 - Smaller buses were able to access the heart of residential areas
 - Figures in the report were only for the previous financial year, however use of the service continued to grow
 - Data was being collected and trends analysed to understand the future of the service following the trial period
 - A progress report outlining the first six months of the trial would be presented to the Public Transport Committee
 - At the trial's conclusion a paper would be taken to Regional Council outlining future options
- The low patronage of the Katikati-Tauranga service was potentially due to service unreliability which was a result of congestion
- Noted that the apparent increased capex budget was due to a budgeted software development project being delayed.

Key Points - Members:

- Other councils had operated successful on-demand trials, however had not continued the service due to financial viability
- Assurance was sought that analysis of the BOPRC trial would be benchmarked against other Councils' experiences.

Resolved**That the Public Transport Committee:**

- 1 Receives the report, Public Transport Tuawhā Arotake Q4, 2023/24 Performance Monitoring Report.**

**von Dadelszen/Nees
CARRIED**

5. Verbal Updates**5.1 Waka Eastern Bay Update**

Tabled Document 1 - Waka Eastern Bay Update: Objective ID A4780006

Presented by: Cr Andrew Iles - Whakatāne District Council

Key Points:

- Trips had increased over the past year from 27 per month to over 300 per month
- There were now four vehicles in operation with two part-time paid drivers supported by volunteer drivers
- 166 registered users, many of whom had some form of disability
- Listed as a Total Mobility provider and had completed 18 trips to date; there were 13 users with Total Mobility cards and four Total Mobility Drivers.

In Response to Questions - Staff:

- Current bus contracts in the Eastern Bay were committed to operate until 2026, an on-demand trial could be considered via the 2025-2026 Annual Plan process.

Key Points - Members:

- Members of the community had expressed interest in a similar service in Te Puke.

6. Reports**6.1 Chairperson's Report**

Presentation: Baybus Website Presentation: Objective ID A4775343

Presented by: Oliver Haycock - Director, Public Transport; Ange Foster - Communications and Engagement Manager and Prue Sisam - Communications Operations Team Leader

Key Points:

- There were significant funding constraints from the National Land Transport Fund (NLTF). Initial analysis indicated the current levels of core services could be provided, but the programme of proposed improvements may require reconsideration and other funding options investigated
- The only programme which had secured Low Cost Low Risk (LCLR) funding was for the continuation of the on-demand trial
- Noted the projects to improve corridor efficiency would benefit the public transport network, however Cameron Road Stage 2 had not received funding
- The updated Baybus website was introduced and a demonstration provided:
 - Responsive design, focus on user experience, worked effectively on all devices
 - The journey planner was on-site and used location tracker
 - Accurate live and timetabled route data; all available stops could be added to the timetable
 - Clearer live tracking icon and better indication of service alerts
 - Included accessible transport information with a comprehensive fare table and information.

In Response to Questions:

- Push alerts required users to log in; they could be made available in the future
- Although not an app, it was a mobile friendly webpage which could be saved on the user's phone home screen
- An understanding of the National Ticketing Solution (NTS) technology integration was required prior to a decision being made regarding replacement of the Transit App
- Although Government/NZTA farebox recovery operational policy was in development, the Government Policy Statement (GPS) on land transport 2024 had signalled the need to increase farebox recovery. Guidance regarding targets was yet to be received, although would likely be similar to the 2018 farebox recovery level. Staff had commenced a regional fares review in anticipation of the required changes.

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

Key Points - Members:

- Noted the Regional Transport Committee roundtables due to take place in Rotorua and the Eastern Bay to discuss the NLTF funding
- Consultation with businesses impacted by the proposed Cameron Road bus lanes was to be undertaken by TCC. Noted an error in the Chair's Report, a report would be taken to TCC in *February 2025* regarding this matter. Members requested the report be completed earlier if the decision was time sensitive
- As farebox recovery included other sources of revenue, emphasised the need to look at all potential sources of income, e.g. advertising on buses.

Resolved**That the Public Transport Committee:**

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

**von Dadelszen/Thurston
CARRIED**

10.43 am - Cr Malcolm Campbell **entered** the meeting.

Decisions Required**6.2 Membership Update**

Presented by: Matthew Kilpatrick - Senior Transport Planner and Steve Groom
Governance Manager

Resolved**That the Public Transport Committee:**

- 1 Receives the report, Membership Update;**
- 2 Notes the new members of the Public Transport Committee representing Tauranga City Council as Cr Glen Crowther, Cr Rod Taylor and Cr Rick Curach (alternate);**
- 3 Notes the new alternate member for NZ Transport Agency Waka Kotahi as Garry Maloney.**

**Thurston/Denyer
CARRIED**

10.45 am - The meeting **adjourned**.

11.01 am - The meeting **reconvened**.

6.3 Bay of Plenty Regional Tertiary Contracts

Presented by: Oliver Haycock - Director, Public Transport

Key Points:

- Current tertiary contract funding was underpinned by a 51% contribution from NZTA via Low Cost Low Risk (LCLR) funding with the remainder coming from BOPRC and two tertiary institutes
- The NLTF had not provided for the continuation of funding leaving a funding gap of \$280,000 per annum. Additionally neither tertiary institute had committed to the continuation of their portion of the funding
- Service patronage was low
- Staff were recommending the service cease at the end of the 2024 calendar year which required a decision by BOPRC as there were budgetary implications.

In Response to Questions:

- There was an option for tertiary institutions to provide their own shuttle service
- The projected funding requirement included assumed student contribution through the introduction of fares
- Extending the Katikati to Tauranga service to Toi Ohomai was not possible due to timetabling constraints and would therefore require an additional vehicles.

Key Points - Members:

- Acknowledged the need for fiscal responsibility
- Expressed regret at the potential loss of access for users and highlighted the importance of providing communities access to tertiary education
- Sought assurance that staff would endeavour to facilitate a replacement service through other organisations such as Waka Eastern Bay, Intercity and iwi
- Questioned whether the potential budget savings from the discontinuation of this service could be re-invested to improve other services
- Emphasised the need for a thorough communications programme
- Highlighted the need for a Western Bay network review, particularly regarding service times, to ensure convenience of alternative services.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Bay of Plenty Regional Tertiary Contracts;**
- 2 Endorses the recommendation that the Bay of Plenty Regional Tertiary Commuter services cease at the end of 2024;**
- 3 Directs staff to follow up with Iwi and Tertiary Providers to investigate potential alternative options for all regional Tertiary Commuter services and to investigate potential changes to the Katikati commuter service to Tauranga.*

That the Public Transport Committee recommends that the Regional Council:

- 4 Receives the report, Bay of Plenty Regional Tertiary Contracts;**
- 5 Approves the recommendation that the Bay of Plenty Regional Tertiary Commuter services cease at the end of 2024.**

**Thurston/Nees
CARRIED**

Minute Note:
The wording of resolution 3 was amended for improved clarity at a later point in the meeting. This was resolved by over 75% of voting members by a show of hands.

- 3 Directs staff to follow up with Iwi and Tertiary Providers to investigate potential alternative options for all Regional Tertiary Commuter Services and to investigate potential changes to the route 80, Katikati express service to Tauranga, as a mitigation for the withdrawal of the tertiary service.**

**Thurston/Nees
CARRIED**

11.18 am - Mayor Tania Tapsell **withdrew** from the meeting.

Information Only

6.4 Bus User and Non-User Surveys

Presented by: Bron Healey - Principal Advisor, Transport

Key Points:

- Reported on key metrics to measure user experience and satisfaction, this allowed service adjustments to be made accordingly
- Trends were able to be measured over time
- Outlined points of note from the survey results:
 - Accuracy of the Transit App
 - Awareness of the Bee Card
 - Barriers to use
- Noted that the non-user survey had not been funded for continuation as it was not an effective way to gather meaningful data.

In Response to Questions:

- Non-User Survey:
 - Acknowledged that the demographics, particularly in rural Western Bay, were not representative
 - The external agency who conducted the research used census data and cold-calling to reach participants, efforts were made to build a

representative pool of participants but it was a challenge to get responses

- There was limited analysis of respondents proximity to a bus service
- Targeted engagement on a project by project basis was considered a more effective way to gather opinions of non-users going forward
- As Tauranga has more services than Rotorua there had been a larger discrepancy in levels of service during the COVID-19 pandemic and driver shortages; this may explain why Rotorua's customer satisfaction levels had remained more stable than Tauranga's.

Key Points - Members:

- Noted that there was limited bus service in rural Western Bay which may have impacted results
- Emphasised the importance of gathering data from non-users as they were potential customers
- Assumed that the environmental benefits of taking the bus would have been better reflected in the opinions of survey participants
- Highlighted the low number of youth/young adults who considered the bus good value for money, although considered this may be reflective of reliability. Emphasised the need to carefully adjust fares to maintain and increase patronage.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Bus User and Non-User Surveys.**

**Crowther/Iles
CARRIED**

6.5 Regional Public Transport Plan Action Plan - Implementation and Monitoring Report

Presented by: Katri Harmoinen – Transport Planner and Andrew Williams – Manager, Transport Planning

Key Points:

- The first progress report of the Regional Public Transport Plan (RPTP) following the development and adoption of the RPTP Action Plan
- Reported on the implementation of actions and monitoring of key performance indicators (KPI)
- Noted the National Land Transport Programme announcement and the impact the reduced NLTF funding would have, particularly on business cases
- Next steps:

- Continued improvement of the RPTP implementation and monitoring
- Build on any knowledge or data gaps
- Provide reports to the Public Transport Committee biannually.

In Response to Questions:

- KPI 4: Tauranga dwellings within 500m of a frequent service (every 15 minutes) bus stop included Tauranga and Western Bay but excluded industrial and commercial addresses
- Actions were able to be adjusted at the review of the RPTP to take into consideration the changing direction from central government
- Highlighted the importance of the Transport System Partnership (TPS) and collaboration with partners when looking at future project delivery with the available funding
- Staff were awaiting further direction from central government regarding future bus decarbonisation directives. The mandate from the previous government still existed: no purchase of new vehicles powered purely by fossil fuels beyond 2025 and the entire fleet decarbonised by 2035.

Key Points - Members:

- Expressed concern regarding mode shift and carbon reduction targets, and noted a missed opportunity regarding public transport and land use integration.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Regional Public Transport Plan Action Plan - Implementation and Monitoring Report.**

**von Dadelszen/Thurston
CARRIED**

7. 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
7.1	Public Excluded Public Transport Committee Minutes - 12 June 2024	As noted in the relevant Minutes.	As noted in the relevant Minutes.	To remain in public excluded.
7.2	Public Excluded Tauranga Public Transport Joint Committee Minutes - 4 June 2024	As noted in the relevant Minutes.	As noted in the relevant Minutes.	To remain in public excluded.

**Thurston/Nees
CARRIED**

12.09 pm – the meeting closed.

CONFIRMED

Cr Andrew von Dadelszen
Chairperson, Public Transport Committee



MINUTES

**Tauranga Public Transport Joint
Committee meeting**

Wednesday, 11 September 2024

Unconfirmed

Order of Business

1	Opening karakia	3
2	Apologies	3
3	Public forum	3
4	Acceptance of late items	3
5	Confidential business to be transferred into the open	3
6	Change to order of business	3
7	Declaration of conflicts of interest	3
8	Business	4
8.4	Appointment of Chairperson to the Tauranga Public Transport Joint Committee.....	4
8.1	Public Transport Overview: Tauranga & WBOP	5
8.2	Project Update	6
8.3	Tauranga Transport Committee Structure and Function.....	7
9	Discussion of late items	8

Unconfirmed

Tauranga Public Transport Joint Committee meeting minutes

11 September 2024

**MINUTES OF TAURANGA CITY COUNCIL
TAURANGA PUBLIC TRANSPORT JOINT COMMITTEE MEETING
HELD AT THE BOP REGIONAL COUNCIL CHAMBERS, REGIONAL HOUSE, 1 ELIZABETH
STREET, TAURANGA
ON WEDNESDAY, 11 SEPTEMBER 2024 AT 12PM**

PRESENT: Cr Andrew von Dadelszen, Cr Glen Crowther, Cr Rick Curach, Cr Rod Taylor, Cr Paula Thompson, Ms Jessica Andrew

IN ATTENDANCE: **Tauranga City Council**
Cr Marten Rozeboom, Nic Johansson (General Manager: Infrastructure), Mike Seabourne (Head of Transport), Shawn Geard (City Centre Infrastructure Lead), Colm Hartigan (Principal Planner: Transport), Coral Hair (Manager: Democracy & Governance Services), Anahera Dinsdale (Acting Team Leader: Governance Services), Aimee Aranas (Governance Advisor)

Bay of Plenty Regional Council

Fiona McTavish (Chief Executive), Cr Kat Macmillan (online), Cr Ron Scott, Cr Lyall Thurston (online), Namouta Poutasi (General Manager: Strategy and Science) Oliver Haycock (Director: Public Transport), Andrew Williams (Manager: Transport Planning), Matthew Kilpatrick (Senior Transport Planner)

EXTERNAL: Shaun Jones (TSP Partnership)

1 OPENING KARAKIA

Due to lack of Tangata Whenua presence and matters it was decided to forgo the opening Karakia.

2 APOLOGIES

Nil

3 PUBLIC FORUM

Nil

4 ACCEPTANCE OF LATE ITEMS

Nil

5 CONFIDENTIAL BUSINESS TO BE TRANSFERRED INTO THE OPEN

Nil

6 CHANGE TO ORDER OF BUSINESS

Item 8.4 to be received before 8.1

7 DECLARATION OF CONFLICTS OF INTEREST

Nil

Tauranga Public Transport Joint Committee meeting minutes

11 September 2024

8 BUSINESS

8.4 Appointment of Chairperson to the Tauranga Public Transport Joint Committee

Staff Coral Hair (Manager: Democracy and Governance Services)

Key Points

- The Chairperson for 2024 was appointed from the administrative Council for that year. The Tauranga City Council meeting held on 15 August 2024 did not appoint a Chairperson for this Committee and left the responsibility of the appointment to this meeting.

COMMITTEE RESOLUTION TPT3/24/1

Moved: Cr Paula Thompson

Seconded: Cr Glen Crowther

That the Tauranga Public Transport Joint Committee:

- Receives the report "Appointment of Chairperson to the Tauranga Public Transport Joint Committee".
- Determines to use System B to appoint the Chairperson of the Tauranga Public Transport Joint Committee.

CARRIED

COMMITTEE RESOLUTION TPT3/24/2

Moved: Cr Glen Crowther

Seconded: Cr Paula Thompson

That the Tauranga Public Transport Joint Committee:

- Appoints Cr Rick Curach as the Chairperson of the Tauranga Public Transport Joint Committee representing Tauranga City Council for the remainder of 2024.

CARRIED

Key Points

- Councillor Curach took over the Chair at 12:11pm

COMMITTEE RESOLUTION TPT3/24/3

Moved: Cr Paula Thompson

Seconded: Cr Glen Crowther

That the Tauranga Public Transport Joint Committee:

- Notes that Cr Andrew von Dadelszen is the Deputy Chairperson of the Tauranga Public Transport Joint Committee representing the Bay of Plenty Regional Council in 2024.
- Notes that in the current terms of reference the Chairperson and Deputy Chairperson of the Tauranga Public Transport Joint Committee is rotated annually between the two partner councils.

CARRIED

Page 4

8.1 Public Transport Overview: Tauranga & WBOP

Staff Oliver Haycock (Director: Public Transport) Bay of Plenty Regional Council
Andrew Williams (Manager: Transport Planning) Bay of Plenty Regional Council

Presentation attached to the minutes

Key Points

- Key objectives of the Regional Land Transport Plan (RLTP) focused on supporting road access for housing developments, providing access to a range of travel choices and enable people and goods to move more efficiently. The RLTP was a requirement of the Land Transport Management Act 2003 (LTMA) and must be aligned with the Government Policy Statement (GPS) on land transport to be able to secure funding from Central Government.
- Key objectives of the Regional Public Transport Plan (RTPT) focused on integrating public transport and land use planning to support urban environments, and providing accessible and convenient public transport.
- The role of the RLTP was to be the region's funding bid to Central Government. The RLTP was comprised of a strategic front end which describes the region's current position and the intentions and aspirations of what the next 30 years of transport looks like. It also comprises of a programme which was a proposed list on deliverable activities that would be installed over the following six years to advance the intentions and aspirations submitted.
- The role of the RTPT was to guide the design and delivery of public transport service, information and infrastructure with a specific strategic focus on the first 3 years of a 10 year transport plan. It also outlined the proposed achievements of the public transport system, the strategic plan on how these would be achieved, and the provision of the proposed public transport services.
- The delivery of public transport was provided by BOPRC through the operation and supply of buses and bus drivers, dedicated bus services for Tauranga urban schools, and subsidised taxi services from the Total Mobility Scheme.
- BOPRC's public transport operating model was described as a 'City Centre Terminating Model', where buses come into the city centre, terminate, and then turn around to go back out again. Staff were exploring if this model was fit for purpose long-term and if it could deliver against the various strategic outcomes that BOPRC were seeking within the sub-region. Through-routing from one side of the city to the other was proposed as an alternate operating model. The benefits of this model meant that customers moving across the city do not have to transition onto another bus therefore, offering a more seamless experience. The transitioning of buses was identified as a barrier for some customers as it was an inconvenience.
- The boarding numbers from public transport services in the Tauranga urban area increased by 25% in the 2023/24 financial year when compared against historical financial years. When SchoolHopper users were excluded, there was an increase of boarding numbers over 30% from the same time period which indicated a strong demand for the service.
- Key reasons why public transport had seen an increase was due to an increase of road congestion, parking prices, employers promoting public transport usage and the promotion of no fees for school children.
- Other solutions for improving public transport's negative perception, specifically around empty buses and the environmental concern of operating diesel buses were being addressed. The movement of people throughout the day heavily impacted on the usage of buses. Buses had more passengers during peak work and school commuting hours.
- It was noted that a minimum of four passengers on a bus trip emitted less carbon gases compared to a car with a single passenger. Buses that operated against the tidal flow of people were still providing a vital connection service for communities.
- A homogenous bus fleet would cost less in maintenance and the introduction of smaller buses would be inefficient and expensive when a mid-sized bus fleet existed which was supplied by the operators. A majority of costs remain fixed, irrespective of the bus's operational status,

and there would be no significant financial savings if some services were discontinued.

- Common themes that dissuade customers from using public transport included the lack of reliability of buses arriving on time and road work disruptions.

Requests from Councillors

- The presentation to be delivered to other Tauranga City Councillors.

COMMITTEE RESOLUTION TPT3/24/4

Moved: Cr Andrew von Dadelszen

Seconded: Cr Paula Thompson

That the Tauranga Public Transport Joint Committee:

- Receives the report "Public Transport Overview: Tauranga & WBOP"

CARRIED

Attachments

- 2024-09-11 TPTJC - Presentation - PT overview presentation

8.2 Project Update

Staff Nic Johansson (General Manager: Infrastructure)
Mike Seabourne (Head of Transport),
Shawn Geard (City Centre Infrastructure Lead)
Colm Hartigan (Principal Planner: Transport)
Matthew Kilpatrick (Senior Transport Planner) Bay of Plenty Regional Council

Presentation attached to the minutes

Key Points

- The Project Update report provided information prior to the National Land Transport Programme (NLTP) funding release. There was not enough time between the release of the NLTP and the Tauranga Public Transport Joint Committee meeting, and staff were still trying to understand the ramifications of the NLTP decision and future public transport projects and operations in the region. It would be difficult for accurate financial figures to be presented to the Members at this point.
- The Transport Land Model was a base model in which council's could manage so that they stay aligned on strategic objectives like benefit to cost ratios.
- The focus was on the creation of a more reliable service compared to a faster service as reflected in the Annual Bus User survey. The completion of Cameron Road Stage One allowed for a more reliable delivery of service. The delays that occur on the Cameron Road corridor happened around the Cameron Road Stage Two area heading into Greerton, making it a prioritisation to link up these areas to improve the network.
- Tolling of the North Road was a decision that Minister of Transport, Simeon Brown would make by early 2025.
- It was too early in the development of the Maunganui Road Business Case, therefore, all questions relating to it including the roads being were future proofed and bus lanes being installed would need to be reported back when known.
- The financing of activity classes from New Zealand Transport Agency (NZTA) were expressed. Majority of funding requests were partially fulfilled however, compared to other cities, Tauranga received a significant contribution.
- TCC Staff spoke to their presentation surrounding key project wins, risks, and unfunded issues.
- Key wins included the approval of the 15th Avenue to Welcome Bay corridor, the adoption of the Tauranga Transport Model, the adoption of the Urban Form and Transport Initiative (UFTI) and the Transport System Plan (TSP) programme management.

- Key risks were identified as the relatively low funding opportunity for the Public Transport Services and Infrastructure Business Case when compared to the last three years.
- Key unfunded risks included the lack of funding for the Cameron Road Multi-Model Stage Two development and the Tauranga Crossing Public Transport Hub. These projects had been planned and play a key role in the connection of the public transport network.

At 1:50pm the meeting adjourned.

At 2.10pm the meeting reconvened.

COMMITTEE RESOLUTION TPT3/24/5

Moved: Cr Glen Crowther

Seconded: Cr Andrew von Dadelszen

That the Tauranga Public Transport Joint Committee:

- (a) Receives the report "Project Update.

CARRIED

Attachments

- 1 JPTC Project Update Workshop 11 September 2024 - presentation

8.3 Tauranga Transport Committee Structure and Function

Staff Nic Johansson (General Manager: Infrastructure)
Mike Seabourne (Head of Transport),
Shawn Geard (City Centre Infrastructure Lead)

Presentation attached to the minutes

Key Points

- The presentation given by TCC staff was a refreshed look at the governance structure of TPTJC as the previous reiteration of the Committee left the report to lie on the table for the current Committee to select their own structure and function. This enabled the Committee to provide an integrated governance that would guide and streamline outcomes for Tauranga's transport network.
- Key goals included the better alignment of focus and priorities, a simplified and well understood decision making process and an increased public confidence in transport.
- Staff expressed the desire to create a network that focused on people rather than the modes of transport. It was conveyed that the tools and resources from public transport were there to serve the community and wider region.
- A high-level diagram was presented to the Committee explaining where recommendations and information would go after decisions were made in the TPTJC. This would give the opportunity for decisions made by the Joint Committee to be established in their respective Councils and provided a governance direction for Western Bay of Plenty Transport System Partnership (TSP). It also enabled Western Bay of Plenty District Council (WBOPDC) the opportunity to present transport decisions to TCC and BOPRC on the same level.
- In a relation to a suggestion that WBOPDC have one representative on the Committee, no decision was made.
- The TSP had an agreed ranking of interventions that was agreed by the partners. TSP was not designed to be a decision making panel but rather it was set up as an advisory group consisting of transport experts from the private sector for major projects. Therefore, it should not be necessary for the TPTJC to go back to TSP with advise.
- Discussion ensued on the governance structure of the TSP and a workshop was proposed to address the issues that arose during the discussion before the next TPTJC meeting on 6

Tauranga Public Transport Joint Committee meeting minutes

11 September 2024

November 2024.

Requests from the Councillors

- Provide the Committee with Western Bay of Plenty Transport System Partnership's (TSP) Terms of Reference.

COMMITTEE RESOLUTION TPT3/24/6

Moved: Cr Paula Thompson

Seconded: Cr Glen Crowther

That the Tauranga Public Transport Joint Committee:

- (a) Receives the report "Tauranga Transport Committee Structure and Function" and
- (b) Holds a workshop as soon as possible to progress the initiative to consider the Tauranga Transport Committee Structure and Function.

CARRIED

Attachments

- 1 JPTC Structure and Function Workshop 11 September 2024 - presentation

9 DISCUSSION OF LATE ITEMS

Nil

The meeting closed at 2:38pm.

The minutes of this meeting were confirmed as a true and correct record at the Tauranga Public Transport Joint Committee meeting held on 6 November 2024.

.....
CHAIRPERSON



Public Transport Arotake Tuatahi 2024/25

Performance Monitoring Report
1 July to 30 September 2024



Contents

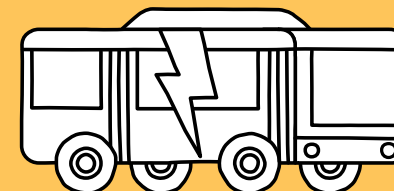
Executive summary	3
Financial summary and forecast	3
Long Term Plan 2024-2034 performance measures	5
Passenger Transport	5
Public Transport updates	8
Tauranga network	8
OnDemand	11
Rotorua network	14
Western Bay of Plenty network	16
Eastern Bay of Plenty network	17
Intraregional network (Tertiary)	18
Accessible transport	19
Total Mobility	19
The accessibility concession	20
Appendices	
Appendix 1 Passenger Transport Activities - Financial Summary	21
Appendix 2 Bay of Plenty Public Transport Patronage by Route	22
Appendix 3 Bay of Plenty Public Transport Farebox Recovery Ratio by Route	24
Appendix 4 Customer experience	27

Public Transport Arotake Tuatahi is Bay of Plenty Regional Council's Public Transport performance monitoring report for Q1 2024/25.

The report covers the period from 1 July to 30 September 2024 and provides an update on financial and non-financial performance, compared to what was agreed through Council's Long Term Plan 2024-2034. 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.

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).

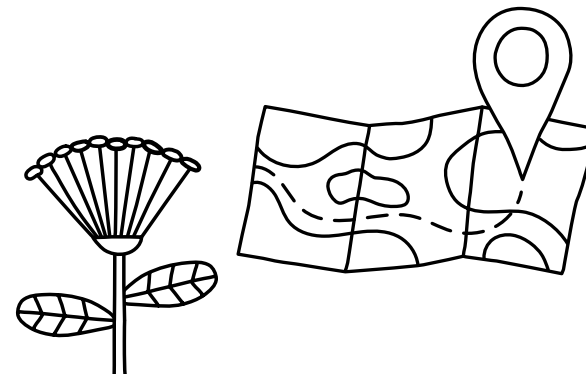




Executive summary

Financial summary and forecast for the three months ending 30 September 2024

- **Operating revenue:** For the three months ending September 2024, operating revenue is \$2.1 million below budget. The primary driver of this year to date variance is the NZTA subsidy funding, which is closely linked to lower-than-expected contract expenditure during the period.
- **Operating expenditure:** For the three months ending September 2024, operating expenditure is \$3.5 million below budget. This is mainly attributed to the timing of contract work associated with several projects outlined in the Long Term Plan that did not receive National Land Transport Programme (NLTP) funding. As at the time of the report's writing, staff were still evaluating the implications of the NLTP funding decisions on the full-year financial forecasts.
- **Capital expenditure:** There is no capital expenditure budgeted for this financial year.

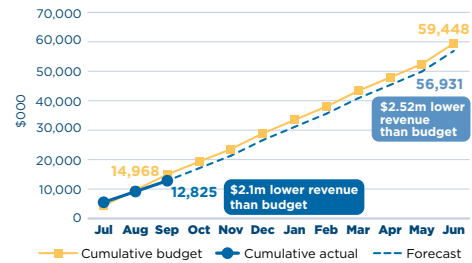


Summary of Financial Performance

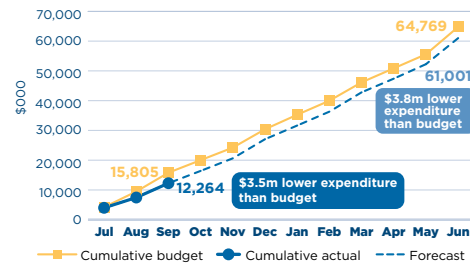
	Year to date \$000				Full year \$000			
	Budget	Actual	Variance		Budget	Forecast	Variance	
Operating Revenue	14,968	12,825	(2,143)	Lower	59,448	56,931	(2,517)	Lower
Operating Expenditure	15,805	12,264	3,542	Lower	64,769	61,001	3,767	Lower
Total Operating surplus (deficit)	(838)	561	1,399	Favourable	(5,320)	(4,070)	1,250	Favourable

Transportation Budget compared to Actual 2024/25

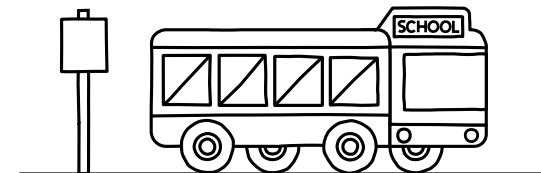
Operating Revenue



Operating Expenditure



See Appendix 1 for further budget analysis



Long Term Plan 2024-2034 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 3,359,095	917,724	●	●

Measure: Customer satisfaction of bus users

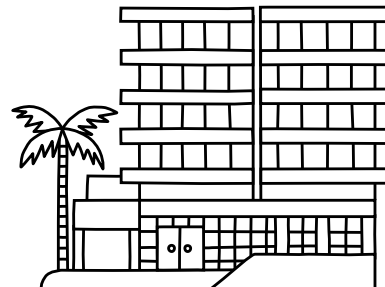
TARGET	RESULT	YTD	FORECAST
80%	N/A	●	●

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

TARGET	RESULT	YTD	FORECAST
90%	N/A	●	●

Key:

- On track
- Not on track
- Data not available



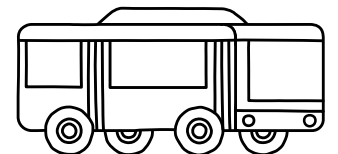
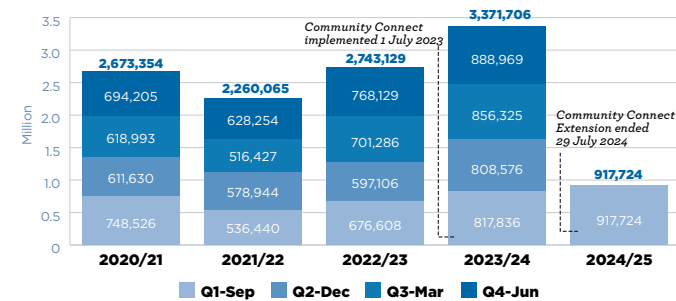
Passenger Transport

Total bus patronage for all services over the period of this report (Q1 2024/25) was 917,724, an increase of 12.2% on the same period 2023/24.

Community Connect Extension, the Government initiative providing half price fares for travellers aged 19-25 and Community Service Card holders, and free travel for children under the age of 18, came to an end in the Bay of Plenty on 29 July 2024.

School children continue to travel free in Tauranga, Rotorua and Whakatāne urban areas, on school days, during peak travel times when travelling with a BeeCard.

Quarterly patronage - all services (excl Matakana Ferry)



Patronage by type (RITS only, excluding SchoolHopper and OnDemand) 01 July to 30 September 2024

	Tauranga City	Western Bay	Rotorua	Eastern Bay	Tertiary	Total Region
Youth	125,385	6,820	34,348	660	56	167,269
Adult	121,637	4,966	35,676	1,759	192	164,230
Senior	68,360	2,777	18,573	2,541	17	92,268
Child	66,617	3,736	13,822	2,808	24	87,007
Tertiary	39,382	2,089	5,624	155	111	47,361
Accessibility	26,799	1,113	5,988	875	26	34,801
Community Connect	14,249	428	4,776	470	7	19,930
Youth Plus	5,611	185	1,151	18	10	6,975
Daysaver	2,849	270	155	0	0	3,274
Other	474	11	89	7	0	581
Total Region	471,363	22,395	120,202	9,293	443	623,696

Bay of Plenty Public Transport Patronage Summary

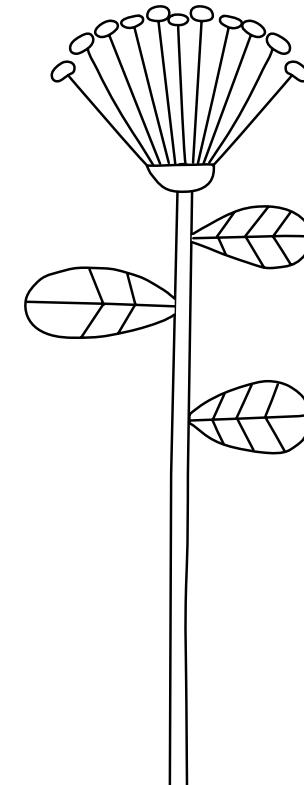
AREA	QUARTERLY PATRONAGE COMPARISON			2024/25 FINANCIAL YEAR PATRONAGE		YTD FARE BOX RECOVERY COMPARISON		
	Quarter 1 2023/24	Quarter 1 2024/25	% change	To Sep 2024	PY % change	To Sep 2023 ¹	To Sep 2024	Change
Total Network²	817,836	917,724	12.2%	917,724	12.2%	9.9%	10.3%	↗ 0.4%
Tauranga BayHopper Urban	433,960	471,363	8.6%	471,363	8.6%	12.0%	12.8%	↗ 0.8%
Tauranga BayHopper Schools	231,315	278,691	20.5%	278,691	20.5%	N/A	N/A	N/A ³
Tauranga OnDemand	0	9,597	0.0%	9,597	0.0%	N/A	6.2%	N/A
Rotorua CityRide	115,806	119,362	3.1%	119,362	3.1%	14.0%	18.8%	↗ 4.8%
Murupara/Ruatāhuna	1,024	1,204	17.6%	1,204	17.6%			
Kawerau, Ōpōtiki and Whakatāne	3,249	3,262	0.4%	3,262	0.4%			
Ōhope	6,318	6,041	(4.4%)	6,041	(4.4%)	9.3%	12.6%	↗ 3.3%
Matatā	99	88	(11.1%)	88	(11.1%)			
Pōtaka	459	486	5.9%	486	5.9%	16.1%	22.4%	↗ 6.3%
Te Puke	15,146	15,937	5.2%	15,937	5.2%	19.5%	20.3%	↗ 0.8%
Katikati/Ōmokoroa	6,823	6,568	(3.7%)	6,568	(3.7%)	23.4%	12.4%	↘ (11.0%)
Katikati/Waihi Beach	316	277	(12.3%)	277	(12.3%)	4.8%	6.0%	↗ 1.2%
Intraregional (Tertiary)	3,321	4,848	46.0%	4,848	46.0%	1.8%	1.7%	↘ (0.1%)
Ōmokoroa - Matakana Ferry	7,571	6,057	(20.0%)	6,057	(20.0%)	N/A	N/A	N/A

¹ Prior year FRR excludes the CERF funding available at the time to allow for comparable results.

² Excludes Ōmokoroa - Matakana Ferry.

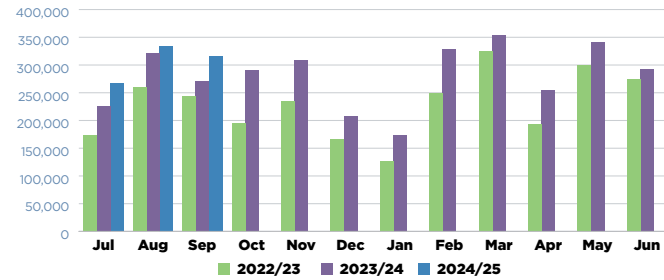
³ Government CERF funding for free fares (previously included as fare revenue forgone for school services) was withdrawn on 1 April 2024. There is therefore no fare box recovery for school services.

KEY: ↗ Greater than 1% ↘ Greater than 0%, Less than 1% ↘ Less than 0%

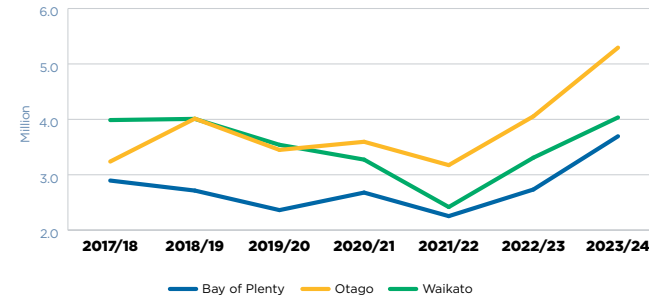


Patronage – year to date

All services total boardings by month



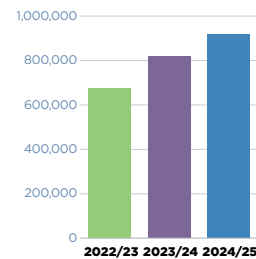
Regional Councils total annual patronage



Available on Waka Kotahi website. Includes transfers.

Total network patronage for Q1 2024/25 has increased by 12.7% compared to the same quarter last year!

Year to date boardings - all services





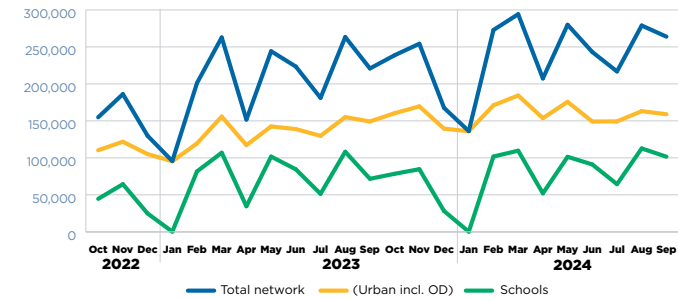
Public Transport updates

Public Transport Arotake Tuatahi 2024/25

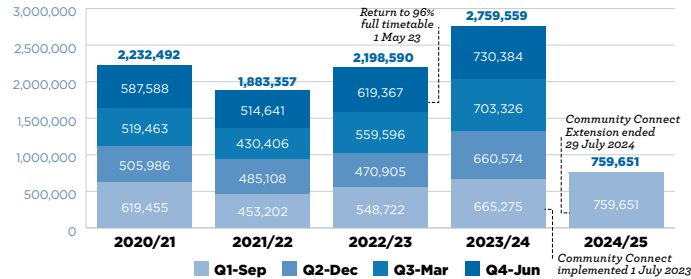
Tauranga network

- Total Tauranga network (Urban, School and OnDemand) patronage for the reporting period increased 14.2% on the same period last year.
- Passenger patronage on the urban network was 471,363 an increase of 8.6% 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 (route 1, 62, 72A and 72B).
- School patronage for the Tauranga school network in Quarter 1 was 278,691. This is an increase in patronage of 20.5% on the same period last year.

Tauranga network - rolling 24 months

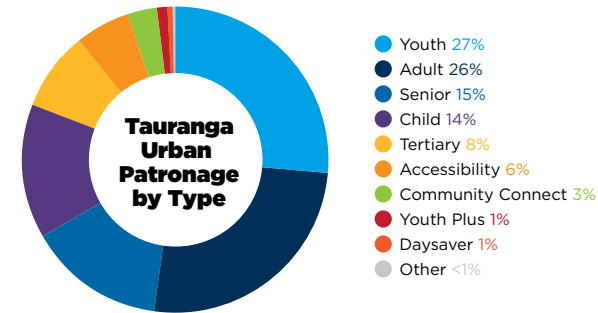


Tauranga network - total boardings



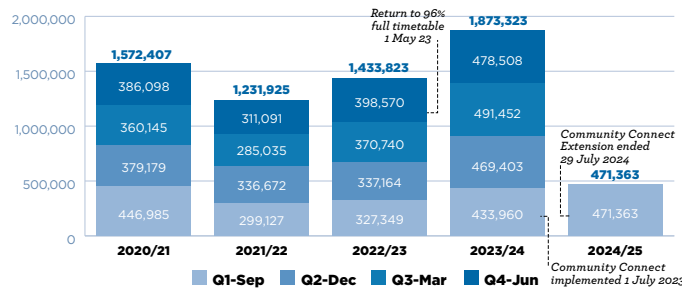
* Includes OnDemand reported on page 11

Tauranga urban patronage by type year to date

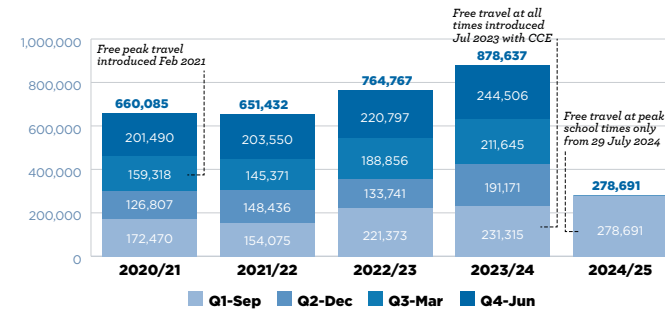


* RITS only, excluding SchoolHopper and OnDemand

Tauranga urban - total boardings



Tauranga schools - total boardings



Punctuality within the Tauranga network

% of buses on time at the earliest stop (Q1)

21 - Mt Maunganui - Bayfair - Pāpāmoa Plaza	92%
22 - Pāpāmoa - Maungatapu - Tauranga City	89%
52x - The Lakes Express - Tauranga Crossing to Tauranga City	86%
55 - Ohauiti - Toi Ohomai - Greerton - Hospital - Tauranga City	85%
20 - Te Puke - Bayfair	85%
62 - Bethlehem - Brookfield - Tauranga City	83%
2 - Pāpāmoa - Bayfair - Tauranga City	82%
72a - Ōtumoetai - Brookfield - Tauranga City	82%
5 - Bayfair - Mt Maunganui - Tauranga City	79%
59 - Greerton - Sunvale - Tauranga City	79%
60 - Cambridge Heights - Brookfield - Ngatai Road - Tauranga City	79%
1 - Pyes Pa - Greerton - Tauranga City	79%
71 - Matua - Brookfield - Tauranga City	74%
40 - Welcome Bay - Tauranga City	73%
CT - Bayfair - Tauranga Crossing via Maungatapu, Toi Ohomai, Greerton	71%
72b - Ōtumoetai - Brookfield - Tauranga City	71%
70 - Matua - Ngatai Road - Tauranga City	66%



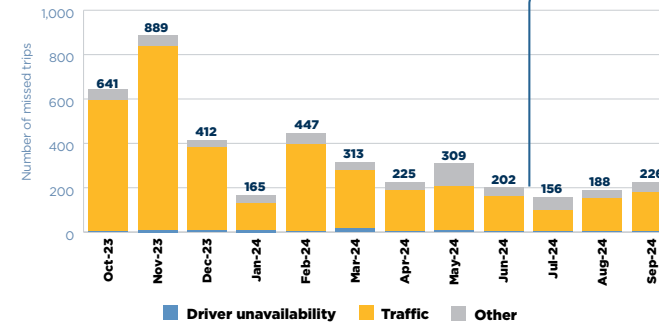
Reliability Tauranga urban

The first quarter of financial year 2024/25 saw an average of 190 trips dropped/delayed per month, or 0.8% of the total scheduled trips.

This is a 22.6% reduction on the previous quarter and a reduction of 72.9% on the same quarter prior year.

Average monthly missed trips relating to traffic continues to decrease with 142 in Q1 2024/25, a decrease of 22.6%, on last quarter.

Reason for missed trips last 12 months



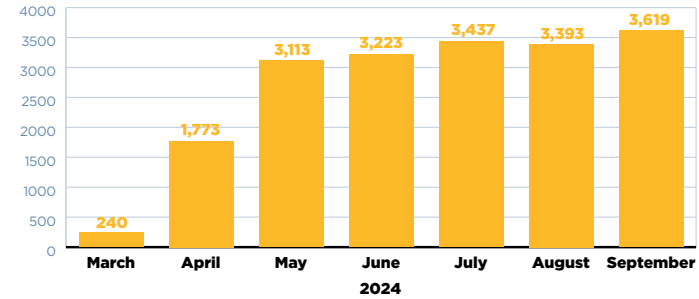
Top 3 routes with missed trips for Q1:
 - Route 5 (85 trips)
 - Route 40 (84 trips)
 - Route 1 (66 trips)



Public Transport Arotake Tuatahi 2024/25

OnDemand

Patronage



Note: includes transfers which are not included in other patronage reports

Passenger demographics - Patronage by concession type

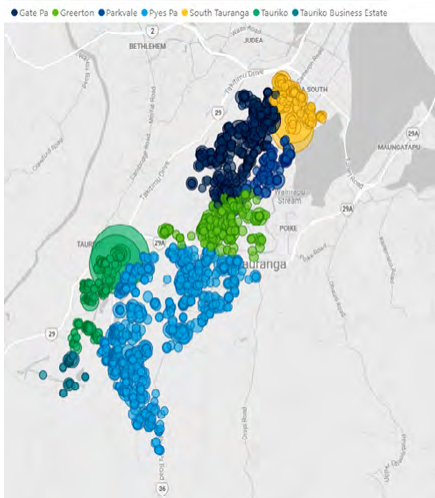
Concession type	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
Adult	148	695	1,075	954	1,102	1,233	1,416
Child (under 18)	37	387	828	1,060	1,113	930	850
Senior	29	258	421	376	344	322	435
Accessibility	6	182	353	367	406	456	502
Community Connect	8	96	93	101	114	95	103
Tertiary	1	19	57	45	52	49	73
Daysaver	0	3	0	0	0	0	0
Other	0	0	1	0	1	0	1
Transfer	11	133	285	320	305	308	239
Total	240	1,773	3,113	3,223	3,437	3,393	3,619

Note: includes transfers which are not included in other patronage reports

Request by Zone

Zone	Destination	Origin
Pyes Pa	4,527	5,607
Gate Pa	3,518	2,902
Greerton	2,104	2,752
Tauriko	2,719	2,097
South Tauranga	2,607	1,994
Parkvale	670	838
Tauriko Business Estate	113	68
Total	16,258	16,258

Geographical demand map

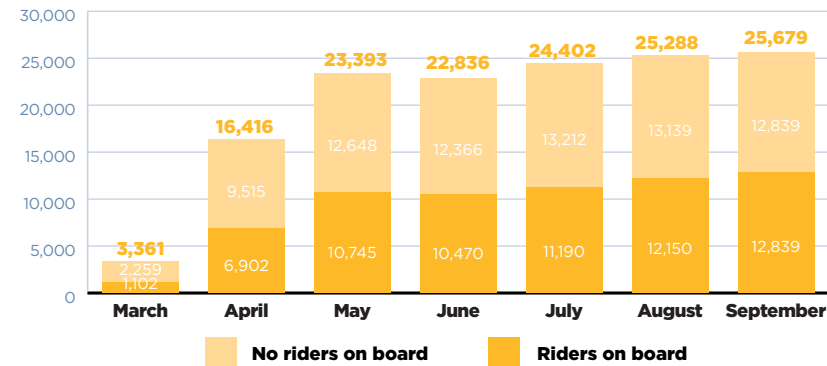


Fare revenue by concession type (GST excl)

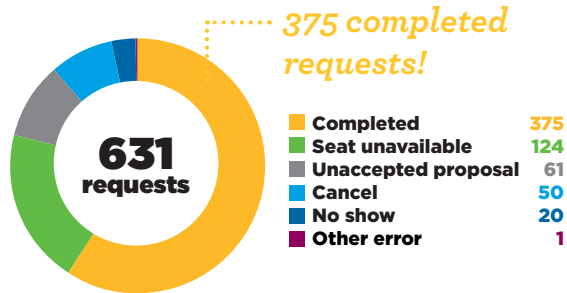
Concession type	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
Adult	\$193	\$1,415	\$2,382	\$2,246	\$2,570	\$3,054	\$3,498
Child (under 18)	\$17	\$54	\$85	\$112	\$114	\$526	\$539
Senior	\$1	\$51	\$39	\$46	\$15	\$19	\$43
Community Connect	\$9	\$114	\$110	\$119	\$135	\$112	\$122
Tertiary	\$1	\$26	\$79	\$63	\$71	\$68	\$102
Daysaver	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Total	\$223	\$1,660	\$2,695	\$2,586	\$2,906	\$3,780	\$4,304

Internal note: AC and transfers removed as there is no revenue associated with these transactions

Vehicle utilisation by KMs



Wheelchair Accessible Vehicle Requests (WAV)



Public Transport Arotake Tuatahi 2023/24

Customer Feedback

“Customer catches the service so often she joked she could be considered part of the bus furniture”

“Today is shopping, on other days I’m going to English class.”

“One of our regular users with vision and mobility impairment uses our WAV and said the OnDemand service has “changed her life for the better”. Before OnDemand she had issues with the ramps on the urban services and safety issues getting off/on the bus. The OnDemand service has opened up lots more options in her life. She said that all the drivers are “awesome” and know how to use the hoist properly and she feels safe.”

“We get a lot of great feedback from users of the Baybus OnDemand system.” - TCC contact centre

“I was so relieved to know my son was in safe hands and the driver was very kind to him.”

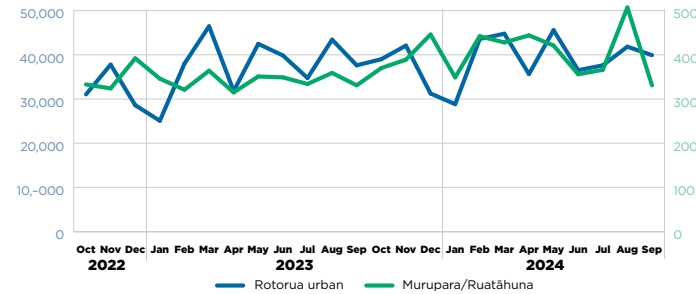
Rotorua network

Bus patronage on the Rotorua network for the reporting period Quarter 1 2024/25 was 120,566, 3.2% higher than the same period in 2023/24.

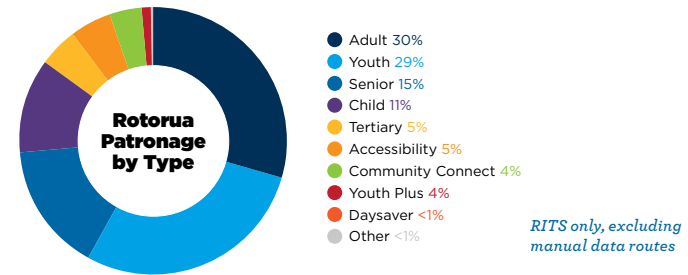
Patronage continues to show positive increases when compared to the previous quarter in prior years, following a period of year-on-year decline up to Q3, 2021/22.



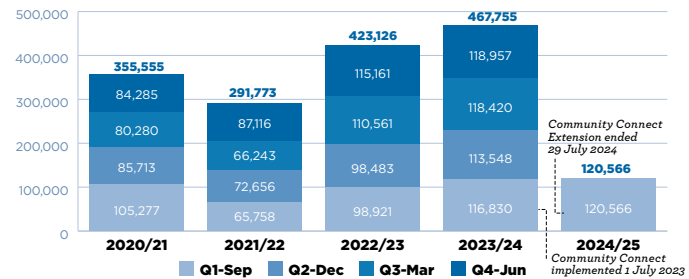
Rotorua network - rolling 24 months



Rotorua patronage by type year to date



Rotorua network - total boardings



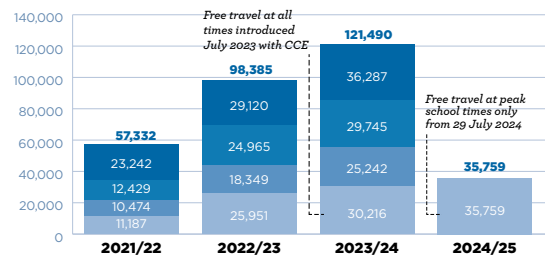
Child and Youth patronage

Community Connect Extension, the Government initiative providing half price fares for travellers aged 19-25 and Community Service Card holders, and free travel for children under the age of 18, came to and end in the Bay of Plenty on 29 July 2024.

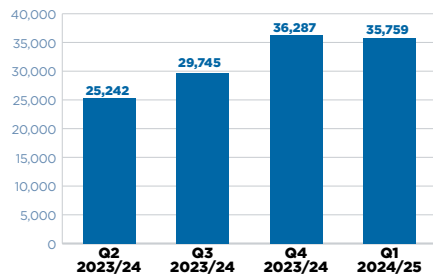
School children continue to travel free in the Rotorua urban area (on school days, during peak travel times) when travelling with a BeeCard.

Child/Youth patronage at peak times continues to show growth, with Quarter 1 2024/25 patronage being 18.3% higher than the same period last year.

Child and Youth patronage at peak times



Child and Youth patronage at peak times - by Quarter



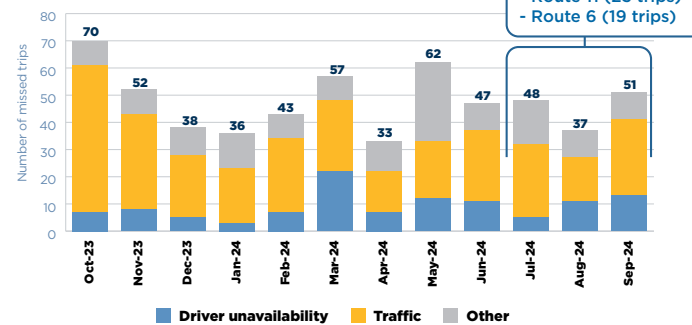
Reliability Rotorua urban

The first quarter of the financial year 2024/25 saw an average of 45 trips dropped per month. Compared to the previous quarter this is a decrease of 4.0% of average number of missed.

Missed trips are 33.3% higher when compared to the same quarter prior year predominantly due to an aging fleet and increased traffic congestion. Missed trips remain immaterial at just 0.3% of the total scheduled trips.

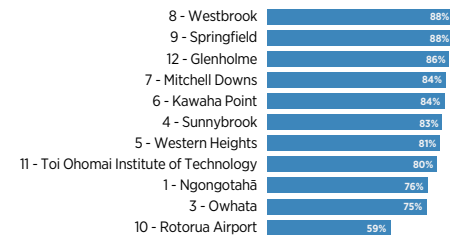
Both Council staff and the operator continue to proactively monitor missed trips to maintain these high levels of compliance with contract KPIs.

Reason for missed trips last 12 months



Punctuality within the Rotorua network

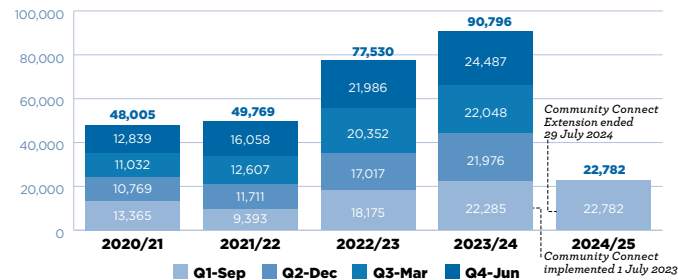
% of buses on time at the earliest stop (Q1)



Western Bay of Plenty network

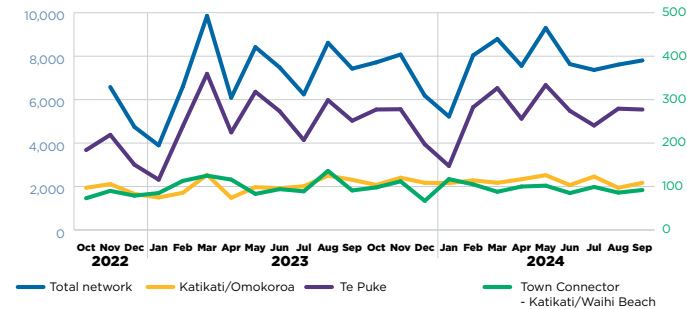
There were 22,782 passenger trips on the Western Bay of Plenty network during Quarter 1 2024/25, an increase of 2.2% on the same period last year.

Western Bay of Plenty - total boardings

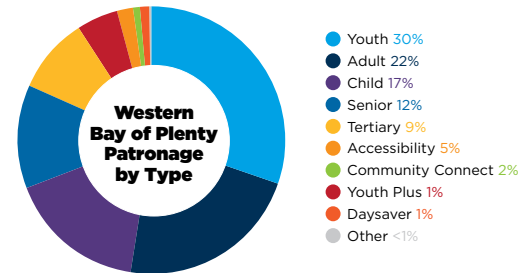


Note - Te Puke patronage is now included in the Western Bay network

Western Bay of Plenty - rolling 24 months



Western Bay of Plenty patronage by type year to date

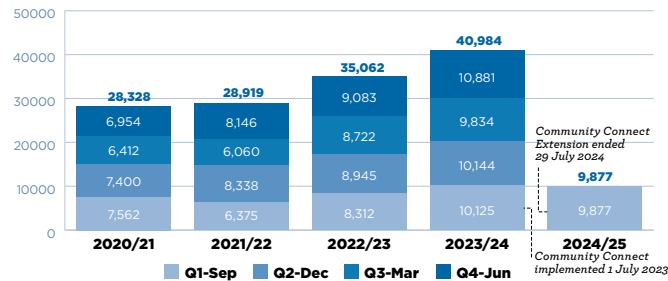


RITS only, excluding manual data routes

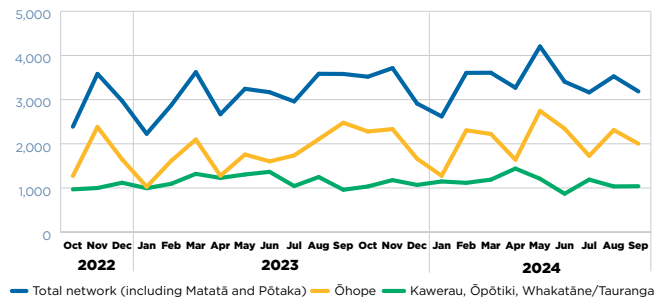
Eastern Bay of Plenty network

There were 9,877 passenger trips on the Eastern Bay of Plenty network during Quarter 1 2024/25, a small decrease of 2.4% on the same period last year.

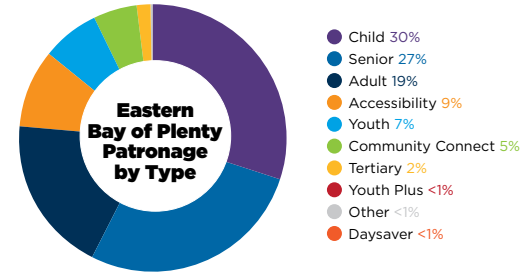
Eastern Bay of Plenty - total boardings



Eastern Bay of Plenty - rolling 24 months



Eastern Bay of Plenty patronage by type year to date



RITS only, excluding manual data routes

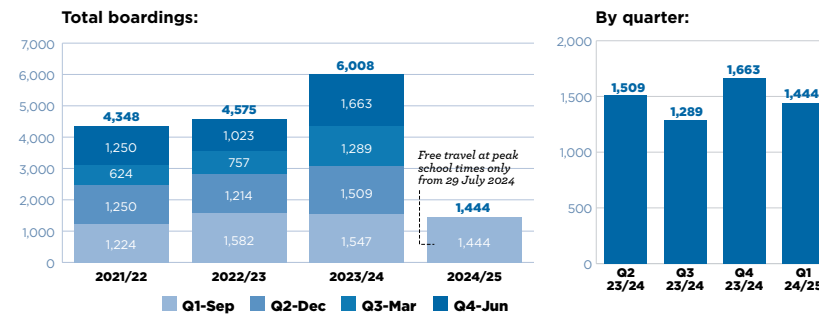
Child and youth patronage

Quarter 1 2024/25 child/youth patronage at peak times has decreased by 6.7% on the same period last year.

Community Connect Extension, the Government initiative providing half price fares for travellers aged 19-25 and Community Service Card holders, and free travel for children under the age of 18, came to and end in the Bay of Plenty on 29 July 2024.

School children continue to travel free in Whakatāne urban areas, on school days, during peak travel times when travelling with a BeeCard.

Child and Youth patronage at peak times



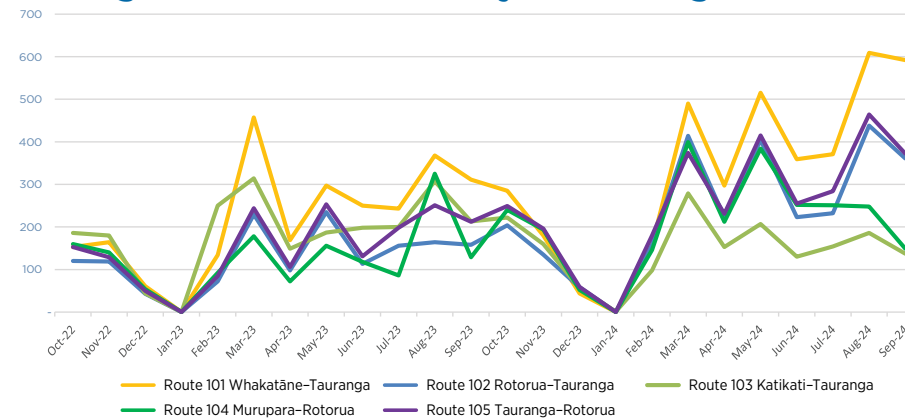


Intraregional network (Tertiary)

Total intraregional network boardings for Quarter 1 2024/25 were 4,848 an increase of 46.0% on the same quarter last year. However, whilst the service has experienced some relative growth, absolute growth of passengers continues to be low. Further to recent Regional Council direction, this service will cease from the end of 2024.

Route	Total Patronage 2023/24	Average Patronage Per Day	Average Patronage Per Trip
101: Whakatane - Tauranga	3,250	10.6	5.3
102: Rotorua - Tauranga	2,297	7.5	3.7
103: Katikati - Tauranga	2,026	6.6	3.3
104: Murupara - Rotorua	2,419	7.9	3.9
105: Tauranga - Rotorua	2,620	8.5	4.3
Total	12,612	41	5.7

Intraregional network services by route rolling 24 months





Accessible transport

Total Mobility

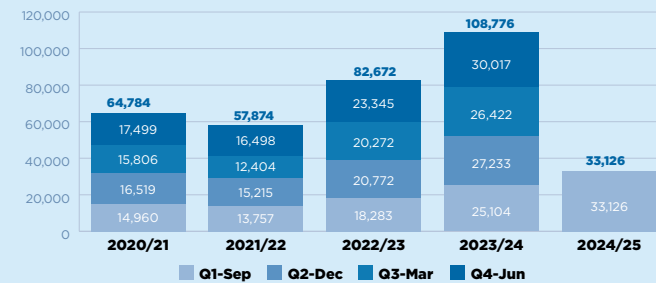
Total Mobility (TM) is a nationwide scheme which assists eligible people with impairments to access appropriate transport to meet their daily needs and enhance their community participation. TM consists of subsidised door to door transport services in areas where scheme transport providers operate.

The subsidy increase from 50% to 75% on 1 April 2023 continues to positively impact patronage on the Total Mobility service. This is reflected in the increase expenditure and subsidy revenue. There has been a positive patronage increase this quarter with 33,126 trips, an increase of 10% when compared to the previous quarter.

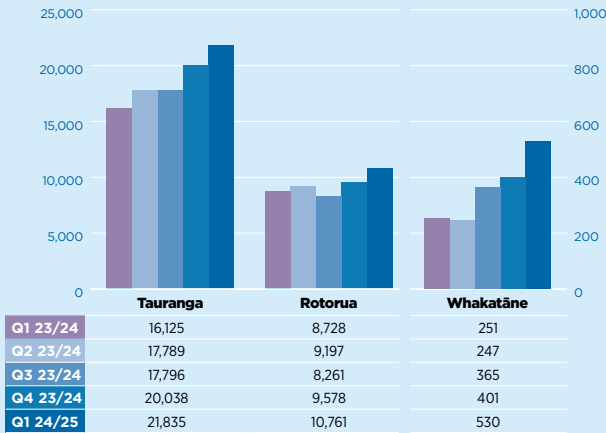
Ridewise

Ridewise is used to monitor usage of the scheme, process Total Mobility applications and transactions. As at 30 September 2024 there are 5,429 active registered Total Mobility scheme members. There were 513 new applications received in the July to September 2024 period.

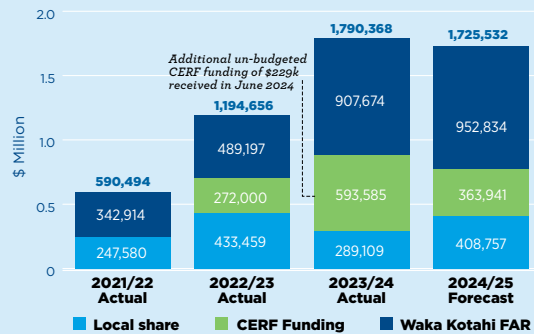
Passenger trips on Total Mobility



Total Mobility patronage by area

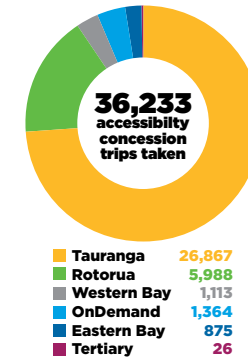


Total Mobility contract costs by funding source

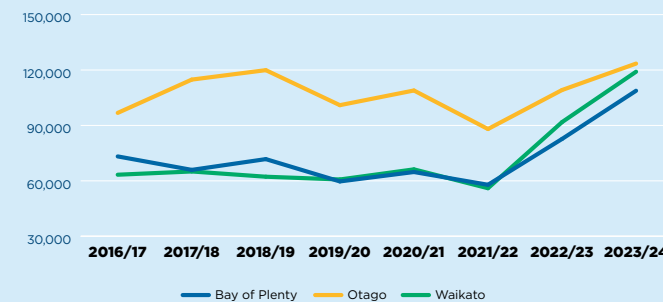


The accessibility concession

In Quarter 1 2024/25 there were 56 new applications processed and accepted, and a total of 2,036 accepted applications processed since go-live on 1 July 2021. A total of 36,233 accessibility concession trips were taken during this quarter, an increase of 22.3% in the same quarter last year, but 15.3% lower than the previous quarter.



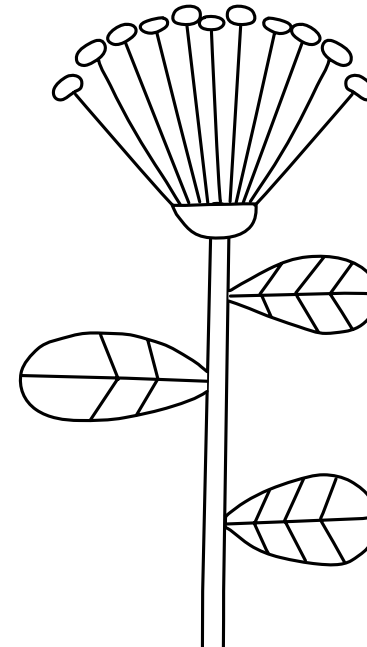
Regional Councils Total Mobility Annual Patronage



Appendix 1 Passenger Transport Activities - Financial Summary

	2024/25 Year to Date		2024/25 Full Year	
	BUDGET \$000	ACTUAL \$000	BUDGET \$000	FORECAST \$000
PASSENGER TRANSPORT SERVICES				
Tauranga Passenger Transport	9,589	8,167	35,997	34,146
Rotorua Passenger Transport	1,921	1,262	7,198	7,535
Western Bay Passenger Transport	528	319	1,815	1,855
Eastern Bay Passenger Transport	318	283	1,177	1,339
Regional Passenger Transport	516	128	2,063	1,630
Tertiary/Commuter Services				
Tauranga	28	14	112	66
Rotorua	36	44	143	86
Western Bay	56	65	223	234
Whakatāne	30	26	118	70
Total Cost - Passenger Transport Services	13,022	10,308	48,847	46,960
Fare & Other Revenue	(1,257)	(1,720)	(5,028)	(4,000)
Subsidy	(5,466)	(3,251)	(18,746)	(17,246)
Net Cost - Passenger Transport Services	6,299	5,337	25,073	25,714
OTHER PASSENGER TRANSPORT ACTIVITIES				
Accessible Transport	493	548	1,968	2,023
Ferries (Matakana)	15	10	59	54
Stock Trucks	15	2	61	61
Bus Shelter -maintenance	0	(0)	277	277
Administration, Depreciation & Finance Costs	614	683	2,350	2,281
Transport System Plan	1,010	180	8,780	7,146
Transport Planning	636	533	2,426	2,200
Total Other Passenger Transport Activities	2,784	1,956	15,922	14,041
Fare & Other Revenue	(17)	(17)	(66)	(67)
Subsidy	(821)	(430)	(5,979)	(5,906)
Net Cost - Other Passenger Transport Activities	1,946	1,509	9,876	8,068

	2024/25 Year to Date		2024/25 Full Year	
	BUDGET \$000	ACTUAL \$000	BUDGET \$000	FORECAST \$000
LOW COST LOW RISK - INCLUDED ABOVE				
OnDemand (Tauranga)	325	173	1,299	1,299
Revenue & Subsidy	(166)	(92)	(662)	(662)
Net Cost - Other Passenger Transport Activities	159	81	636	636



Appendix 2 Bay of Plenty Public Transport Patronage by Route

		2023			2023 Total	2024									2024 Total
		Oct	Nov	Dec		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
Tauranga Urban Unit - Tauranga Urban															
1	Pyes Pa - Greerton - Tauranga City	11,334	12,525	10,377	34,236	9,920	12,055	13,065	10,750	12,696	11,229	10,990	12,130	11,684	104,519
2	Pāpāmoa - Bayfair - Tauranga City	38,670	39,535	31,951	110,156	30,926	39,931	43,415	38,202	42,630	36,664	36,764	39,458	38,181	346,171
5	Bayfair - Mt Maunganui - Tauranga City	19,399	21,859	22,488	63,746	24,058	24,013	24,327	19,137	18,116	15,335	16,856	17,000	18,756	177,598
21	Mt Maunganui - Bayfair - Pāpāmoa Plaza	1,862	2,064	2,330	6,256	2,393	1,984	2,169	2,032	1,604	1,522	1,520	1,585	1,753	16,562
22	Pāpāmoa - Maungatapu - Tauranga City	4,014	4,119	1,780	9,913	1,282	4,586	5,163	3,157	4,969	4,258	3,399	5,136	4,333	36,283
40	Welcome Bay - Tauranga City	13,293	14,484	11,175	38,952	10,834	13,547	14,794	12,040	13,800	11,527	11,656	13,007	12,352	113,557
51	Pyes Pa - Tauranga Crossing (removed March 2024)	419	512	471	1,402	503	468	328	0	0	0	0	0	0	1,299
52x	The Lakes Express - Tauranga Crossing - Tauranga City	1,483	1,669	1,212	4,364	1,186	1,423	1,405	1,335	1,405	959	1,095	1,091	933	10,832
55	Ohauti - Toi Ohomai - Greerton - Hospital - Tauranga City	21,741	22,518	16,869	61,128	16,113	24,090	26,289	20,819	28,348	23,317	21,829	25,650	24,568	211,023
59	Greerton - Watling Street - Tauranga City	4,219	4,382	3,329	11,930	3,128	4,425	4,877	3,905	4,563	3,991	3,997	4,545	4,050	37,481
60	Cambridge Heights - Brookfield - Ngatai Road - Tauranga City	10,746	11,469	8,007	30,222	7,607	11,503	12,739	10,096	12,959	10,564	10,142	11,499	10,699	97,808
62	Bethlehem - Brookfield - Tauranga City	10,240	10,519	8,566	29,325	8,872	10,513	11,209	10,416	10,761	9,139	9,660	10,141	10,108	90,819
70	Matua - Ngatai Road - Tauranga City	1,907	2,099	1,561	5,567	1,617	1,968	1,871	1,643	2,016	1,522	1,757	1,836	1,808	16,038
71	Matua - Brookfield - Tauranga City	5,582	6,130	5,209	16,921	4,697	5,540	6,281	5,447	6,019	5,167	5,372	5,424	5,102	49,049
72a	Otumoetai - Brookfield - Tauranga City	2,497	2,603	1,986	7,086	1,777	2,551	2,907	2,204	2,954	2,474	2,253	2,652	2,565	22,337
72b	Otumoetai - Brookfield - Tauranga City	3,449	3,427	2,664	9,540	2,498	3,367	3,358	2,954	3,411	3,062	2,946	3,070	3,026	27,692
CT	Bayfair - Tauranga Crossing via Maungatapu - Toi Ohomai - Greerton	9,465	9,712	9,482	28,659	8,617	9,121	10,142	9,549	9,465	8,376	9,057	8,885	9,043	82,255
Total		160,320	169,626	139,457	469,403	136,028	171,085	184,339	153,686	175,716	149,106	149,293	163,109	158,961	1,441,323
Tauranga Urban Unit - Te Puke															
20	Te Puke - Bayfair	5,546	5,558	3,945	15,049	2,948	5,649	6,529	5,122	6,671	5,483	4,808	5,584	5,545	48,339
Total		5,546	5,558	3,945	15,049	2,948	5,649	6,529	5,122	6,671	5,483	4,808	5,584	5,545	48,339
Northern Corridor - Katikati to Tauranga															
80	Katikati Express	738	1,023	925	2,686	1,003	994	884	945	989	816	1,032	794	952	8,409
81	Ōmokoroa	1,142	1,283	1,187	3,612	1,155	1,289	1,257	1,317	1,518	1,241	1,359	1,148	1,173	11,457
Total		1,880	2,306	2,112	6,298	2,158	2,283	2,141	2,262	2,507	2,057	2,391	1,942	2,125	19,866

Note: Table excludes school and tertiary routes. RITS data only. OnDemand is reported separately.

		2023			2023 Total	2024									2024 Total
		Oct	Nov	Dec		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
Rotorua Unit - Rotorua Urban															
1	Ngongotahā	5,004	5,374	4,290	14,668	4,196	5,425	5,339	4,520	5,484	4,628	5,155	5,277	5,136	45,160
3	Owhata	4,698	4,927	3,304	12,929	3,293	5,504	5,181	4,039	5,465	4,519	4,325	5,008	4,557	41,891
4	Sunnybrook	3,028	3,511	2,712	9,251	2,461	3,259	3,157	2,576	3,498	2,608	2,773	3,034	2,996	26,362
5	Western Heights	3,836	4,528	2,936	11,300	2,399	4,416	4,279	3,274	4,793	3,711	3,336	3,994	3,870	34,072
6	Kawaha Point	2,277	2,403	2,177	6,857	1,938	2,507	2,538	2,411	2,743	2,211	2,251	2,406	2,171	21,176
7	Mitchell Downs	4,490	4,647	3,492	12,629	3,220	4,654	4,805	3,938	5,139	4,231	4,352	4,681	4,491	39,511
8	Westbrook	2,808	3,392	2,352	8,552	1,900	3,437	4,050	2,893	2,966	2,501	2,514	2,929	2,761	25,951
9	Springfield	3,643	3,634	2,710	9,987	2,552	3,895	4,004	3,346	4,671	3,591	3,913	4,070	4,014	34,056
10	Rotorua Airport	3,975	4,326	3,132	11,433	2,853	4,599	4,666	3,745	4,813	4,015	4,060	4,538	4,409	37,698
11	Toi Ohomai Institute of Technology	3,209	3,234	2,619	9,062	2,703	3,819	4,287	3,128	3,756	2,718	2,895	3,577	3,243	30,126
12	Glenholme	2,042	2,109	1,524	5,675	1,323	2,072	2,470	1,766	2,259	1,780	2,039	2,324	2,263	18,296
Total		39,010	42,085	31,248	112,343	28,838	43,587	44,776	35,636	45,587	36,513	37,613	41,838	39,911	354,299
Rotorua Unit - Murupara															
15	Murupara	237	258	280	775	229	323	319	313	221	257	272	341	227	2,502
Total		237	258	280	775	229	323	319	313	221	257	272	341	227	2,502
Eastern Corridor - Kawerau/Ōpōtiki to Whakatāne and Tauranga															
135	Whakatāne - Kawerau	463	533	451	1,447	482	621	562	564	658	509	571	563	570	5,100
147	Whakatāne - Ōpōtiki	42	53	60	155	74	46	89	94	61	29	82	47	52	574
143a	Whakatāne - Tauranga via Paengaroa/Te Puke	183	261	280	724	266	179	253	433	195	89	227	197	208	2,047
143b	Whakatāne - Tauranga via Pukehina/Te Puke	146	327	277	750	305	258	279	316	226	128	299	227	209	2,247
Total		834	1,174	1,068	3,076	1,127	1,104	1,183	1,407	1,140	755	1,179	1,034	1,039	9,968
Eastern Corridor - Ōhope to Whakatāne															
122	Whakatāne - Ōhope	2,278	2,333	1,662	6,273	1,276	2,304	2,223	1,640	2,075	2,301	1,728	2,311	2,002	17,860
Total		2,278	2,333	1,662	6,273	1,276	2,304	2,223	1,640	2,075	2,301	1,728	2,311	2,002	17,860
TOTAL		210,105	223,340	179,772	613,217	172,604	226,335	241,510	200,066	233,917	196,472	197,284	216,159	209,810	1,894,157

Note: Table excludes school and tertiary routes. RITS data only. OnDemand is reported separately.

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

		2024/25 YTD	2023/24 YTD	Increase / (decrease) from PY
Tauranga Urban	1 Pyes Pa - Greerton - Tauranga City	14.5%	13.6%	↑ 0.9%
	2 Pāpāmoa - Bayfair - Tauranga City	17.7%	16.1%	↑ 1.6%
	5 Bayfair - Mt Maunganui - Tauranga City	12.5%	12.2%	↑ 0.4%
	21 Mt Maunganui - Bayfair - Pāpāmoa Plaza	6.4%	5.9%	↑ 0.4%
	22 Pāpāmoa - Maungatapu - Tauranga City	7.1%	6.7%	↑ 0.4%
	40 Welcome Bay - Tauranga City	11.2%	10.7%	↑ 0.6%
	51 Pyes Pa - Tauranga Crossing (removed March 2024)	2.8%	4.1%	↓ (1.3%)
	52x The Lakes Express - Tauranga Crossing - Tauranga City	16.0%	17.9%	↓ (1.8%)
	55 Ohauiti - Toi Ohomai - Greerton - Hospital - Tauranga City	19.3%	17.2%	↑ 2.1%
	59 Greerton - Watling Street - Tauranga City	13.0%	13.1%	↓ (0.2%)
	60 Cambridge Heights - Brookfield - Ngatai Road - Tauranga City	9.8%	9.0%	↑ 0.8%
	62 Bethlehem - Brookfield - Tauranga City	17.4%	16.3%	↑ 1.0%
	70 Matua - Ngatai Road - Tauranga City	13.0%	12.2%	↑ 0.7%
	71 Matua - Brookfield - Tauranga City	10.5%	9.2%	↑ 1.2%
	72a Otumoetai - Brookfield - Tauranga City	10.4%	10.3%	↑ 0.1%
	72b Otumoetai - Brookfield - Tauranga City	7.4%	7.6%	↓ (0.1%)
	CT Bayfair - Tauranga Crossing via Maungatapu - Toi Ohomai - Greerton	8.6%	8.0%	↑ 0.6%
Tauranga Urban Unit Total		12.8%	12.0%	↑ 0.8%
Tauranga OnDemand	99 OnDemand	6.2%	n/a	n/a
Tauranga OnDemand Unit Total		6.2%	n/a	n/a
Te Puke	20 Te Puke - Bayfair	20.3%	19.5%	↑ 0.8%
Te Puke Total		20.3%	19.5%	↑ 0.8%

Note: Farebox Recovery Ratio = Fare Revenue (including SuperGold revenue) divided by Contract Costs. Excludes school routes. Includes RITS and manual data. Costs are apportioned on a best endeavours basis, using annual kms, therefore accuracy may be diminished. FRR by route should be used alongside other performance metrics

KEY: ↑ Greater than 1% ↑ Greater than 0%, Less than 1% ↓ Less than 0%

	Route	2024/25 YTD	2023/24 YTD	Increase / (decrease) from PY
Katikati and Ōmokoroa to Tauranga	80 Katikati Express	10.2%	19.9%	↓ (9.7%)
	81 Ōmokoroa	15.9%	28.9%	↓ (13.0%)
Katikati and Ōmokoroa to Tauranga Total		12.4%	23.4%	↓ (10.9%)
Rotorua, Murupara & Ruatāhuna	1 Ngongotahā	17.1%	12.4%	↑ 4.7%
	3 Owkata	16.4%	13.6%	↑ 2.8%
	4 Sunnybrook	20.0%	15.4%	↑ 4.6%
	5 Western Heights	17.5%	15.3%	↑ 2.2%
	6 Kawaha Point	16.1%	12.0%	↑ 4.1%
	7 Mitchell Downs	21.6%	16.3%	↑ 5.2%
	8 Westbrook	20.8%	15.7%	↑ 5.0%
	9 Springfield	23.2%	14.5%	↑ 8.6%
	10 Rotorua Airport	17.1%	12.9%	↑ 4.1%
	11 Toi Ohomai Institute of Technology	27.8%	20.3%	↑ 7.5%
	12 Glenholme	19.3%	13.0%	↑ 6.3%
	15 Murupara	14.5%	8.6%	↑ 5.9%
	15a Ruatāhuna	12.9%	8.1%	↑ 4.8%
Rotorua, Murupara & Ruatāhuna Total		18.8%	14.0%	↑ 4.8%
Eastern BayHopper (Kawerau, Ōhope, Matatā)	122 Whakatāne - Ōhope	10.6%	8.0%	↑ 2.6%
	131 Whakatāne - Matatā	5.8%	5.1%	↗ 0.6%
	135 Whakatāne - Kawerau	13.8%	9.8%	↑ 4.1%
	147 Whakatāne - Ōpōtiki	9.3%	8.3%	↗ 0.9%
	143a Whakatāne - Tauranga via Paengaroa/Te Puke	15.8%	11.5%	↑ 4.3%
	143b Whakatāne - Tauranga via Pukehina/Te Puke	15.4%	10.9%	↑ 4.4%
Eastern BayHopper (Kawerau, Ōhope, Matatā) Total		12.6%	9.3%	↑ 3.3%
Pōtaka - Ōpōtiki	150 Pōtaka - Ōpōtiki	22.4%	16.1%	↑ 6.3%
Pōtaka - Ōpōtiki Total		22.4%	16.1%	↑ 6.3%

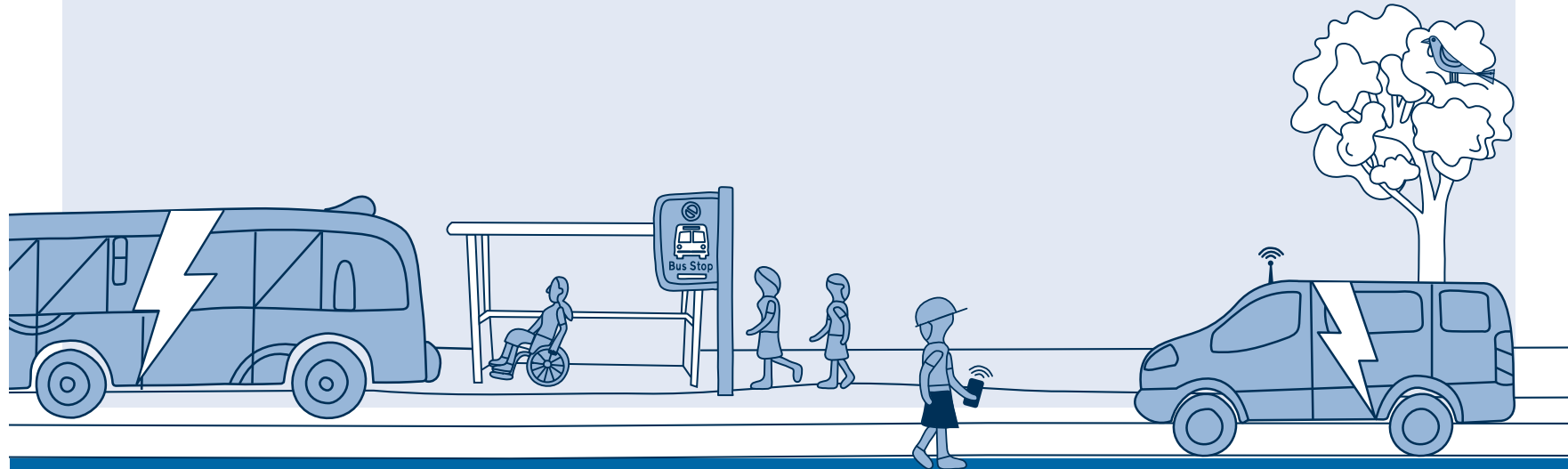
Note: Farebox Recovery Ratio = Fare Revenue (including SuperGold revenue) divided by Contract Costs. Excludes school routes. Includes RITS and manual data. Costs are apportioned on a best endeavours basis, using annual kms, therefore accuracy may be diminished. FRR by route should be used alongside other performance metrics

KEY: ↑ Greater than 1% ↗ Greater than 0%, Less than 1% ↓ Less than 0%

	Route	2024/25 YTD	2023/24 YTD	Increase / (decrease) from PY
Tertiary	101 Whakatāne - Tauranga	0.6%	0.7%	↓ (0.1%)
	102 Rotorua - Tauranga	2.0%	2.7%	↓ (0.7%)
	103 Katikati - Tauranga	5.8%	2.9%	↑ 2.9%
	104 Murupara - Rotorua	0.4%	1.1%	↓ (0.8%)
	105 Tauranga - Rotorua	2.0%	2.8%	↓ (0.8%)
	Tertiary Total	1.7%	1.8%	↓ (0.1%)
Waihi - Katikati	85 Waihi - Katikati	6.0%	4.8%	↑ 1.2%
	Waihi - Katikati Total	6.0%	4.8%	↑ 1.2%
Total		13.1%	12.2%	↑ 0.9%

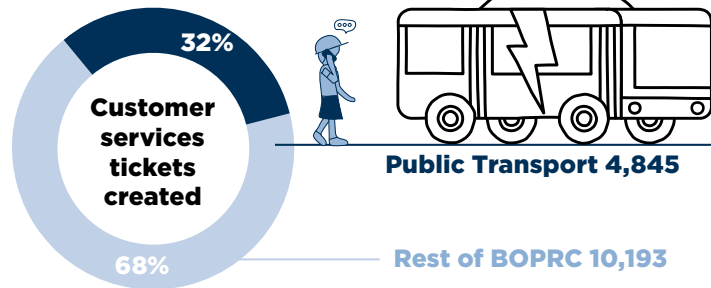
KEY: ↑ Greater than 1% ↗ Greater than 0%, Less than 1% ↓ Less than 0%

Note: Farebox Recovery Ratio = Fare Revenue (including SuperGold revenue) divided by Contract Costs. Excludes school routes. Includes RITS and manual data. Costs are apportioned on a best endeavours basis, using annual kms, therefore accuracy may be diminished. FRR by route should be used alongside other performance metrics



Appendix 4

Customer experience



In Quarter 1, during business hours, a total of 15,038 calls were received by the Bay of Plenty Regional Council and Bay Bus.

4,845 of these were transport related calls. This equated to around 32% of all calls taken for this period. Of the 1,549 calls taken by After hours, 1,199 or 77% were transport related calls.

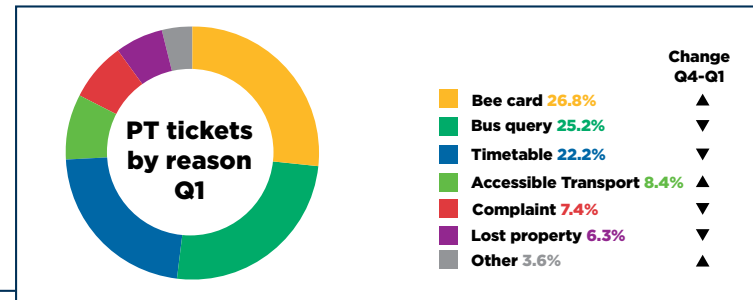
The majority of transport related calls are timetable queries and the majority of face-to-face queries at Council receptions are Bee Card related.

Support tickets

Of the 4997 Baybus tickets created in Zendesk Support during Quarter 1, 2025, only 107 tickets or 2.1% remained unsolved.

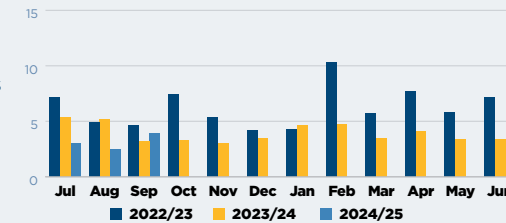
77.5% of these tickets were created from phone calls to the Call Centre with the remaining 22.5% received via email, website forms or Facebook.

A smaller portion of tickets 381 or 7.6% were forwarded to the Transport Operations team requiring further investigation.

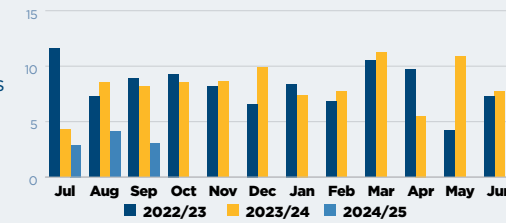


Complaints

Tauranga complaints per 10k boardings



Rotorua complaints per 10k boardings



Source: internal data



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: 19 November 2024

Report Authoriser: Oliver Haycock

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.

This report provides updates on:

- Emerging Issue - temporary status of bike racks on buses
- Tertiary Services cessation update
- School Services 2025
- Security update

Recommendations

That the Public Transport Committee:

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

Purpose

The purpose of this report is to provide PTC members with a summary of topical matters of potential interest.

Matters of Potential Interest

Temporary Disablement of Bike Racks on Public Transport Buses

On Wednesday, 6 November, Staff were contacted by bus operators, informing them that the Bus & Coach Association had reached the conclusion that a recent bulletin issued by NZTA may make buses fitted with front mounted bike racks Certificate of

Fitness non-compliant with immediate effect, due to the potential obstruction of the vehicle headlights when the rack is deployed and carrying bikes.

Staff quickly engaged with other public transport agencies to develop a position which ensured a consistent response across the regions and minimise the impact on customers.

The issue is complex and requires clarification from NZTA and further engagement with the bus industry. Given the time this may take, staff felt that it was appropriate that operators temporarily disable bike racks and prioritise safety until the necessary clarification can be provided, and remedial measures can be implemented if required.

On 6 November, staff issued a position statement to operators, noting that Council's focus is on the safety and wellbeing of passengers and frontline public transport staff, and that:

- all bike racks on buses on the Bay of Plenty public transport network be temporarily disabled from 11.59pm Friday 8 November until further notice is given
- no bike racks should be physically removed from buses unless express authorisation is given by BOPRC
- members of the public will be unable to use bike racks on buses until this matter is resolved
- operators can choose to temporarily disable bike racks in any manner that does not compromise the future use and integrity of the bike racks
- BOPRC will be communicating with the public on this matter. It is the operator's responsibility to ensure front-line staff are appropriately briefed and trained on this matter
- BOPRC will be working proactively with our Regional Council partners, operators, the Bus and Coach Association and NZTA to resolve this matter as soon as possible.

A media release was sent out at 2:00pm on Thursday 7 November 2024, advising that Bay of Plenty Regional Council had announced a temporary stop to bike rack use on all public transport buses in the region, effective from Saturday 9 November.

A comprehensive communications plan has been enacted across several channels (including the Baybus website, Transit App, Facebook and on-bus messaging) to ensure stakeholders understand the impact on our network.

Staff will continue to actively monitor the situation and respond appropriately as it develops.

Regional Tertiary Commuter Services Cessation

The Public Transport Committee meeting held on 24 September 2024 recommended to Council that the Bay of Plenty Regional Tertiary Commuter services cease at the

end of 2024. Additionally, the Committee directed staff to follow up with Iwi and Tertiary Providers to:

- investigate potential alternative options for all Regional Tertiary Commuter Services, and
- to investigate potential changes to the route 80, Katikati express service to Tauranga, as a mitigation for the withdrawal of the tertiary service.

At a meeting held on 23 October 2024, Regional Council endorsed the recommendation from the Public Transport Committee that the Bay of Plenty Regional Tertiary Commuter services cease at the end of 2024.

Updates on the directives from the Public Transport Committee meeting on 24 September follow below.

Alternative options for Route 80

Staff have been working with the operator of route 80 to identify any opportunities to adjust the timetable to mitigate the withdrawal of route 103.

Adjusting the times of the morning services was explored to offer a more convenient departure time from Katikati. However, due to this route currently being operated by the same vehicle all day, this was found to have significant ramifications on the timing of other trips.

At the time of writing Staff await costs from the operator to add an extra inbound trip on Route 80 to replace the current Route 103 morning trip but anticipate that this proposal will not be deliverable within existing budgets, so will be unable to be progressed.

Engagement with the Murupara Community

Staff from the Rates and Transport Teams are collaborating with the Murupara Library and Service Centre to co-ordinate a drop-in information session. This session will allow residents to discuss their Bay of Plenty Regional Council rates and address any transport-related queries.

Transport Team staff will continue to explore potential alternative transport options following Council's decision to cease the Tertiary Community bus services. They will also engage with community members and iwi in this regard.

Two Regional Councillors have indicated their attendance at the Murupara Community Board hui on 10th February 2025 to discuss Bay of Plenty Regional Council rates and the region's transport. Staff will support as needed.

It is likely that no changes will be made to the remaining Murupara service (route 15/15a) due to difficulties around timetabling.

Stakeholder Communications

Staff have developed a comprehensive communications plan including a media statement issued 23 October 2024, and the following channels:

- Baybus website notification
- electronic direct messaging, including Transit App

- mailout to Beecard account owners
- In-bus posters, Facebook & newspaper notices

Where possible, the communications identify alternative bus options.

Additionally, communications Staff have engaged with the Tertiary to ensure that there is strong alignment with their communications activities.

Bus Operators

Staff have updated operators with the Council decision and confirmed that the services will end on 20 December 2024, ahead of contract expiry on 30 December 2024.

School Services 2025

A letter was sent to Tauranga and Te Puke schools 18 October 2024 to notify them that the existing level of school services would continue into 2025, but that Council is not able to add any new school routes or additional capacity in 2025.

As previous noted, Staff will conduct a full review of Tauranga and Te Puke school bus services in 2025 and will seek input from schools. The review will consider whether the Tauranga school transport offering appropriately balances the varying needs of students, with the financial sustainability of the public transport system.

Security

There have been several recent incidents of violence on buses around the country. In response to this issue, the Minister of Transport through NZTA Waka Kotahi is now collecting data on incidents through the normal monthly reporting cycle.

The current Tauranga security contract is due to end on 19 December 2024. For the last six months security guards have been deployed at the Durham Street interchange during the hours of 08:00-10:00 and 15:00-21:00 Monday to Friday only.

Staff investigations have shown that incidents reported by bus operators, public feedback and the Tauranga Transport Operations Centre appear to be trending upwards. Staff will continue to monitor the situation, especially for trends or correlations.



Report To:	Public Transport Committee
Meeting Date:	19 November 2024
Report Writer:	Niki Carling, Team Leader, Transport Planning
Report Authoriser:	Oliver Haycock, Director, Public Transport
Purpose:	This paper is to support decision making by the Committee on the proposed fares system, which will then be recommended to Regional Council for adoption at its meeting on 11 December 2024.

Regional Fares Review 2024 - Fare System Decisions

Executive Summary

The current Bay of Plenty public transport fares system has evolved over time into a system that:

- Is difficult to understand
- Does not provide consistency or balance across the region
- Generates low revenue.

Central government has directed Public Transport Authorities to increase the public transport revenue they generate from private share; the primary source of private share revenue in the Bay of Plenty is fares.

The timing of the review has been set to ensure that the parameters of the new fare system will be ready for National Ticketing Solution (NTS) configuration by the end of the 2024 calendar year, to feed into the NTS implementation process for the region, which will happen between January and August 2025.

Further to guidance received from workshops with both the Regional Council and the Public Transport Committee, initial fares modelling work was undertaken by staff and discussed with the Committee at a workshop on 1 November 2024.

Direction given by the Committee at this workshop has been used to refine this modelling, the results of which are being presented to the elected members at the Public Transport Committee meeting on 19 November 2024.

Recommendations

That the Public Transport Committee:

- 1 Receives the report, Regional Fares Review 2024 - Fare System Decisions;**
- 2 Approves the fare system parameters - fare structure, concessions, products and adult base fare - as presented by staff;**
- 3 Recommends that Regional Council adopt the recommended fare system at its 11 December 2024 meeting.**

1. Introduction

The current Bay of Plenty public transport fares system has evolved incrementally over time because of several largely disconnected decisions at both regional and central government levels. The result is a system that:

- Is difficult to understand;
- Does not provide consistency or balance across the region; and
- Generates low revenue.

Critically, the region’s private share revenue, including farebox recovery, will need to increase to meet central government’s directive for Public Transport Authorities (PTAs) to increase the public transport revenue they generate from private share.

Work on the fares review to-date has included workshops with both the Regional Council and the Public Transport Committee. Direction given by elected members at these workshops has been used to undertake modelling of potential fare systems for the region. In summary, this direction has been:

Meeting/Workshop	Component	Direction provided
Regional Council workshop - 5 Sept	Fares principles	Principles ratings: <ul style="list-style-type: none"> • Simple - High • Customer-focused - High • Equitable - Medium • Incentivised - High • Transport system efficiency - Medium • Social equity - Medium • Financial sustainability - Medium-High
	Potential for charging children/youth	Consider charging children/youth
	Fare cap for Total Mobility	Staff proposed separate piece of work to review TM
	Level of community engagement	Community engagement to be at ‘information’ end of community engagement spectrum

PTC workshop - 24 September	Concessions	<table border="1"> <thead> <tr> <th>Cohort</th> <th>Concession</th> </tr> </thead> <tbody> <tr> <td>Infant</td> <td>Yes - free</td> </tr> <tr> <td>Child/Young Person (5-18)</td> <td>TBC. No free fares</td> </tr> <tr> <td>Tertiary</td> <td>No</td> </tr> <tr> <td>Community Connect (CSC)</td> <td>Yes – 50% discount</td> </tr> <tr> <td><u>SuperGold</u></td> <td>Yes – free after 9.00</td> </tr> <tr> <td>Accessibility</td> <td>Yes – free for passenger & +1</td> </tr> <tr> <td>Senior (65+)</td> <td>No</td> </tr> </tbody> </table>	Cohort	Concession	Infant	Yes - free	Child/Young Person (5-18)	TBC. No free fares	Tertiary	No	Community Connect (CSC)	Yes – 50% discount	<u>SuperGold</u>	Yes – free after 9.00	Accessibility	Yes – free for passenger & +1	Senior (65+)	No
	Cohort	Concession																
	Infant	Yes - free																
	Child/Young Person (5-18)	TBC. No free fares																
	Tertiary	No																
	Community Connect (CSC)	Yes – 50% discount																
	<u>SuperGold</u>	Yes – free after 9.00																
	Accessibility	Yes – free for passenger & +1																
	Senior (65+)	No																
	'Time of travel' fares	Consider fares based on 'time of travel' e.g. peak/ off-peak, weekend fares																
Capped fares	Consider fare capping																	

At a second Public Transport Committee workshop on 1 November 2024, elected members were shown a preferred fare structure and key assumptions for a proposed new fare system, and modelling of the impact these would have, including on the farebox recovery ratio (FRR).

Staff sought elected members' input on the preferred fare structure and key assumptions. They also identified and sought input on a set of additional considerations that could be used to refine modelling for the Committee meeting on 19 November 2024.

1.1 Legislative Framework

The Regional Public Transport Plan 2022-2032 (RPTP) adopted in 2022 is the key statutory document for public transport planning and investment in the region, required under the Land Transport Management Act 2003 (LTMA).

'An equitable fare and pricing system that attracts new customers and rewards frequent use' is an objective of the RPTP. The primary RPTP action to achieve this objective is: *'Undertake a comprehensive region-wide fare review to give effect to the RPTP fares and pricing policies.'*

1.2 Alignment with Strategic Framework

Future ready communities	Goal 6 We will empower communities to make sustainable choices and transition towards a low emissions economy.
Connected and enabled communities	Goal 8 Communities are connected through an effective transport system, land use and urban design that improves wellbeing, livability and environmental outcomes.

The performance of the region's public transport services is continually monitored and reported through KPIs in the Arotake quarterly reports, found on the Council's website, [here](#).

The new NZTA Development Guidelines for Regional Public Transport Plans 2024 states that *'PTAs must include a fares and pricing policy in their regional public transport plan that:*

- *Specifies the method for setting and reviewing fares, with fare pricing reviews to occur annually and fare structure reviews at least every six years.'*

This is reflected in RPTP Policy 7.6: *Reviewing fares: Conduct regular fare reviews which take into account inflation and changes in operating costs, while ensuring consistency with the fare principles in Policy 7.1.*

Fares in the Bay of Plenty have not been reviewed regularly over the last few years. However, the current fares review will include a process for future review and adjustment of fares as part of Annual and Long Term Plan processes.

1.3 Community Well-beings Assessment

Dominant Well-Beings Affected			
<input checked="" type="checkbox"/> Environmental Low - Positive	<input type="checkbox"/> Cultural	<input checked="" type="checkbox"/> Social Low - Negative	<input checked="" type="checkbox"/> Economic

The two well-beings most affected by fare changes that may result from this fares review work are environmental wellbeing and social wellbeing.

Environmental: The use of public transport instead of individual cars is generally considered to benefit the environment, primarily through reduced emissions. Whilst the potential introduction of higher fares may result in a degree of patronage reduction, it is anticipated that there will also be increased patronage through the introduction of fare products that encourage more frequent use of public transport as well as organic growth resulting from population increase.

Social: Staff acknowledge that fare pricing increases, including the potential removal of free fares for children/young people, will likely have a negative social effect, especially for those in lower socio-economic households. However, concessions will still be available to those with access to a Community Services Card, or a SuperGold card and those approved for an accessibility concession.

2. Initial Fares Modelling

Fares modelling was undertaken using the direction given in the earlier workshops and a set of informed assumptions.

Modelling was undertaken for three base adult fare scenarios - \$3.50, \$3.70 and \$4.00 - to produce projected revenue and patronage levels. Public transport point elasticities of demand were used from best practice domestic and international modelling and generally adopted principles of demand forecasting.

2.1 Assumptions

The assumptions made in the fares modelling work were:

Component	Assumption
Base adult fare (with prepaid card)	\$3.70 - consistent for the whole region
Standard concession fare	50% off base adult fare
Concessions	Remove Senior concession Remove Tertiary concession Use national conditions for Supergold concession, ie. free travel between 9.00am and 3.00pm and after 6.30pm from Monday to Friday, and all day on weekends and public holidays
Child/Young person	Introduce peak charges for children/young people at 50% of adult fare
Time of travel	50% discount for off-peak travel
Capping	Revenue based caps Day Cap 2-3 trips Week Cap 7-8 trips

2.2 Fare structure base model

Fare structures establish rules and methods used to calculate the fare charged for a journey. Fare structures are generally either classified as:

- Flat fares
- Distance-based fares, or
- Zone-based fares.

A simple multi-criteria analysis of these fare structure options against the fares principles ratings provided by the Regional Council resulted in staff discounting further consideration of a distance-based fare structure. Flat and zone-based fare structures were used as the base for the fares modelling work.

2.3 Additional considerations

Through the initial modelling work, staff identified and sought feedback on a set of additional considerations, which could be used to refine the modelling for the Committee meeting on 19 November 2024.

- Organic growth in demand of between 3 and 6% over two years will add a further 0.4% to 0.8% to FRR;
- Loss prevention measures could add an additional 0.1%; and
- Increasing the Adult fare to \$5 and Child fare to \$2.50 for the On Demand trial could increase FRR in the order of 2% for the trial.

Staff also tested the appetite of the Committee to go ‘cashless’ with the launch of the National Ticketing Solution.

2.4 Initial fares modelling results

Analysis shows that in the Bay of Plenty, around 95% of patronage relates to travel within a single ‘urban zone’. The remaining ~5% of travel occurs in the

outer zones and its impact on FRR is relatively low, providing a 0.1% increase. However, there are additional benefits to the use of a zonal structure in creating a fare system that is easy to understand across the region and can be readily adapted to include future intraregional routes.

The first phase of modelling gave the results in the table below. The “Base” scenario presents absolute numbers representing the current state. All other scenarios are presented as an incremental impact on the “Base”. For each scenario, an impact range is presented, which is governed by “high” and “low” elasticity¹ bounds.

Scenario ID	Scenario	Patronage Impact		Revenue Impact		FRR Impact	
1	Base	3,358,610	3,358,610	\$4,802,000	\$4,802,000	13.88%	13.88%
2	Adult Fare	-30,000	-79,000	\$ 228,000	\$ 130,000	0.63%	0.36%
3	Concessions	-8,000	-30,000	\$ 22,000	\$ 1,000	0.07%	0.01%
4	Remove Senior	-1,000	-1,000	\$ 5,000	\$ 5,000	0.01%	0.01%
5	Remove Tertiary	-5,000	-8,000	\$ 37,000	\$ 32,000	0.10%	0.09%
6	Child Peak Fares	-95,000	-96,000	\$1,584,000	\$1,580,000	2.35%	2.34%
7	Offpeak Discount	129,000	126,000	-\$ 363,000	-\$ 342,000	-1.01%	-0.95%
10	Daily Capping	250,000	500,000	\$ 150,000	\$ 300,000	3.12%	9.37%
11	Weekly Capping	35,000	50,000	\$ 21,000	\$ 30,000	0.44%	1.06%
TOTAL		3,633,610	3,820,610	\$6,486,000	\$6,538,000	19.60%	26.18%
Change		274,999	461,999	\$1,683,999	\$1,735,999	5.72%	12.30%

In terms of context for these initial modelling results, All PTAs have been directed to work with the New Zealand Transport Agency - Waka Kotahi (NZTA) to identify and agree staged targets for private share revenue, which in the Bay of Plenty is currently mainly made up of farebox revenue. The early indication from NZTA is that the private share targets will be set at 2018/19 FRR levels (ie. 24% for the Bay of Plenty), with a stepped increase over 3 years.²

The initial modelling results above show significant inroads towards achieving this indicative target, by progressively applying the fares modelling assumptions identified in section 2.1.

It should be noted that the proposed formula to calculate “private share revenue” is likely to differ from the formula used to calculate the “farebox recovery ratio”. Once NZTA have completed their engagement with PTAs and confirmed the formula and targets, this updated approach will be adopted for future reporting.

3. Direction for Further Modelling

The Committee were generally in support of the fare structure, key assumptions and additional considerations presented by staff. The following

¹ Elasticities are an economic concept to measure of how responsive one economic variable is to a change in another. For fares modelling, an elasticity range is used to estimate how patronage will respond to changes in fare.

² NZTA is looking to issue its ‘Increasing Private Share’ engagement document in the same week as the next Public Transport Committee meeting.

additional work was requested by elected members and/or identified by staff towards the development of the next fare modelling iteration:

3.1 Zonal structure

- Look at reconfiguring the Tauranga urban zone to include Te Puna.
- Further work to recommend zonal fare increments.

For the initial modelling, staff assumed that the fare doubles at each successive zonal boundary. However, further work will be done to refine this by applying an incremental increase (z) for each zone, along the lines of x, x+z, x+2z, etc. It will also consider tailing off the increment for the outermost zones in the network.

3.2 Concessions/discounts

- Consider how a discount might be provided for families with multiple children (or could this be achieved by a lower cap applied to child concessions if possible under NTS).

3.3 Fare products

- Investigate feasibility of family passes under NTS.

3.4 On-Demand

- Fare structure changes should be applied to the On-Demand service, noting that there is a high likelihood that the trial will be deemed unsuccessful if the current farebox recovery is maintained.
- Targeted consultation with users should be conducted to test price sensitivity and proposed fare structure.
- Increasing the Adult fare to \$5 and Child fare to \$2.50 for the On-Demand trial could increase FRR in the order of 2%.

Given the proposed timeframes, there is no opportunity to include revised On-Demand fares as part of the introduction of the new fares system. On-Demand fares are being covered off in a separate report to this Committee Meeting - 'Tauranga South On Demand Trial - Six Month Performance Report & Fare Pricing Considerations.'

3.5 Additional considerations

- Organic growth in demand of between 3 and 6% over two years will add a further 0.4% to 0.8% to FRR.
- Loss prevention measures could add an additional 0.1% to FRR.

In the main, feedback from the Committee members was that 'going cashless' should not happen in the early stages of the NTS rollout but should be

considered in the medium-term.³ Staff suggested that this could perhaps be introduced through a trial on a single route.

4. Further Modelling

The direction provided by the Committee and further work identified by staff has been used to undertake the second iteration of modelling, as summarised in the workshop presentation.

5. Future Fares and Pricing Reviews

In line with the NZTA requirements for fare structure and pricing reviews (identified in section 1.2), staff will be proposing to Regional Council that fare levels are reviewed annually, to feed into Council future planning processes.

However, in light of the work soon to commence with NZTA to determine targets for private share revenue staged over the next two years, the revenue impact of fare levels will over this period need close monitoring and possible further adjustment to help meet targets.

The timing of future fare structure reviews (both pricing and structure) will be subject to ongoing monitoring, consideration of alignment with RTP, and central government direction, but will be at least every six years as required by NZTA.

The Regional Council may choose to delegate future fares consideration to the Public Transport Committee.

6. Considerations

6.1 Risks and Mitigations

Noted below are the biggest risks to the project:

Risk	Risk Level	Mitigating Actions
Timing - risk of not meeting deadlines for NTS configuration	High	<ul style="list-style-type: none"> Contingency planning Regular touchpoints with Governance Support recommendations to Governance with comprehensive information and analysis to support efficient decision making. Create and maintain momentum in process Prioritise internal resources
Community - risk that the proposed options are not positively received or understood	High	<ul style="list-style-type: none"> Develop a comprehensive stakeholder Communications and Engagement Plan Clearly define the challenge that Council is facing (i.e. do nothing is not an option)

³ NZTA's 'Development Guidelines for Public Transport Plans 2024' states that 'PTAs should seek to minimise the use of cash over time and include their position for the use of cash in their fares and pricing policy'.

Funding - risk of not securing national funding if preferred option does not align with national policy direction	High	<ul style="list-style-type: none"> Develop options that align with national direction Keep NZTA engaged and informed throughout the review process
Private revenue share requirements - risk of NZTA/Council not having confirmed targets in time to inform the fare review process	High	<ul style="list-style-type: none"> Work closely with NZTA public transport partners to sort targets

6.2 Climate Change

The use of public transport instead of individual cars is inherently supportive of climate change mitigation, through reduced emissions. While the potential introduction of higher fare levels may result in a degree of patronage reduction and potential shift to car use, it is anticipated that there will also be increased patronage through the introduction of fare products that encourage more frequent use of public transport, as well as organic growth resulting from population increase, which will support climate change mitigation goals.

6.3 Implications for Māori

Potential fare pricing increases, including removing free fares for children/young people, will likely impact those in lower socio-economic households and those with larger families. However, concessions will still be available to those with access to a Community Services Card, or a SuperGold card and those approved for an accessibility concession.

Some of the region’s rural communities have a disproportionately higher population of Māori who might potentially be impacted by a zonal system when travelling longer distances to access urban centres. However, refined modelling to include zonal fare increments that tail off in the outer zones has identified some potential fare reductions for those travelling longer distances, especially in the eastern Bay of Plenty.

6.4 Community Engagement



INFORM Whakamōhio

To provide affected communities with balanced and objective information to assist them in understanding the problems, alternatives and/or solutions.

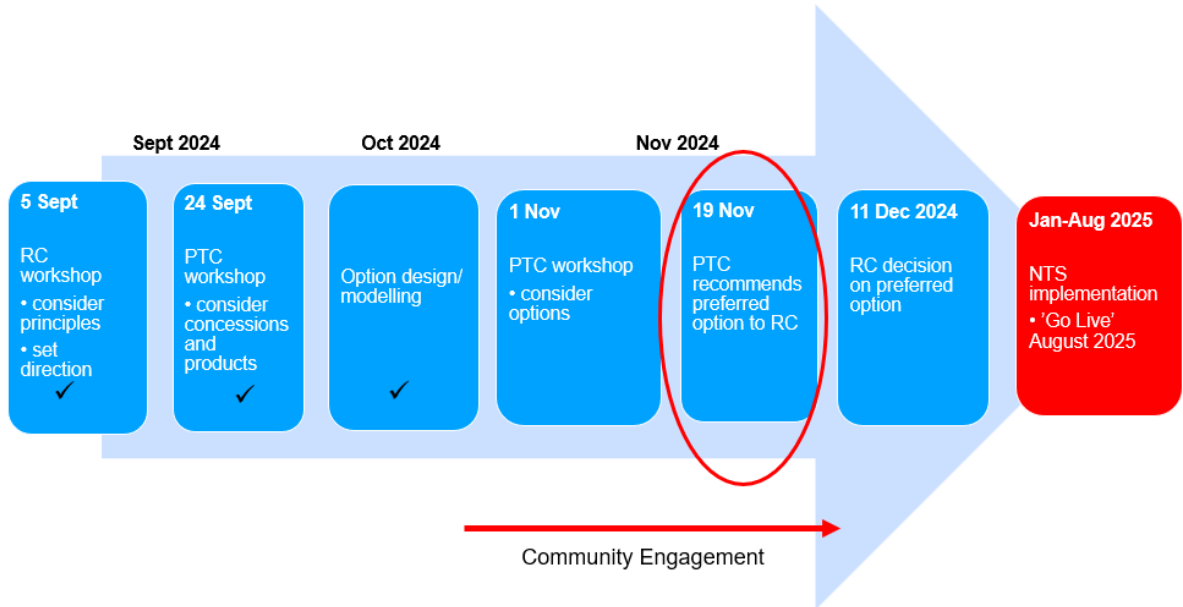
The focus of community engagement on the fares review has been to inform the community about the work underway. In addition to newspaper advertising and social media, a Participate page has been created to inform and seek feedback on concessions and fare products eg, capping and time of travel discounts. Staff have also undertaken ‘light touch’, face-to-face engagement by attending existing events e.g. markets and have engaged with bus users at the Durham Street and Arawa Street (Rotorua) interchanges.

A summary of the feedback received to-date will be tabled at the meeting.

6.5 Financial Implications

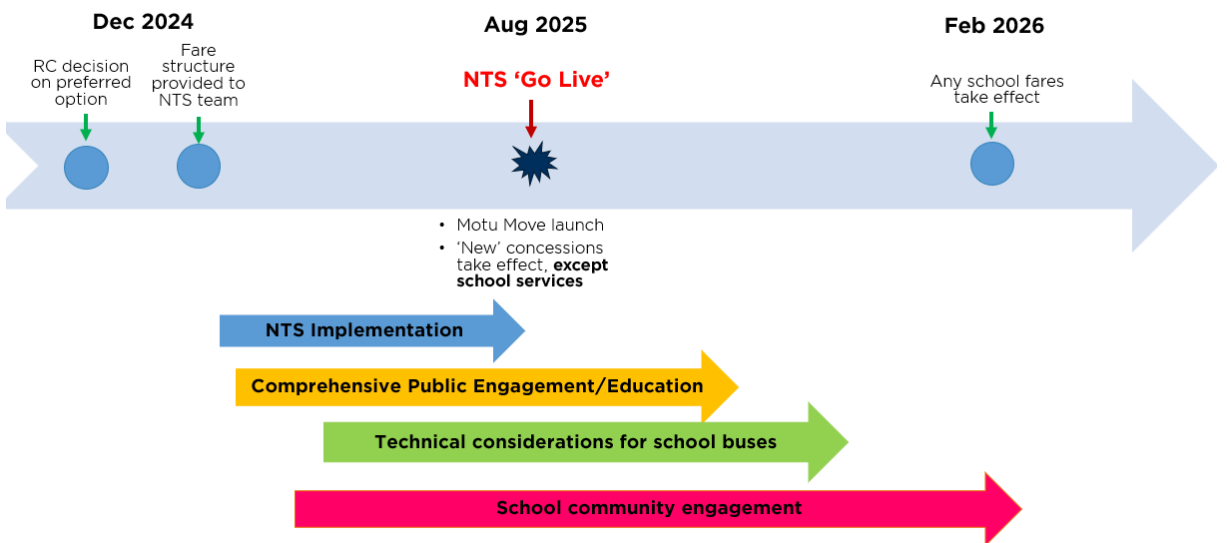
There are no material unbudgeted financial implications and this fits within the allocated budget.

7. Next Steps



This work culminates with the parameters of the new fare system ready for National Ticketing Solution (NTS) configuration by the end of the 2024 calendar year. These will then feed into the NTS implementation process for the region.

In the context of the NTS implementation for the Bay of Plenty, the next steps are:





Report To:	Public Transport Committee
Meeting Date:	19 November 2024
Report Writer:	Andrew Williams, Manager, Transport Planning and Melissa Winters, Senior Network Planner
Report Authoriser:	Oliver Haycock, Director, Public Transport
Purpose:	To provide the six-month performance report and consider changes to the fare structure and pricing.

Tauranga South On Demand Trial - Six Month Performance Report & Fare Pricing Considerations

Executive Summary

Since 25 March 2025 the Tauranga South On Demand Trial has been in operation, over six months. Data has been collected during the trial's duration and this paper provides the first performance report provided at Attachment 1: *Baybus On-Demand: Six-Month Performance Monitoring Report*.

Furthermore, the paper provides information to support a decision to raise the fare price for the On Demand service, with five options outlined. The staff recommended option, is Option 3, which would see the Adult Cash fare rise to \$5.

An April 2025 go-live timeframe is estimated to be the best timeline achievable given the complexity of the changes required to the technology that feeds into fare and other inter-dependent system changes, including the relocation of Tauranga's CBD interchange to Durham Street south.

If the Committee chose to implement a fare change from April 2025 it would allow data to be collected on the fare change across six months i.e., up to the end of the trial in late September 2025.

Recommendations

That the Public Transport Committee:

- 1 Receives the report, Tauranga South On Demand Trial - Six Month Performance Report & Fare Pricing Considerations;**

- 2 **Agrees to increase the fare price of the Baybus On Demand service in line with Option 3, outlined herein, and that it be implemented from April 2025 for the remainder of the trial;**
- 3 **Agrees to inform the public of any proposed changes, rather than undertake specific consultation to inform decision making; and**
- 4 **Notes that any decision to change fare pricing for Baybus On Demand would be subject to confirmation with funding partners.**

1. Introduction

Since 25 March 2025 the Tauranga South On Demand Trial has been in operation. It is expected to operate for a period of up to 18 months, finishing in September 2025.

As part of the trial, monitoring has been undertaken to assess the trial’s performance, including its financial performance and viability. The financial viability of the trial has, in recent times, become an item of heightened interest – particularly given governments retraction on funding for public transport and forthcoming patronage targets that will require Public Transport Associations (PTAs) to increase the private share of cost recovery.

To that end, this paper provides two key items:

- 1. A six-month performance report provided at Attachment 1: *Baybus On-Demand: Six-Month Performance Monitoring Report*; and
- 2. Information to support a decision to raise the fare price for the On Demand service.

Of the above two items, the performance report is for information only, but it does provide valuable context to support the Committee’s decision regarding possible fare pricing increases.

1.1 Legislative Framework

Regional Council is responsible for funding and contracting public transport services under Part 5 of the Land Transport Management Act 2003 (LTMA).

The overall purpose of the LTMA is to contribute to an effective, efficient, and safe land transport system in the public interest. Section 115 of the LTMA includes a set of principles that are intended to guide the actions of Regional Councils in undertaking their public transport functions.

1.2 Alignment with Strategic Framework

Connected and enabled communities	Goal 8 Communities are connected through an effective transport system, land use and urban design that improves wellbeing, livability and environmental outcomes.
------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------

1.2.1 Community Well-beings Assessment

Dominant Well-Beings Affected			
<input checked="" type="checkbox"/> Environmental Low - Negative	<input checked="" type="checkbox"/> Cultural Low - Negative	<input checked="" type="checkbox"/> Social Low - Negative	<input checked="" type="checkbox"/> Economic Low - Negative

Increasing the cost of fares on the On Demand service would likely have a negative impact across the four dominant well-beings. However, fare increases may have several benefits, including information to understand how fare pricing may impact the On Demand market and determine if changes could increase fare recovery ratio for the service, among others.

2. Context

The Tauranga South On Demand Trial began operation on 25 March 2024, under the brand name 'Baybus On Demand'. The aim of the trial is to better understand how an on-demand service can complement and/or replace fixed public transport and increase patronage.

The trial consists of five electric vehicles operating a rideshare service within the Tauranga south area seven days a week (6am-7pm). The trial is expected to operate for a period of up to 18 months, finishing in September 2025, at the latest. The trial replaced the Route 51 fixed service - operating between Pyes Pa and Tauranga Crossing.

The standard adult fare is \$3.40 when paying through the On Demand phone application. However, several concessions are applied to this standard fare price.

Local share funding of \$977,000 was allocated in the 2023-24 Annual Plan by Regional Council. This was supported by an NZTA capped allocation of \$1.0M. The total investment was \$1.97M. Consideration of funding the On Demand trial beyond the current 18-month trial period will be considered through the 2024/25 Annual Plan process.

2.1 National Policy & Funding Context

The Government Policy Statement for land transport (GPS 2024) sets the Government’s priorities for land transport investment over the next 10-year period. GPS 2024 notes the declining private share of public transport costs and the corresponding increase in National Land Transport Fund (NLTF) share in recent years, as illustrated by Figure 1.

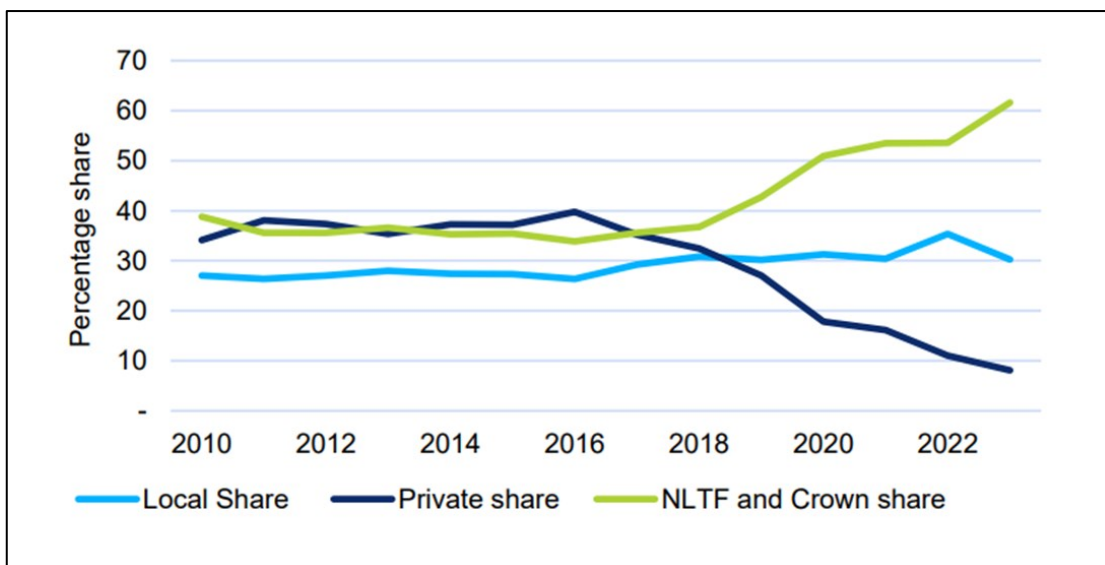


Figure 1: Funding share of public transport costs 2010 - 2022.

GPS 2024 sets out clear expectations of local government requiring “greater farebox recovery and third-party revenue by Public Transport Authorities (PTAs) ... to help

support the increased costs that are occurring through the public transport sector and to reduce pressure on ratepayers and taxpayers”.

Subsequently, the New Zealand Transport Agency – Waka Kotahi (NZTA) have been tasked to work with PTAs to increase private share funding, including identifying and agreeing fare recovery targets by December 2024 and longer-term targets by December 2025. To this end, staff are currently working on the Regional Fares Review – a separate, yet connected, piece of work.

It is within this context, and through a review of the regional fares, that staff have been asked to consider increasing fares for the On Demand service. Consideration of this is provided from Section 4, within this report.

3. Performance Monitoring Reporting

As part of the operation of the trial, staff have been monitoring its operation. Previous reporting has been provided through Transport Arotake Reports, [here](#).

This reporting has been provided at a high-level and in a largely an ad-hoc manner. Now, with over six-months’ worth of data collection, some clearer findings and views can be formed. Key findings, as outlined at Attachment 1, note:

- A total patronage of 18,798 carried;
- A vehicle utilisation of 47%;
- A 5% Fare Recovery Ratio (FRR) with forecasts remaining at a similar level for the 2024/25 financial year;
- Operating expenditure is tracking on budget;
- Operating revenue has a minor variance of approximately -\$38,000;
- That patronage is 536% higher than Route 51, which was paused for the trial period
- That the total average cost per passenger is \$2.80 higher for On Demand than Route 51 service at \$27.93 and \$25.17, respectively; and
- Customer satisfaction is high – 93% have given the service a five-star rating, 92% considered the fare represented value for money, and of those, 46% would still choose the service if fares were increased to \$5.

With decisions on the trial’s future potentially imminent, and opportunities to make changes to the composition of the trial, closer monitoring and reporting is increasingly relevant. To that end, it is intended that the following performance monitoring reports will be produced:

1. **Six-month performance report:** the first of three reports covering the six months – April-September, 2024 – of the trial. This report is provided as Attachment 1.
2. **12-month performance report:** the second of three reports covering the period October 2024 – March 2025.

3. **18-month performance report:** the final report, covering the remainder of the trial period – April-September, 2025.

4. On Demand Fare Pricing

Fare pricing for the On Demand service was set at the same standard rate as the fixed urban services, at \$3.40 for the full adult fare, and discounted to \$2.72 with a Beecard. Any concessions are applied to the adult fare price and require the use of a Beecard.

As outlined at Attachment 1, the key metric that supports understanding the impact of fare prices on operational cost is the Fare Recovery Ratio (FRR). FRR can be described as the percentage of operating costs covered by fare revenues, indicating how much of the service’s expenses are funded by passenger fares rather than subsidies or other sources. Table 1 provides actual and forecast FRR for the On Demand service.

Table 1: On Demand Fare Recovery Ratio - Actual & Forecast

Period	FRR	Comment
Quarter 4 – 2023/24	3.7%	As Included in Transport Arotake for same periods.
Quarter 1 – 2024/25	6.2%	
Forecast – 2024/25 Financial Year	4.7%	Forecast FRR based on actuals from Q4 2023 and Q1 2024, up to 30 June 2025. Does not account for potential fare increases.

Based on the above figures, if fare prices remain at current levels, FRR is forecast to be approximately 5%. The average FRR across the Tauranga network is 12.8%, therefore by comparison, the On Demand service FRR is relatively low. As noted, the current average cost per passenger is \$27.93.

Following direction provided at a recent fare review workshop, options to increase the fare price for the On Demand service have been considered. Ultimately, any fare price changes could be deemed as a ‘trial within the trial’ and would enable staff and the Committee to:

- Determine the extent of any change to the current fare price;
- Understand market sensitivities to an increase in fare costs; and
- Potentially support an increased fare recovery ratio for the trial service.

Data would then be utilised to support future performance monitoring and further inform decisions on the future of the service, beyond the trial.

4.1 Changes to Fare Pricing – Options

Five options are provided, as outlined in Table 2, below.

Table 2: Fare Pricing Options

Option	Comment & Price Change
Option 1	Maintain the status quo. Keep fares at the current level – no changes are required. The current Adult Cash fare is \$3.40, or \$2.72 with a Bee Card.

Option 2	Increase the Adult Fare to \$4.40, or \$3.40 with a Bee Card. A 50% concession applies to other fares.
Option 3 (Staff Recommended)	Increase the Adult Fare to \$5, or \$4 with a Bee Card. A 50% concession applies to other fares.
Option 4	Increase the Adult Fare to \$6, or \$4.50 with a Bee Card. A 50% concession applies to other fares.
Option 5	Increase all fares to \$4.50 i.e., a flat fare – no concessions.

The four options to increase the fare price are modelled at a high-level, with forecast patronage and revenue impacts provided, in Table 3, below. Option 3 is the staff recommended option.

Option 1 has not been modelled, as no changes are proposed. Attachment 1 provides significant detail related to Option 1 i.e., six-months of data on current fare pricing.

Table 3: Fare Increases & Modelled Impact

	Option 2	Option 3	Option 4	Option 5
Fare increases				
Adult Cash	\$ 4.40	\$ 5.00	\$ 6.00	\$ 4.50
Adult Beecard	\$ 3.40	\$ 4.00	\$ 4.50	Flat Fare for All Users
Child Cash (50% Adult)	\$ 2.20	\$ 2.50	\$ 3.00	
Child Beecard (50% Adult)	\$ 1.70	\$ 2.00	\$ 2.25	
Senior (50% Adult)	\$ 1.70	\$ 2.00	\$ 2.25	
Supergold	\$ -	\$ -	\$ -	
Community Connect (50% Adult)	\$ 1.70	\$ 2.00	\$ 2.25	
Modelled impact				
Patronage Impact	-10%	-15%	-20%	-24%
Revenue Impact	+\$ 12,004	+\$ 17,565	+\$22,819	+\$33,045
Forecast 2024/25 FRR	5.8%	6.4%	6.9%	7.9%
Increase to 2024/25 FRR forecast	1.2%	1.7%	2.2%	3.2%

4.2 Staff Recommendation

Of the options to increase fares, staff consider that Option 3, as the preferred, because:

- Based on customer feedback, 92% considered the current fare represented value for money, and of those, 46% would still choose the service if fares were increased to \$5 – the price of an Adult Cash fare recommended by Option 3.

- It maintains a differential between On Demand, which is a “rideshare” service, and private hire/taxis, which offer a private door-to-door service.
- It provides a likely increase fare recovery without impacting patronage too significantly.
- It creates an opportunity to test market sensitivities and supports data collection to determine the impact of the change.
- It includes a charge for all users, except for SuperGold eligible customers, and therefore captures most of the market as a paying customer.

4.2.1 **Operationalising a fare-price change**

To implement a change to the fare pricing for the On Demand service, several operational matters need to be taken into consideration. Table 4, below, provides a timeline for implementing a change if the Committee resolved to increase fares. April 2025 is the estimated go-live date for fare changes to be when it would be best, and achievable, to make the change.

Table 4: Timeframe to operationalise a fare change.

Date	Output & Comment
15 December 2024 – 15 January 2025	No changes can be made to ticketing systems over a Christmas freeze period. This is a measure put in place by RITS consortium, of which BOPRC is a member, intended to ensure that time can be factored into enable changes outside of the holiday season.
February 2025	Update to data systems undertaken. Such changes need to align with other operational matters requiring change e.g., Tauranga interchange relocation. Communications outputs released to customers and communities within the trial area.
April 2025	Estimated go-live with system change to support updated fare costs. Timed alongside other key operational changes.
April – September 2025	Increase in fares trialled within the On Demand trial period, up to the trial’s contracted trial period. Allows for a six-month fare-trial.
September 2025	The On Demand contract is set to expire 25 th September 2025. No decisions have yet been made on its future beyond this date. Without intervention, the trial will cease on this date.

The timeline is the best that can be achieved given the complexity of the changes required to the technology that feeds into fare changes and other inter-dependent changes to systems, for example, the relocation of Tauranga’s CBD interchange to Durham Street south.

If the Committee would like to see a change to the fare pricing, a decision on that needs to be made at this meeting to ensure that the timeline can be met. Staff will work on implementing a fare change between now and the implementation date – estimated to be April 2025.

If the Committee choose to implement a fare change from April 2025, it would allow data to be collected on the fare change across six months i.e., up to the end of the trial in late September 2025.

5. Considerations

5.1 Risks and Mitigations

There are factors that supports the opportunity to increase fares for the On Demand service, including the government policy position outlined above, the relatively low FRR measured to date for the service, and the opportunity to trial the impact of fare increases during the trial period. However, any decision to do so should be considered alongside possible risks, outlined Table 5, below.

Table 5: Risks of Increasing Fare Pricing

Risk	Comment & Mitigation
Operational	A fare price increase would not be able to occur until April 2025, due to several system wide change requirements. There is a risk some changes may take longer than expected but staff currently consider April to be achievable.
Cost	Delivering any change will incur staff time as part of BAU. Initial estimates to support associated communication and system changes would likely cost approximately \$5,000, predominantly related to administrative costs associated with system updates.
Patronage impact	It is likely that any increase in fares will have a patronage impact. Staff consider that Option 3 provides a reasonable balance with a modelled impact of -15% on patronage. Additionally, any fare increase will have a commensurate positive impact on FRR, modelled at 6.4%.
National Ticketing Solution (NTS)	Alignment with NTS requirements will need to be accounted for, however, assurances have been provided at a national level that configuration and changes in conjunction with NTS roll-out are achievable. Communications to inform the changes to any fares for On Demand and the delivery of NTS will be well communicated to mitigate customer confusion.

On balance, staff consider that any increase in fares for the service is achievable and a worthy consideration, particularly given the trial nature of the service.

5.2 Climate Change

The use of public transport instead of individual cars is inherently supportive of climate change mitigation, through reduced emissions. While the potential introduction of higher fare levels may result in a degree of patronage reduction and potential shift to car use, due to the trial nature of the On Demand service, any impacts over the increased fare period of approximately six-months will be unlikely to have any significant impact, particularly with the trial utilising fully electric vehicles.

5.3 Implications for Māori

Fare increases are likely to have an impact on Māori. However, given the contained nature of the trial within a restricted geographic area, and that any fare increase is only intended to be for a six-month period, impacts for Māori are likely to be minor.

5.4 Community Engagement



INFORM **Whakamōhio**

To provide affected communities with balanced and objective information to assist them in understanding the problems, alternatives and/or solutions.

If the Committee decides to increase the fare of the On Demand service, community engagement could be undertaken. However, staff consider that this is not necessary considering:

- Other fixed route services operate within the trial area;
- Fare price changes will be communicated well in advance;
- Change is more likely to be expected, given the “trial” nature of the service;
- Customer surveys are available 24/7 via the phone application; and
- It is likely to extend the delivery timeframe for which a fare change could be implemented and may extend it past April – the current estimated go-live timeframe.

It is therefore the staff recommendation that a well-directed marketing and communications strategy be commenced from early 2025 to support any change.

5.5 Financial Implications

The financial implications for this change are provided for in Section 4.1, above.

6. Next Steps

The 12-month Performance Monitoring Report will be provided to the Committee on its release.

If the Committee resolves to implement fare changes to the On Demand service, staff will commence operational requirements.

Attachments

Attachment 1 - Baybus On Demand Six-Month Performance Monitoring Report [↓](#)

**Baybus On-Demand:
Six-Month Performance Monitoring Report
April - September 2024**



Executive Summary

The purpose of this report is to provide decision-makers with information to inform an understanding of the efficacy of the On Demand service, and particularly its ability to recover costs and move people.

It provides a summary of the three key phases of delivery – planning, implementation, and monitoring. In doing so, it outlines the aim and objectives of the trial, key operational impacts, and components, before assessing the trial's performance with key metrics.

The report focuses on data collected since the trial's commencement, the six-month period – April-September 2024. Key findings note:

- A total patronage of 18,798 carried;
- A vehicle utilisation of 47%;
- An average Fare Recovery Ratio (FRR) of 4.7% forecast for the 2024/25 financial year, with a current FRR of 6.2%;
- Operating expenditure is tracking on budget;
- Operating revenue has a -3.8% variance to budget, approximately -\$38,000;
- That patronage is 536% higher than Route 51, which was paused for the trial period;
- That the total average cost per passenger is \$2.80 higher for On Demand than Route 51 service at \$27.93 and \$25.17, respectively; and
- Customer satisfaction is high – 93% have given the service a five-star rating, 92% considered the fare represented value for money, and of those, 46% would still choose the service if fares were increased to \$5.

As the trial continues, staff will:

- Adapt the service to further enable cost-savings and patronage increases;
- Support consideration of fare pricing changes as an option to support cost recovery;
- Continue marketing and promoting the service and any changes; and
- Provide the next Performance Monitoring Report in six months' time, covering the period October 2024 – March 2025.

1 Introduction

The Tauranga South OnDemand Trial began operation on 25 March 2024, under the brand name 'Baybus OnDemand'.

The trial consists of five electric vehicles operating a rideshare service within the Tauranga south area seven days a week (6am-7pm). The trial is expected to operate for a period of up to 18 months, finishing in September 2025. The trial replaced the Route 51 fixed service – operating between Pyes Pa and Tauranga Crossing – provided by Regional Council.

This report provides a synopsis of the Baybus OnDemand service with a focus on the key aspects of its delivery. It is structured into three sections – planning, implementation, and monitoring – with a focus on the latter to enable a deeper understanding of the trial's performance.

This is the six-month report covering the period from the commencement of the trial, up to the six-month point: 25 March – 30 September 2024. Subsequent reports, due at the twelve and eighteen-month points, will be produced to support monitoring the remainder of the trial.

2 Planning

The following outlines the key components that supported the planning phase of developing the Baybus OnDemand trial. Key components of the Planning phase supported both the Implementation and Monitoring phases.

2.1 Problem

At the time the trial was adopted, the problem identified on the Tauranga network was that patronage on some traditional public transport services was relatively low, particularly at off-peak times. The Tauranga South area, including The Lakes and Pyes Pa, had several aspects that made it difficult to service successfully with traditional fixed route services, including road networks unsuitable for full-size buses and rapid population growth. Consequently, servicing these areas was harder and uptake of the fixed route services was lower than other parts of the city.

2.2 Aim

The aim of the trial is to better understand how an On Demand service can complement and/or replace fixed public transport while increasing patronage.

2.3 Objective

Three objectives, supporting the primary aim, including:

1. An increase in public transport patronage within the trial area.
2. An increase in customer satisfaction.
3. An increase in accessibility to public transport.

Each of the three objectives are supported by correlating and measured Key Performance Indicators (KPI), provided in Section 4.

2.4 Key Milestones

Key milestones and decisions to date are outlined in Table 1, below.

Table 1: Key Milestones

Date	Output and Comment
April 2022	As part of the Annual Plan process a proposal to trial on demand was not successful in funding allocation due to a lack of cost clarity.
December 2022	Feasibility study completed by Via Mobility LLC (Via), recommended either deployment within a zone capturing Tauranga South, or Tauranga South plus Welcome Bay and Ohauti.
April 2023	Local share funding of \$884,000 was allocated in the 2023-24 Annual Plan by Regional Council. This was supported by an NZTA capped allocation of \$921,000. Total investment was \$1.89M.
September 2023	Technology contract with Via signed.
November 2023	Operator contract awarded to Ritchies Ltd (Ritchies).
March 2024	Trial commenced - 25 March 2024.
August 2024	First customer survey completed. Results included as Appendix 3.
November 2024	Six-monthly performance monitoring provided to the PTC and consideration of fare increases.

2.5 Trial Location

Via undertook a feasibility study in December 2022. The study identified four potential zones within Tauranga, and evaluated them against these criteria including, the extent of existing public transport and patronage levels, network suitability and population growth.

At the time the trial was adopted, the Via recommended option of Tauranga South was chosen. A map of the trial zone is included at Appendix 1.

2.6 Route 51 Replacement

Some fixed route services were considered for removal for the duration of the trial, including:

- Route 51 (Pyes Pa - Tauranga Crossing).
- Route 1 (Pyes Pa - Greerton - CBD).
- 52x (The Lakes - CBD express via Takitimu Drive).
- CT (Tauranga Crossing - Greerton - Bayfair).

Ultimately, only Route 51 was paused largely because it is wholly within the On Demand service coverage area. It ordinarily provides an hourly off-peak service operating between Pyes Pa and Tauranga Crossing and at weekends, diverts to Pyes Pa Memorial Park twice a day.

Route 51 carried an average of 487 passengers per month, at an estimated operating cost of \$147,000 per annum. Most passengers were seniors and travelling with the SuperGold concession (i.e., free) and the service's FRR for the 2023/24 year - the lowest across the Tauranga urban network at the time.

2.7 Sponsorship

Mercury Ltd have sponsored the trial to support the provision of charging infrastructure and the supply of power to charge the electric vehicles.

3 Implementation

The following outlines the key components that supported the Implementation phase, including the trials service parameters, fares and concessions, and contractual matters to support context.

3.1 Service Parameters

- Monday to Sunday - 6am - 7pm - including public holidays but excluding Good Friday and Christmas Day.
- Book via phone application or Contact Centre either immediately or up-to 7 days in advance for one or a group of up to 8-people.
- Payment via credit/debit card through the mobile application or Bee Card on board.
- Credit card fees are standard cash fares with no concessions.
- Concession fares are only available through the Bee Card on board the vehicle.

3.2 Fares and Concessions

The standard adult fare is \$3.40 and the standard child fare is \$2.00 when paying through the On Demand phone application. A full set of concessions are outlined in Table 2, below.

Table 2: On Demand Fare Concessions.

Cohort	Fare	Concession
Child (under 5)	Free	Free always
Youth (5-18 Years)	Free / \$1.60	Free travel during peak times (before 9:00 am and 2.30 pm-6:00 pm) with a registered Bee Card. Otherwise the fare is \$1.60
Adult	\$2.72	Applies with registered Bee Card use
Tertiary & Senior	\$1.60	Applies with registered Bee Card use
Accessibility	Free	Free always
SuperGold Card	Free / \$1.60	Free after 9am with registered Bee Card. Otherwise, the fare is \$1.60
Community Service Card	\$1.36	Half adult fare always with registered Bee Card

3.3 Contracts

Two contracts are in place for this trial. Table 3, below, provides the associated levels of services for each.

Table 3: Supporting Contracts & Associated Services.

Contracted Party	Service provision
Ritchies	Operations, including: <ul style="list-style-type: none"> - Electric vehicles that meet standards for electric and passenger vehicles, including wheelchair access. - WiFi capability. - Depot within or close to the zone of operation, including space to store and charge five electric vehicles. The depot is located at Tauranga Crossing. - Drivers, including back-up, with appropriate training. - After hours support for passenger queries and bookings - Contract valued at \$1.3M for trial period - Includes a variable rate of \$0.072 per additional kilometre over 900 per weekday or 600 per weekend.
Via	Technology, including: <ul style="list-style-type: none"> - A mobile application that supports online payments and customer vehicle tracking. - Phone booking alternative with customer support. - A backend mechanism and algorithms to process the bookings, predict demand, and optimise routing and vehicle allocation. - Real-time monitoring with key metric capture. - Secure payment system and integration with Bee Card ticketing systems - Training for drivers, operators, and ongoing technical support - Contract valued at \$0.1M for trial period

3.4 Marketing and Communication

The launch of the service was supported by a structured marketing strategy aimed at building awareness, educating users, and driving engagement.

4 Monitoring

The following outlines the key components that supports the Monitoring phase of the trial. It focuses on key metrics that supports the purpose of this report – to understand the trial’s efficacy – in particular, cost recovery and the ability to move people, while reviewing general performance measures.

4.1 Monitoring Programme

Previous, current, and planned monitoring is outlined in Table 4, below.

Table 4: Previous, Current and Planned Performance Monitoring Reporting.

Previous Reporting and Monitoring	
Report	Details
Public Transport Committee: Chair’s Report	12 March 2024: noting start date of 25 March and providing details of the trial structure and operation, including fares.

	<p>12 June 2024: noting that over 2,000 accounts had been created through the phone application and 4,600 rides had been completed since the trial started.</p> <p>24 September 2024: noting that over 13,000 rides had been completed and signalled a 6-month report was in progress.</p>
Rider Survey	<p>3 September 2024: The first of the customer surveys was undertaken and the results are included in full at Appendix 3.</p>
Public Transport Arotake – Performance Monitoring	<p>24 September 2024: Public Transport Arotake – Performance Monitoring Report 1 July 2023 to 30 June 2024, at pages 16-18, included an On Demand specific section found here. It includes a range of data and monitoring outputs.</p>
Current Reporting and Monitoring	
Report	Details
Six-Month Performance Monitoring Report	<p>19 November 2024: A six-month performance monitoring report, the first of a series of three. Intended to be released in line with the PTC’s meetings.</p>
Public Transport Arotake – Performance Monitoring	<p>19 November 2024: Public Transport Arotake – Performance Monitoring Report 1 July to 30 September 2024, at pages 11-13, includes an On Demand specific section. This will be provided within the PTC agenda alongside this Six-Month Performance Monitoring Report.</p>
Planned Reporting and Monitoring	
Report	Details
Rider Survey	<p>February 2025: The second customer survey will be undertaken to support the 12-month Performance Monitoring Reports</p>
12-Month Performance Monitoring Report	<p>PTC March 2025 (scheduled): The second iteration of the three Performance Monitoring Reports</p>
Public Transport Arotake – Performance Monitoring	<p>2025 calendar year Frequency to be determined.</p>
Rider Survey	<p>August 2025: The third customer survey will be undertaken to support the 12-month Performance Monitoring Reports</p>
18-Month Performance Monitoring Report	<p>PTC September 2025 (scheduled): The third iteration of the three Performance Monitoring Reports</p>

Subsequently, the next performance monitoring report is scheduled for March 2025.

4.2 Key Metric Assessment

The following provides a review of the key metrics that are measured as part of the trial. Table 5 provides a detailed synopsis of key metrics including patronage and

utilisation, key financial metrics and metrics comparing the service with data from the Route 51 which has been paused for the trial period. Additional supporting data and graphs is contained at Appendix 2.

Table 5: Key Metric Summary

Ridership Metrics		
Metric	Status	Comment
Patronage		The service carried 18,798 passengers up to September 30.
Customer satisfaction (KPI 2)		93% of customers have given the service 5/5 stars on the phone application at ride completion.
Vehicle utilisation		Average utilisation: <ul style="list-style-type: none"> Riders aboard: 47% No riders aboard: 53%
Financial Metrics		
Metric	Status	Comment
Operating expenditure (Project life cost)		<ul style="list-style-type: none"> Budget: \$1,896,401 Forecast: \$1,867,746 Variance: \$28,655
Operating revenue (Project life cost)		<ul style="list-style-type: none"> Budget: \$1,011,929 Forecast: \$973,918 Variance: - \$38,011
Fare Recovery Ratio (FRR) (Fare Revenue / Contract Costs)		<ul style="list-style-type: none"> Quarter 4 - 2023/24: 3.7% Quarter 1 - 2024/25: 6.2% Forecast 2024/25 Financial Year: 4.7%
Additional operating cost (Extra Kms)		<ul style="list-style-type: none"> To date: \$73 Forecast 2024/25 Financial Year: \$394
Comparable Metrics - On Demand & Route 51		
Metric	Status	Comment
Patronage (KPI 1)		The intent of the metric is to measure if patronage increases within the zone of operation. <ul style="list-style-type: none"> For the six-months Sep 2023 - Feb 2024, patronage on Route 51 was 2,920 - an average of 487 trips per month. The On Demand service carried 18,558 over the current reporting period, an average of 3,093 per month. It has increased month-on-month from 1,773 to 3,619, in April and September, respectively. Comparatively, average monthly patronage for On Demand is 536% higher than the Route 51.
Increased accessibility to Public Transport (KPI 3)		<ul style="list-style-type: none"> Route 51: 150 fixed route bus stops located within the trial area. On Demand: 1,600 virtual bus stops.

Annualised contract cost		<ul style="list-style-type: none"> Route 51: \$147,000 (estimated) On Demand: \$1,036,699
Average cost per passenger		<ul style="list-style-type: none"> Route 51: \$25.17 (Sept. 2023 – Feb. 2024) On Demand: \$27.93 (April-Sept. 2024)

4.3 Customer Survey and Findings

A customer survey was run in August, with results provided in September. The survey was accessed via a digital link provided to passengers through the phone application once they completed a trip. Fifty-five responses were received. Key findings included:

- 40% of travel was to/from work, 20% for shopping and 14% was for school or study while the remainder (26%) was split between leisure, medical and other.
- 33% said that if the service was not available, they would have used the fixed urban services while 6% said they would not have travelled.
- 97% of passengers felt very safe, safe, or neutral.
- 96% found the payment process convenient.
- 92% considered the fare represented value for money.
- 46% said they would still choose On Demand if the cost increased to \$5 per trip.

Additionally, customer feedback is provided on within [Arotake](#). Based on this feedback, and the information in the customer survey, the On Demand trial is anecdotally, having a positive impact on the Tauranga south community.

4.4 Lessons Learned

Table 6 provides a summary of the key lessons – issues and resolutions.

Table 6: Lessons Learned – Issues & Resolutions

Issue	Resolution
<p>Charging vehicles</p> <ol style="list-style-type: none"> 1. Operating electric vehicles requires the availability of chargers in a suitable location, and with capability to fast-charge vehicles during the day. This trial commenced with four AC chargers which work well overnight, but with the milage extent vehicles require additional charging during the day. 2. Driver range anxiety. 	<ol style="list-style-type: none"> 1. Any future On Demand operation with electric vehicles will require both AC and DC chargers to be available in a centralised location within the trial zone. This would also support a higher utilisation percentage. 2. Utilisation of Chargenet fast chargers at Tauranga Crossing. The additional cost of these chargers is currently being covered by Ritchies, ensuring the EV fleet remains operational and efficient throughout the day.
<p>Utilisation</p> <ol style="list-style-type: none"> 1. Utilisation of vehicles (distance travelled) without passengers on board is 47%. 	<ol style="list-style-type: none"> 1. Efforts have been made to increase utilisation with 11 additional ‘Wait Points’¹ built into the trial zone. These wait points

¹ A Wait Point is a location, separate to a dedicated break location (i.e. depot, terminal), intended for a vehicle to stop whilst awaiting a ride request and is the closet point separate to the vehicle’s present location.

<p>Utilisation is graphed over the trial period at Appendix 2.</p> <p>2. The current system allows customers to book rides up to 7 days in advance. A high number of pre-booked trips has a negative impact on utilisation, as it limits the ability of the operation to respond as dynamically to ride requests.</p>	<p>will direct drivers to the nearest location rather than returning to the depot at Tauranga Crossing. The wait points are strategically placed based on road layout, and proximity to amenities. Six points were introduced in May with a further five in October. It appears to have had a slight positive impact on utilisation but other factors such as fluctuation in patronage also impacts utilisation, and with month-on-month patronage increases the trial period, it is difficult to determine the extent of utilisation to the additional Wait Points.</p>
<p>Vehicles</p> <ol style="list-style-type: none"> The sliding doors on the vehicles are manually operated. This can lead to slow boarding / disembarking as some passengers struggle to operate the doors, specifically properly closing them. This often requires the driver to exit the cab to close the door correctly. Due to the trial budget and concerns about power draw, vehicles were specified without air conditioning in the rear. Only one of the five vehicles is a wheelchair accessible vehicle (WAV). The increased weight of the wheelchair lift in the WAV required the removal of more interior seats than envisaged to keep the vehicle weight below 3,500kg (class 2). This vehicle can therefore only carry three passengers and 1 wheelchair. 	<ol style="list-style-type: none"> Consider provision of electric doors on any further trials. Consider provision of additional air-conditioning units to improve passenger comfort.. Consider a second WAV in the event of needing repairs, servicing, and maintenance requirements. Via's system was updated to deprioritise the use of the WAV vehicle unless specifically requested by a customer at the time of their booking.
<p>Technology</p> <ol style="list-style-type: none"> Some drivers struggled to get the onboard application (which shows them pick-up / drop-off locations and routing) to work reliably 	<ol style="list-style-type: none"> Ritchies swapped out three driver devices to a newer model which were more compatible with the Via app. This rectified the issue.
<p>Zone size and location</p>	<p>Increasing patronage and acceptable wait times for rides suggests the size of the trial area, coupled with the five electric vehicles in operation, is sufficient.</p>

5 Conclusion

The trial was adopted to measure how a mixed-model approach – one that utilises both fixed services, and on demand – could work for an area that had relatively low public transport patronage.

The objectives of the trial sought increased patronage, higher customer satisfaction and an increase in access to public transport. Based on the data collected to date,

the trial is meeting its initial objectives, with some impressive results, notably patronage is 536% higher than the Route 51 (3.7%).

Customer feedback has found high customer satisfaction with the service and anecdotally, the service is having a significant impact on the communities served. Of those surveyed, 93% have given the service a five-star rating, and 92% considered the fare represented value for money, and of those, 46% would still choose the service if fares were increased to \$5.

Costs of the trial are, at this stage, marginally higher than the previous fixed Route 51 service at \$27.93 per passenger, comparative to \$25.17 – a difference of \$2.80 per ride.

FRR for the Route 51 was 3.7%, based off its previous year while On Demand is currently at 6.2%, with forecasts projecting 4.7% for the 2024/25 financial year. However, this can be largely attributed to the annualised costs for operating each service, with the Route 51 costing approximately \$147,000 compared to \$1M for the On Demand service.

6 Next steps

The key next steps of the trial, include:

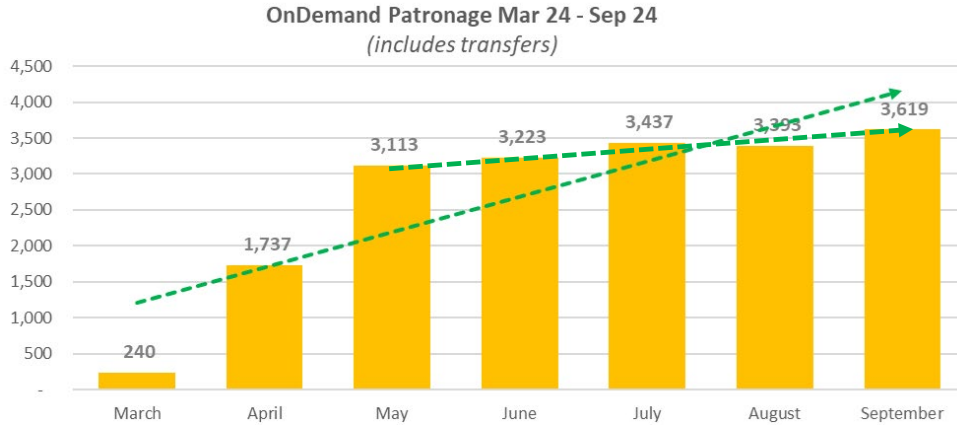
1. Continued operation and management of the service, including data collection and on-going marketing.
2. Consideration of increasing fare pricing of the service to support increased FRR and to test customer's appetite to pay more for a "premium" public transport service.
 - a. If a decision is made to increase fares, this will require a series of operational outputs before it can be set in place.
3. 12-month performance monitoring reporting – scheduled for March 2025.

Appendix 1: Trial Zone

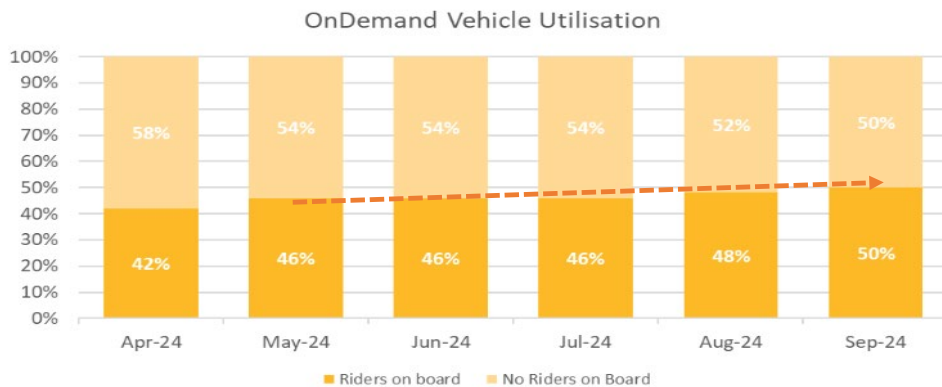
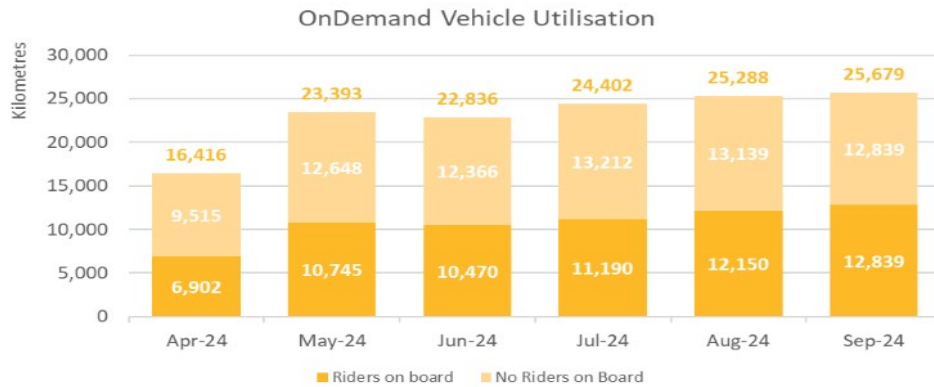


Appendix 2: Key Metric Supporting Information

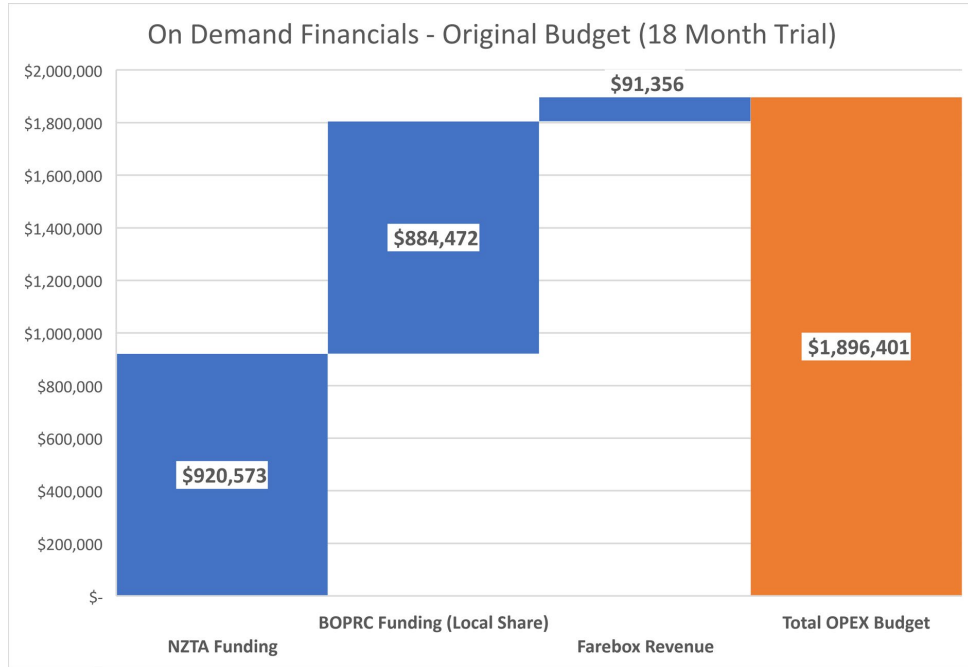
Patronage and Utilisation Metrics



Utilisation



Financial Metrics



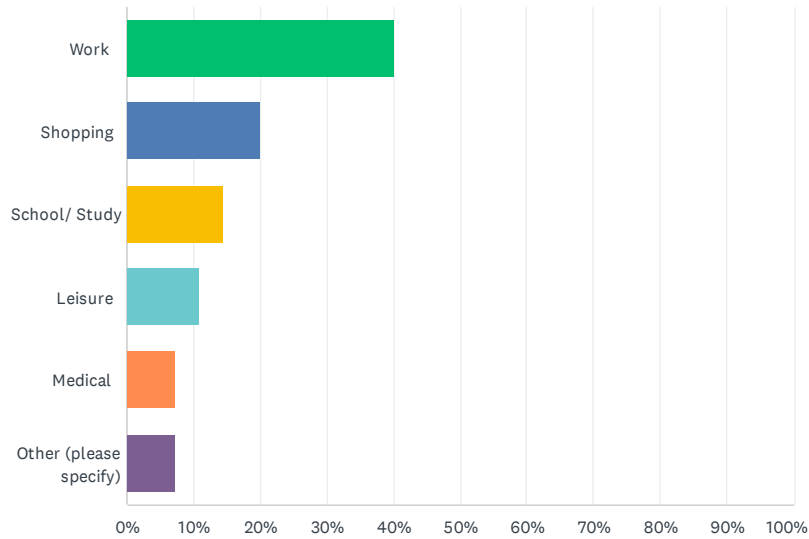
Appendix 3: **Customer Survey Results**

Your Feedback on Baybus OnDemand Experience

SurveyMonkey

Q1 What was the main purpose of your trip?

Answered: 55 Skipped: 0



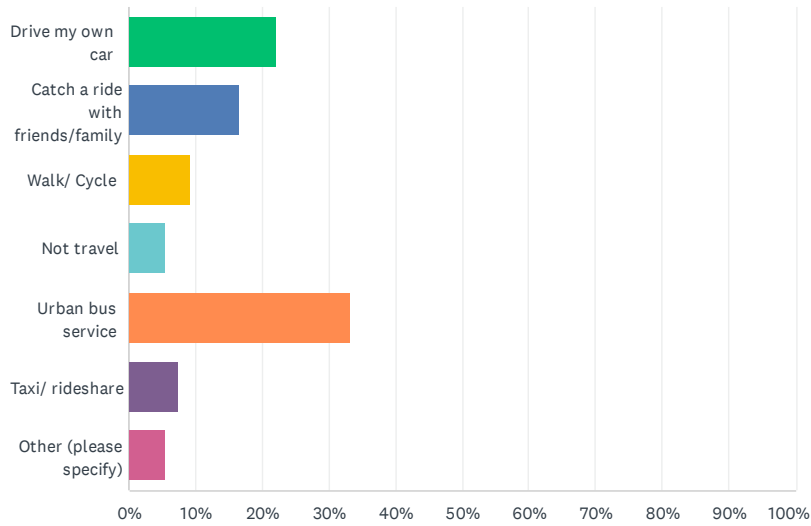
ANSWER CHOICES	RESPONSES
Work	40.00% 22
Shopping	20.00% 11
School/ Study	14.55% 8
Leisure	10.91% 6
Medical	7.27% 4
Other (please specify)	7.27% 4
TOTAL	55

Your Feedback on Baybus OnDemand Experience

SurveyMonkey

Q2 How would you have travelled if Baybus OnDemand wasn't available?

Answered: 54 Skipped: 1



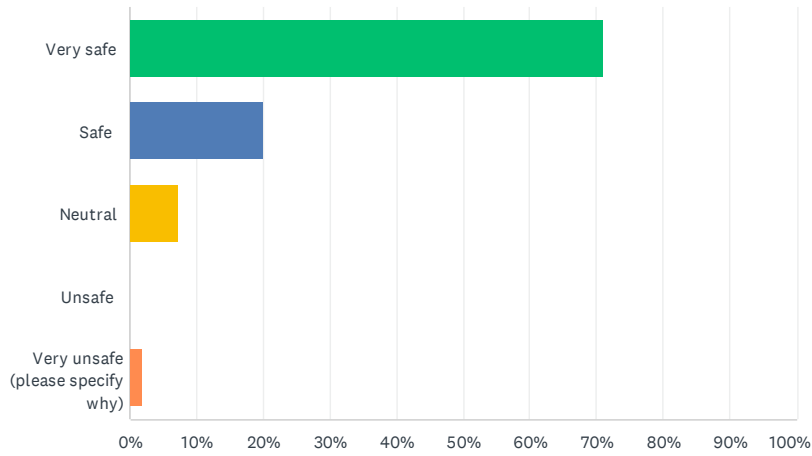
ANSWER CHOICES	RESPONSES	
Drive my own car	22.22%	12
Catch a ride with friends/family	16.67%	9
Walk/ Cycle	9.26%	5
Not travel	5.56%	3
Urban bus service	33.33%	18
Taxi/ rideshare	7.41%	4
Other (please specify)	5.56%	3
TOTAL		54

Your Feedback on Baybus OnDemand Experience

SurveyMonkey

Q3 How safe did you feel during your trip?

Answered: 55 Skipped: 0



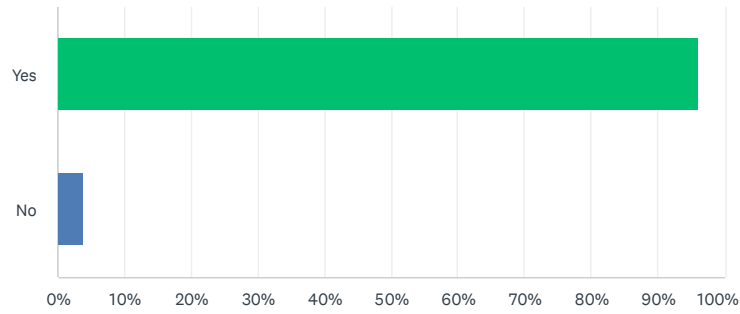
ANSWER CHOICES	RESPONSES
Very safe	70.91% 39
Safe	20.00% 11
Neutral	7.27% 4
Unsafe	0.00% 0
Very unsafe (please specify why)	1.82% 1
TOTAL	55

Your Feedback on Baybus OnDemand Experience

SurveyMonkey

Q4 Was the payment process convenient?

Answered: 53 Skipped: 2



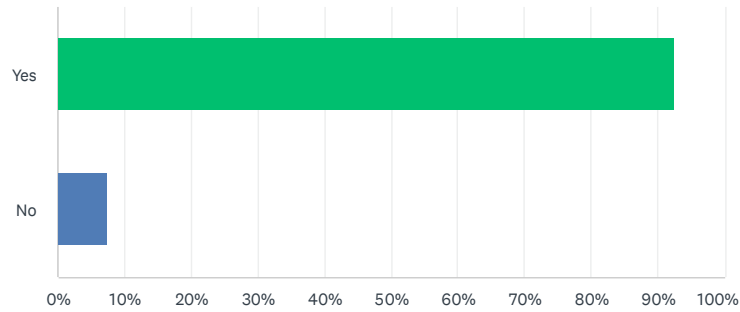
ANSWER CHOICES	RESPONSES	
Yes	96.23%	51
No	3.77%	2
TOTAL		53

Your Feedback on Baybus OnDemand Experience

SurveyMonkey

Q5 Did you find the fare value for money?

Answered: 53 Skipped: 2



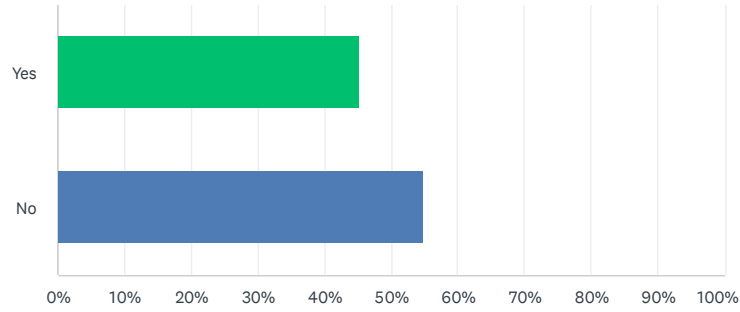
ANSWER CHOICES	RESPONSES	
Yes	92.45%	49
No	7.55%	4
TOTAL		53

Your Feedback on Baybus OnDemand Experience

SurveyMonkey

Q6 Would you still choose Baybus OnDemand if the cost was \$5?

Answered: 53 Skipped: 2



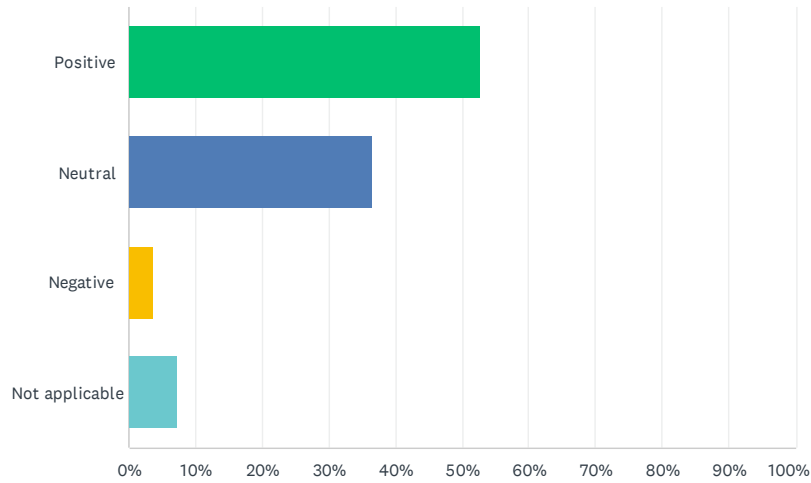
ANSWER CHOICES	RESPONSES	
Yes	45.28%	24
No	54.72%	29
TOTAL		53

Your Feedback on Baybus OnDemand Experience

SurveyMonkey

Q7 How did you feel about sharing the ride with other passengers?

Answered: 55 Skipped: 0



ANSWER CHOICES	RESPONSES	
Positive	52.73%	29
Neutral	36.36%	20
Negative	3.64%	2
Not applicable	7.27%	4
TOTAL		55