



Public Transport Committee Agenda

NOTICE IS GIVEN that the next meeting of the Public Transport Committee will be held Via Zoom (Audio Visual Meeting) on:

Tuesday 30 November 2021 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. The livestream will be available on Council's YouTube channel: [Bay of Plenty Regional Council - YouTube](#).

Fiona McTavish
Chief Executive, Bay of Plenty Regional Council Toi Moana
22 November 2021

Public Transport Committee

Membership

Chairperson	Cr Andrew von Dadelszen
Deputy Chairperson	Cr Lyall Thurston
Members	Cr Norm Bruning Cr Jane Nees Cr Stacey Rose Cr Paula Thompson
External Members Two Tauranga City Council representatives One representative each: Rotorua Lakes Council Western Bay of Plenty District Council Whakatāne District Council All of whom are voting members. One Waka Kotahi NZTA non-voting representative	Commissioner Stephen Selwood <i>Commissioner Bill Wasley (Alternate)</i> Mr Phill Thomass (Lakes Community Board) <i>Cr Tania Tapsell (Alternate)</i> Mayor Garry Webber Mayor Judy Turner <i>Deputy Mayor Andrew Iles (Alternate)</i> Vacant
Ex Officio	Chairman Doug Leeder
Quorum	Six members, consisting of more than half the number of voting members of which four must be BOPRC members
Meeting frequency	Quarterly

Purpose

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

Role

- Prepare and review the Bay of Plenty Regional Public Transport Plan.
- Implement, monitor and review operational public transport policy and plans.

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

Power to Act

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

Power to Recommend

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

The Public Transport Committee reports to the Regional Council.

Recording of Meetings

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

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

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

Bay of Plenty Regional Council - Toi Moana

Governance Commitment

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

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

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

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

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

Agenda

1. **Apologies**
2. **Public Forum – He Iwi Kotahi Tauranga Moana Charitable Trust**
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 - 26 August 2021** **8**
8. **Reports**
 - Decisions Required**
 - 9.1 **Chairperson's Report** **19**
 - 9.2 **Public Transport Arotake Tuatahi 2021/22 - Performance Monitoring Report 1 July 2021 to 30 September 2021** **25**
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 - 9.3 **Improving our Network** **50**
9. **Presentations**
 - 8.1 **Tauranga City Council Public Transport Infrastructure & Projects Update**
 - Presented by: Brendan Bisley, Tauranga City Council
10. **Reports (Continued)**
 - Information Only**
 - 9.4 **Tauranga Bus Network Refresh - Part Two** **54**

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11. 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 - 26 August 2021	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 - 26 August 2021

Since there are no other matters for consideration in the Public Excluded Agenda (apart from the confirmation of previous minutes, confirming minutes only), the Committee has the authority to confirm these minutes in the Public portion of the meeting.

12. Public Excluded Business to be Transferred into the Open

13. Readmit the Public

14. Consideration of Items not on the Agenda

Public Transport Committee

Open Minutes

- Commencing:** Thursday 26 August 2021, 9.30 am
- Venue:** Via Zoom (Audio Visual Meeting)
- Chairperson:** Cr Andrew von Dadelszen – Bay of Plenty Regional Council
- Deputy Chairperson:** Cr Lyall Thurston – Bay of Plenty Regional Council
- Members:**
- Bay of Plenty Regional Council
Cr Jane Nees
Cr Paula Thompson
Cr Stacey Rose
 - Western Bay of Plenty District Council
Mayor Garry Webber
 - Tauranga City Council
Commissioner Stephen Selwood
Commissioner Bill Wasley (Alternate)
 - Lakes Community Board/ Rotorua Lakes Council
Phill Thomass
 - Waka Kotahi NZ Transport Agency (non-voting member)
Jessica Andrew
- In Attendance:**
- Bay of Plenty Regional Council Toi Moana (BOPRC)
Fiona McTavish – Chief Executive, Cr Kevin Winters, Cr David Love, Cr Stuart Crosby (from 10.18 am), Cr Matemoana McDonald (from 10.40 am), Mat Taylor – General Manager, Corporate, Namouta Poutasi – General Manager, Strategy and Science, Amanda Namana – Committee Advisor
 - External: Joe Metcalfe – Transport Planning Contractor, Whakatāne District Council
- Presenters – as listed in the minutes
- Apologies:**
- Cole O’Keefe – Waka Kotahi NZ Transport Agency, Mayor Judy Turner – Whakatāne District Council, Deputy Mayor Andrew Iles – Whakatāne District Council, Cr Stacey Rose (early departure)

Please note that this meeting was recorded via Zoom and is available on Council’s YouTube channel: <https://youtu.be/3qUb5g7QaM0>

1. Apologies**Resolved****That the Public Transport Committee:**

- 1 Accepts the apologies from Cole O’Keefe, Mayor Judy Turner, deputy Mayor Andrew Iles and Cr Stacey Rose for early departure tendered at the meeting.**

**Thurston/Thomass
CARRIED**

2. Order of Business

Agenda Item 8.4 – ‘Improving our Network’ to be taken following agenda item 8.6 – ‘Regional Public Transport Plan Review Update’.

3. Declaration of Conflicts of Interest

None declared

4. Announcements

- Commended the work of operational and planning transport staff at BOPRC and across the region
- Acknowledged the work of bus drivers across the region who had performed an exceptional and critical service under difficult circumstances during Covid-19 restrictions.

5. Minutes**Minutes to be Confirmed****5.1 Public Transport Committee Minutes - 27 May 2021****Matters Arising**

- In relation to Minute Item 5.1 – Chairperson’s Report, Members requested an update on the National Land Transport Programme (NLTP) and were advised that the final decision had been delayed and would now be made on 31 August 2021, with announcements made on 9 September 2021
- In relation to Minute Item 5.2 - Bay of Plenty Travel Demand Management and Behaviour Change Programme, Tauranga City Council were progressing the parking strategy which would be a driver for disincentivising car travel.

Resolved**That the Public Transport Committee:**

- 1 Confirms the Public Transport Committee Minutes - 27 May 2021 as a true and correct record.**

**Rose/Thomass
CARRIED**

6. Public Forum

6.1 Mei Leong - Accessible Transport Project Coordinator and Ruth Gerzon - Executive Officer, Eastern Bay Villages Te Kokoru Manaakitanga

*Tabled Document 1 - Accessible Transport Solutions Research Report 24.08.2021:
Objective ID A3918272*

Key Points:

- Eastern Bay Villages began approximately three years ago and consisted of elderly people supporting each other to stay independent and in their own homes
- Lack of accessible and affordable transport to seniors in the Eastern Bay of Plenty was a significant barrier to wellbeing
- A survey had been conducted to evidence transport needs and concerns within the Whakatāne District, along with current transport options. 47 organisations had participated, along with 74 individuals
- Suitable transport options not only connected people with the practicalities of living, e.g. shopping and medical appointments, but also provided quality of life with the ability to participate in the community, combating isolation and loneliness
- Strong support had been received from the community to take action, including younger people and students
- Transport solutions needed to be safe, affordable, accessible, environmentally sustainable, meet the needs of people with disabilities and seniors, increase opportunities for social interaction, and have door to door service options
- Enabling people to continue living rurally as they aged was important
- Noted that a carpooling App would make a significant difference, particularly for residents of Ōpōtiki, Edgecumbe and Whakatāne.

Key Points - Members:

- Requested to share the report with rural Rotorua communities that had similar issues which needed addressing.

Staff in Response to Questions:

- Travel demand management and behaviour change initiatives may consider how new technology/Apps could be used to match people together for the purposes of ride sharing
- Conventional public transport services could not be supplied everywhere, therefore alternative options for rural areas was a high priority.

10.18 am – Cr Stuart Crosby **entered** the meeting.

7. Reports

7.1 Chairperson's Report

Transport Operations Team Lead Jen Proctor presented this item.

Key Points:

- Some remodelling may be required around the split shift model to incorporate additional rest breaks
- Accessibility concession and Kawerau service improvement changes had both received a positive community response
- Acknowledged the support from Waka Kotahi for bus interchange security service funding.

Key Points - Members:

- The accessibility concession was a major achievement that was making a significant difference in the lives of people with disabilities.

In Response to Questions:

- There had been a direct correlation between lower fuel prices and bus patronage, which had been tracked for a number of years.

10.40 am – Cr Matemoana McDonald **entered** the meeting.

Resolved

That the Public Transport Committee:

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

**Thurston/Nees
CARRIED**

Items for Staff Follow Up:

- Requested data showing the previous two years in future reports, particularly in relation to patronage and income details, in order to assist with direct comparison.

11:18 am - Cr Stacey Rose **withdrew** from the meeting.

Information Only

7.2 Public Transport Arotake Tuawha - Performance Monitoring Report July 2020 to June 2021

Presentation: Public Transport Arotake Tuawha - Performance Monitoring Report July 2020 to June 2021: Objective ID A3916872

Transport Systems Team Leader Simon Bell presented this item.

Key Points:

- Highest annual patronage since 2016/17 was driven by an increase in school trips as a result of the free fare trial
- Patronage trends following Covid-19 lockdowns were tracking closely to those of Waikato Regional Council
- Positive feedback had been received through the mystery shopper programme, particularly in Tauranga and Rotorua
- Shorter local trips resulted in lower annual expenditure.

Key Points - Members:

- Using data from the Bee Card technology could be vital for comprehensive analysis to understand what was driving costs, service levels and patronage across the network in detail to ensure there was a good match of supply and demand
- Understanding drivers to behaviour was important in achieving a genuine shift from cars to public transport
- Data available should be presented in a format that enabled decision making and highlight where and when smaller buses could be used
- Looking at patronage only was not providing the complete data set for how to better manage the fleet
- Suggested promoting bus patronage for children through parents and surveys at schools
- Expressed concern over the logistics and impact to the efficiency of the network of changing bus sizes at different times.

Staff - In Response to Questions:

- New dashboard technology would empower self-service for users
- One of the challenges within the Tauranga network in particular was high demand at peak times (currently dominated by school travellers), which meant the large buses were at capacity.
- There were potentially significant costs involved in changing the sizes of buses from the fleet already in place as current contractual arrangements allowed little flexibility
- In terms of revenue protection, it was important to balance the money put into the network with farebox recovery to ensure a financially stable network in the future.

Items for Staff Follow Up:

- Utilise survey data available for both current users and from non-users to highlight reasons why people were not catching the bus, along with two reports from MR Cagney on how to get people using public transport.

Consider how best to present this data would be considered for future reports.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Public Transport Arotake Tuawha - Performance Monitoring Report July 2020 to June 2021.**

**von Dadelszen/Thurston
CARRIED**

11.58 am – The meeting **adjourned.**

11.10 am – The meeting **reconvened.**

7.3 Bus Network Refresh - Connecting Tauranga City with the Mount, Pāpāmoa and Te Puke

Transport and Urban Planning Manager James Llewellyn presented this item.

Key Points:

- The key aspect of the refresh process was to make better use of existing budgets before any plans of increasing services, with the aim to optimise services within key corridors
- Public feedback showed it was difficult to understand some of the current routes/configurations and the inconvenience of changing buses at Bayfair was a significant issue for many people
- Better promotion and marketing of services was a key consideration and welcomed all ideas to achieve this
- Outlined additional service improvements that could not be delivered within existing budgets, but may be considered as part of the public transport services and infrastructure business case or a future network refresh
- Tauranga City Council had provided valuable input into the Bus Network Refresh process.

Key Points - Members:

- Outlined concerns raised by Farm Street residents around the addition of a provisional bus shelter for increased capacity and sought BOPRC support in marketing and promoting the reason for this change of service as a temporary solution whilst awaiting a final decision on the preferred site for the new interchange.

In Response to Questions:

- Combining Route 55 and Route 5 would make the new route too long and risk timetable issues

- Potential disruption with upcoming work on Cameron Road projects was a concern and had been taken into consideration
- Specific discussions had not been held with the District Health Board in relation to the HL bus route, but public consultation had been undertaken with people who used the service
- The transfer time in the CBD for passengers travelling from Mount Maunganui to the hospital was 5 minutes, and 10 minutes transfer time in the opposite direction. The frequency of the service remained the same
- There was also an opportunity to update the bus numbering system
- Emphasised that the current arrangements at Farm Street were not planned to continue for the medium to long term and would be working collaboratively with Tauranga City Council on the business case for the new Bayfair facility.

Resolved

That the Public Transport Committee:

- 1 **Receives the report, Bus Network Refresh - Connecting Tauranga City with the Mount, Pāpāmoa and Te Puke;**
- 2 **Approves the recommended changes to the Tauranga Public Transport Network as detailed in Section 3, with an indicative implementation date of 15 November 2021.**

**von Dadelszen/Nees
CARRIED**

7.4 Strategic Direction

Transport and Urban Planning Manager James Llewellyn and Transport Advisor (network optimisation) Melissa Winter presented this item.

Key Points:

- The Eastern Bay Villages presentation within the public forum of the meeting illustrated the need to take an in depth look at the needs and issues of rural communities
- Refreshes for urban services across the wider region were also key priorities
- Funding for on demand services would be determined by saving costs in other areas.

In Response to Questions:

- The key challenge was public engagement on the refresh proposals as Covid-19 Alert levels may have an impact on the timeline
- The integration of bus fares and the parking policy review was vital and the parking strategy review was underway

- Clarified that the \$75K funding for the Ōmōkoroa ferry business case was not allocated to Priority One to undertake the work, although they would be a key stakeholder. Ideally, this funding would be used for an expert to consider the technical aspects, feasibility and potential demand for the service
- Joining together growth areas with existing parts of the city was conceptualised through the Urban Form and Transport Initiative (UFTI) and work on this aspect was ongoing.

Items for Staff Follow Up:

- Provide additional information on the Regional Tertiary Fare Free Trial including percentage and dollar figures of revenue provided from tertiary institutions.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Strategic Direction.**

**von Dadelszen/Webber
CARRIED**

7.5 Regional Public Transport Plan Review Update

Presentation: Regional Public Transport Plan review update: Objective ID A3916261

Principal Advisor, Regional Development Bron Healey presented this item.

Key Points:

- Western Bay of Plenty Public Transport Community Panel workshop was being rescheduled and likely to be held online if Covid-19 lockdown restrictions continued.

Key Points - Members:

- The Transport Special Interest Group (TSIG) provided key insights into direction and policy being released from central government.

Key Points - Staff:

- Staff were working with the Annual Plan team to align the timings as best as possible
- The role of the Regional Public Transport Plan (RPTP) was to establish a policy framework for decision making, combined with using data and analytics to assist future decision making.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Regional Public Transport Plan Review Update.**

Webber/Thurston

CARRIED**Item 7.1****7.6 Improving Our Network**

Transport and Urban Planning Manager James Llewellyn presented this item.

In Response to Questions:

- Historically, Te Puke was considered part of the Tauranga urban network, which was where the concessionary fares for children were targeted.

Resolved

That the Public Transport Committee:

- 1 Receives the report, Improving Our Network.**

**Webber/Thurston
CARRIED**

8. PRESENTATION**8.1 Tauranga City Council – Cameron Road Multi-Modal Project**

Presentation: Tauranga City Council Projects Update: Objective ID A3916265

General Manager, Infrastructure Nic Johansson and Director of Transport Brendan Bisley presented this item.

Key Points:

- During the first Covid-19 lockdown, Crown Infrastructure Partners tried to identify shovel ready projects which could be funded from a stimulus perspective, and the Cameron Road project was one of the successful submissions with \$45M funding
- Outlined proposed projects over next 3 years which were subject to National Land Transport Fund (NTLF) funding
- Work was due to commence on the business case for Cameron Road Stage 2
- Often bus and cycling routes were in the same corridors and shared public transport infrastructure
- Temporary diversions would be required during some CBD projects which would affect public transport routes. The Willow Street interchange would need to be relocated during the Civic redevelopment project
- The bus lane was currently proposed to end at Elizabeth Street, before buses turned right to access the CBD.

Key Points - Members:

- Tauranga City Council had made an application for infrastructure acceleration funding to potentially accelerate Stage 2 of the project
- The project was essential to the public transport spine for Tauranga
- Bus services were given priority and would have a dedicated clearway during peak times
- Taking the community along on the project was of paramount importance
- Cameron Road was equally an urban intensification project, as much as a transport project.

In Response to Questions:

- There were competing needs across the corridor and balance needed to be achieved between the needs of various modes
- It was important to recognise that the full benefits of the Cameron Road project would only materialise after Stage 2 was complete. Stage 2 would also increase benefits and the attractiveness of public transport use.

Resolved**That the Public Transport Committee:**

- **Receives the presentation, Tauranga City Council – Cameron Road Multi-Modal Project.**

**Thurston/von Dodelszen
CARRIED**

9. Public Excluded Section**Resolved****Resolution to exclude the public**

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

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**Thurston/Nees
CARRIED**

12.59 pm - the meeting closed.

CONFIRMED

Cr Andrew von Dadelszen
Chairperson, Public Transport Committee



Report To: Public Transport Committee

Meeting Date: 30 November 2021

Report Authoriser: Mat Taylor, General Manager, Corporate

Chairperson's Report

Executive Summary

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

The report includes updates on:

- funding from Waka Kotahi;
- transport & urban planning matters including Regional Public Transport Plan, Travel Demand Management and Behaviour Change Project and Carless Wednesday;
- public transport including patronage updates, Network Refresh Phase 1 implementation, security service updates and accessibility concession updates; and
- COVID-19 rules for public transport.

Recommendations

That the Public Transport Committee:

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

1. Information

1.1 National Context

1.1.1 Waka Kotahi funding for 21/22

Living Wage

Waka Kotahi have advised us that an additional \$2,800,000 for the Living Wage will be included in Council's final Continuous Programme allocation. In addition to what was already in the Continuous Programme, this is equivalent to \$3,600,000 over NLTP 2021-24 (c. \$1,200,000 per annum). The final allocation reflects the baseline we requested of \$19,929,072, and then compounded at 2%.

The Regional Council's funding of the living wage since early 2019 was not previously supported by Waka Kotahi so this is a very welcome addition to the Continuous Programme allocation particularly as it has been a positive step to help us reduce issues with critical driver shortages in Tauranga.

The Living Wage is now being paid to all Council contracted bus drivers across the region.

COVID-19 funding

Since 17 August 2021, when the Government moved into Alert Level 4, Councils continued to operate and provide public transport as an essential service.

To support Councils to maintain contract payments Waka Kotahi has confirmed it will contribute at normal funding assistance rates to 31 December 2021 to:

- fare revenue shortfalls due to the impact of COVID-19; and
- net increase in public transport service costs associated with implementing COVID-19 health and safety measures less any savings from lower variable costs as a result of service reductions at Alert Level 4.

Waka Kotahi now also supports fare free travel on standard scheduled public transport services for the purposes of getting a COVID-19 vaccine.

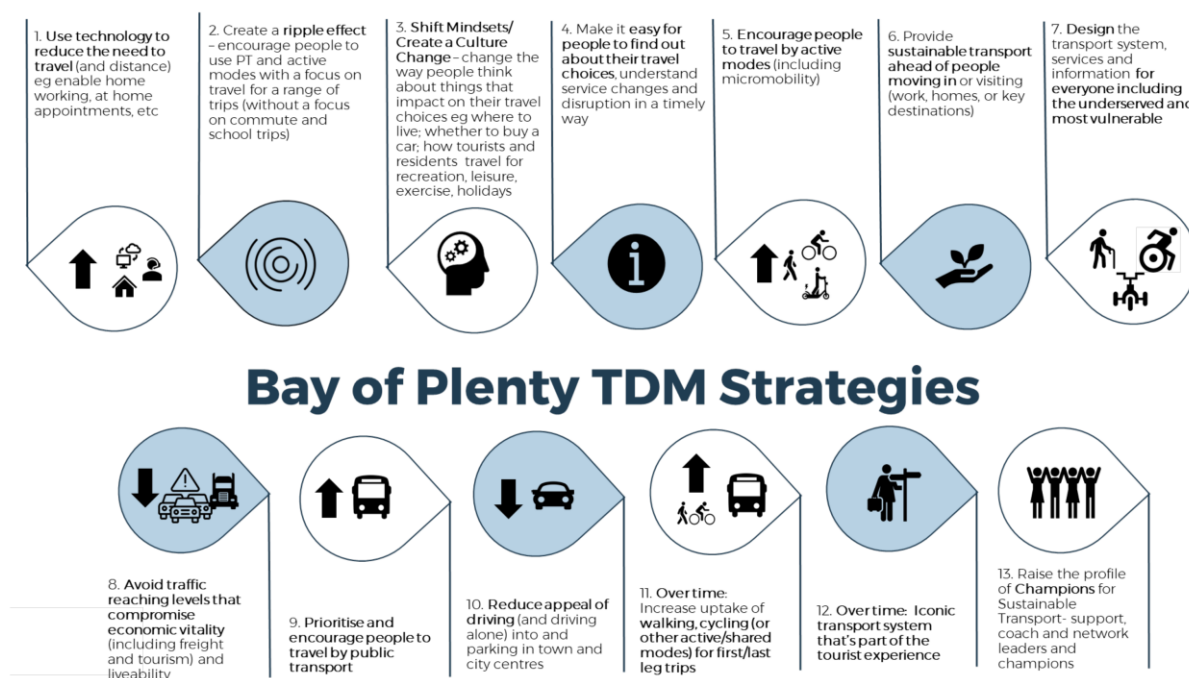
1.2 Transport & Urban Planning Update

1.2.1 Regional Public Transport Plan

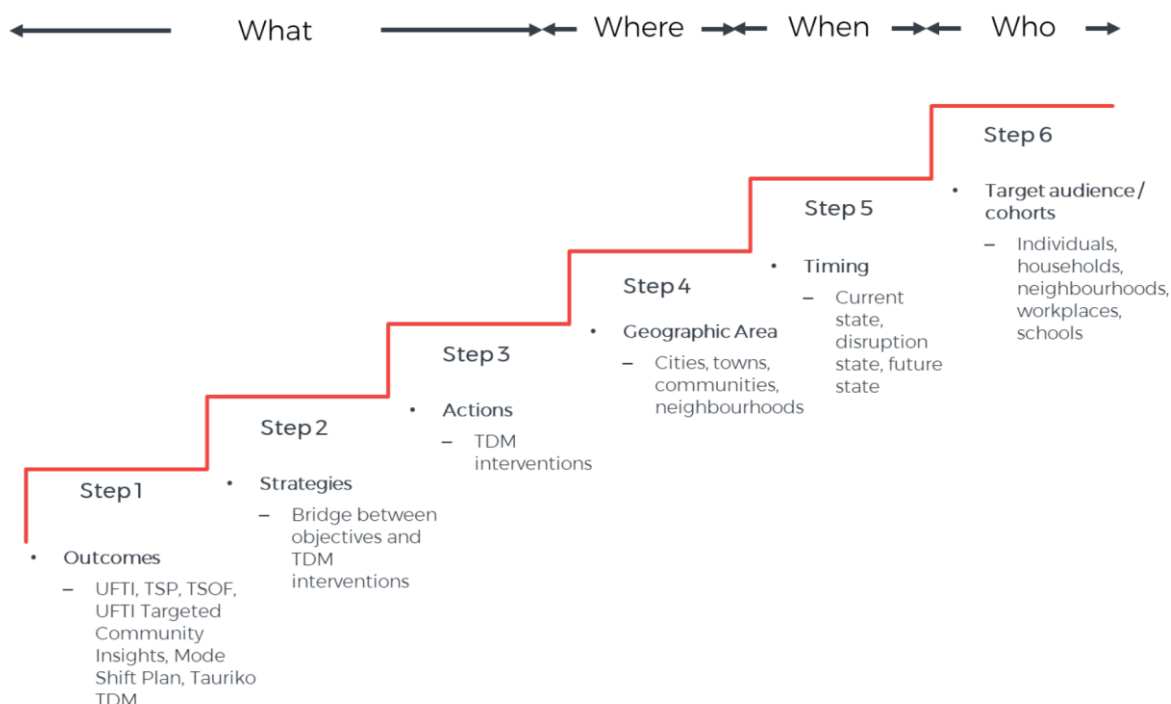
Very good progress is being made on development of the Regional Public Transport Plan (RPTP). A very constructive workshop with Committee members was held in October, which developed a vision statement and set of objectives for the RPTP. This material is feeding into a workshop in December which will start to consider RPTP policies needed to give effect to the vision and objectives.

1.2.2 Travel Demand Management and Behaviour Change Project

A successful workshop facilitated by WSP consultants has produced a set of high level TDM strategies:



The next phase will be to turn these strategies into an action plan, which will be a mix of existing initiatives (for example the Tauranga parking strategy) and new ideas (for example in relation to use of new technology).



The work will focus on steps 3 to 6 in the above diagram, and Requests for Proposal (RfPs) have been issued for Rotorua and Eastern Bay. Tauranga / Western Bay will follow. The aim is to have a prioritised three-year programme for each of the sub-regions by the end of June 2022.

1.2.3 The Wednesday Challenge Project

Good progress has been made with setting up The Wednesday Challenge project. A detailed project plan has been developed, reviewed and signed off. The final

funding agreement was signed with Envirohub, and the contribution agreement with the funding partners (Waka Kotahi and Tauranga City Council). Regional Council is very grateful for the constructive approach adopted by these three organisations.

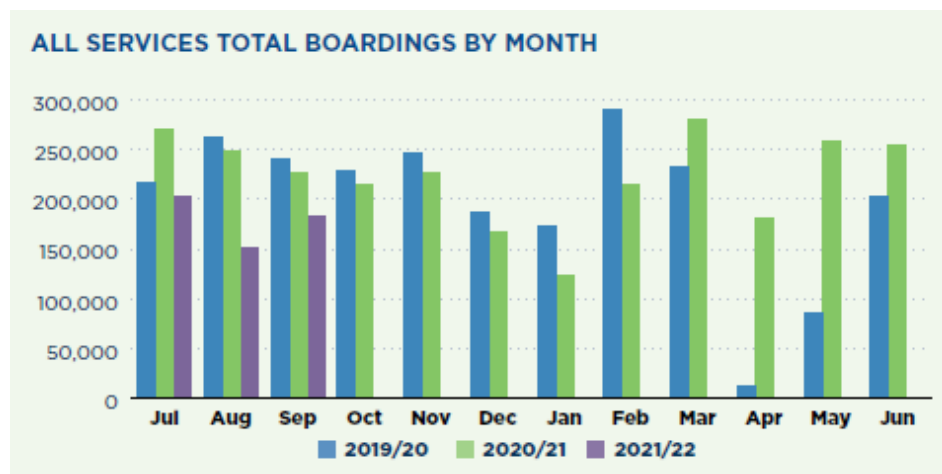
The Wednesday Challenge team are working to finalise the web app and plan to launch at the start of February, in time for the return to school and work after the summer holidays. There is significant effort being put into stakeholder engagement, so that awareness and commitment is generated in advance of the formal launch.

2. Public Transport Update

2.1.1 Patronage Update

The Bay of Plenty moved to Alert Level 4 on 17 August 2021 which saw patronage reduce by approximately 95% during this period. Reduced services were implemented following the move to Alert Level 3 on 31 August 2021. The weeks following the drop to Alert Level 2 on 7 September 2021 showed a steady recovery to approximately 80% of pre-August lockdown patronage levels. This is consistent with the experience of similar regions around the country.

Bus Patronage for all services over the period of this report (Q1 2021/22) was 534,728.



Additional patronage updates is provided in the Arotake Tuatahi 2021/22 Performance Monitoring Report elsewhere in the Agenda.

2.1.2 Western Bay School Services

In order to meet significant additional demand, we intend to make the following changes to the Tauranga school network next year to address capacity issues:

- 907 new route covering the Lakes and Cameron Rd, Greerton to Otumoetai College and Intermediate;
- 801a additional vehicle on an existing route; and
- 901b adding Maungatapu School to the PM route.

In the *Improving the Network* report in the Agenda there is further detail around fare free services across the region for next year.

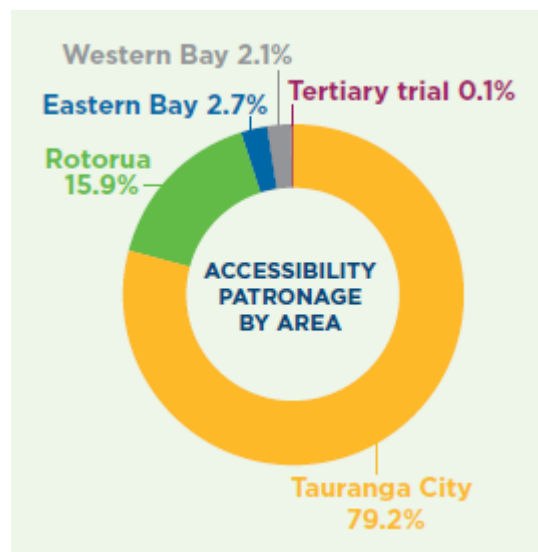
2.1.3 Network Refresh Phase 1 - Implementation and Savings

On 15 November, the first part of the Bus Network Refresh project went live. The refreshed bus network seeks to provide passengers in Tauranga City, Mount Maunganui, Pāpāmoa and Te Puke with new and improved bus routes and timetables, making it simpler and more convenient to get around. The aim was to optimise this part of the network within existing budgets.

This work has resulted in an agreed contract reduction of \$870,000 per annum.

2.1.4 Accessibility Concession

The Accessibility Concession was successfully implemented on 1 July 2021. This has seen a very positive uptake from our community with 9,601 accessibility trips taken during the Q1 2021/22 by 470 concession holders. This is an average of 18 trips per user over the quarter.



2.1.5 Security Services Contract Award

Council sought requests for proposals to supply permanent static security guards at bus interchanges at Greerton, Willow St and Farm St in order to improve on-street safety, monitor anti-social behaviour and address the health and safety of bus drivers and the travelling public.

This service will be provided by a single supplier from 01 November 2021 to 30 June 2024. Allied Investments Limited were the successful bidder. Allied is one of the leading suppliers of manned security services in NZ and is a 100% NZ owned and operated business. Allied have extensive experience in the industry. Allied will pay the Living Wage to all staff. Waka Kotahi have agreed funding for this service at 51% FAR as part of NLTP 2021-24.

2.2 Update on COVID-19 Rules for Public Transport

With the recent cases of community transmission around the country, we again moved through COVID-19 Alert Levels. At the time of writing, the Bay of Plenty

was at Alert Level 2. Face coverings remain mandatory on public transport across all of New Zealand for all Alert Levels.

New rules released by the Ministry of Health no longer require physical distancing on public transport services at Alert Level 2. The “no standing” rule for public transport services has been revoked. However, physical distancing requirements on public transport services at Alert Level 3 are the same as at Alert Level 4.



Report To: Public Transport Committee

Meeting Date: 30 November 2021

Report Writer: Jessica Easton, Legal and Commercial Manager

Report Authoriser: Mat Taylor, General Manager, Corporate

Purpose: To provide an overview of performance monitoring for Public Transport in the Bay of Plenty for the quarter ended 30 September 2021.

Public Transport Arotake Tuatahi 2021/22 - Performance Monitoring Report 1 July 2021 to 30 September 2021

Executive Summary

This report provides an overview of the Bay of Plenty Regional Council's performance monitoring for Public Transport as set out in the Bay of Plenty Public Transport Plan for the 2021/22 financial year.

Attached as Appendix 1 to this report, is our monitoring report Public Transport Arotake Tuatahi 2021/22 – 1 July to 30 September 2021. Public Transport Arotake brings together information and data for Public Transport across the region and includes the following sections:

- Executive Summary – includes high level patronage overview over the reporting period along with financial and non-financial performance information;
- Public Transport Updates – including updates on bus services, and an overview of patronage, reliability and customer experience;
- Customer experience updates;
- Technology – including an overview of the Regional Integrated Ticketing System and the Bee Card;
- Total Mobility updates; and
- Finance – detailed financial information for key areas within the Transportation Group of Activities budget.

Recommendations

That the Public Transport Committee:

- 1. Receives the report, Public Transport Arotake Tuatahi 2021/22 - Performance Monitoring Report 1 July 2021 to 30 September 2021.**

1. Introduction

This report provides an overview of the Bay of Plenty Regional Council's performance monitoring for Public Transport as set out in the Bay of Plenty Public Transport Plan for the 2021/22 financial year.

Attached as Appendix 1 to this report, is our monitoring report Public Transport Arotake Tuatahi 2021/22 – 1 July to 30 September 2021. Public Transport Arotake brings together information and data for Public Transport across the region.

1.1 Alignment with Strategic Framework

A Vibrant Region

We lead regional transport strategy and system planning, working with others to deliver a safe and reliable public transport system.

1.1.1 Community Well-beings Assessment

Dominant Well-Beings Affected

<input checked="" type="checkbox"/> Environmental	<input checked="" type="checkbox"/> Cultural	<input checked="" type="checkbox"/> Social	<input checked="" type="checkbox"/> Economic
Low - Positive	Low - Positive	Medium - Positive	Medium - Positive

2. Public Transport Arotake Tuatahi

2.1 Patronage Highlights

The Bay of Plenty moved to COVID-19 Alert Level 4 on 17 August 2021 at 11:59pm which saw patronage reduce by approximately 95%. Reduced services were implemented following the move to Alert Level 3 on 31 August 2021. The weeks following the drop to Level 2 at midnight on 7 September 2021 showed a steady recovery to approximately 80% of pre-August lockdown patronage levels. Anecdotally, this is consistent with the experience of similar regions around the country.

Bus Patronage for all services over the period of this report (Q1 2021/22) was 534,728 which is down 28.3% on the same period 2020/21 and down 25.6% on 2019/20.

QUARTERLY PATRONAGE - ALL SERVICES (excl Matakana Ferry)

	Q1-Sep	Q2-Dec	Q3-Mar	Q4-Jun	TOTAL
17/18	779,174	698,366	660,992	693,912	3,130,814
18/19	702,175	605,341	612,207	688,554	2,832,444
19/20	718,699	662,881	694,763	299,407	2,608,277
20/21	745,659	609,868	617,187	691,666	2,375,750
21/22	534,728	-	-	-	534,728

The Tauranga network (Urban and School) patronage for the reporting period decreased 26.8% on the same period last year and 19.0% on 2019/20.

Passenger patronage on the urban network was 299,127 a decrease of 33.1% on last year and 29.6% on 2019/20.

Patronage for **the school network** remained strong in the first quarter of 2021/22 with 154,075 trips made. Following the drop to Level 2 patronage rebounded to 64,204 trips taken in September alone, making it the 6th highest month since July 2018.

In Rotorua, service patronage for the reporting period was 37.7% lower than the same period 2020/21, and 52.1% on 2019/20. Ongoing roadworks on SH30, coupled with roadworks on SH36 and SH5 at Ngongotahā continue to cause delays as a result of traffic build-up around the area.

In the Eastern Bay of Plenty, Quarter 1 patronage was down 15.7% on the same period last year and 37.0% on 2019/20. During the quarter significant work went into the new bus stop at The Hub in Whakatāne, which is planned to be in operation on 15th November. The Kawerau 135 extension is running well now with month on month growth continued right up to the August lockdown.

Total **tertiary services** averaged 573 boardings per month in Quarter 1, down 40% on the average for the same period last year. However, 2021 calendar year to 30 September was up 7% compared to the same period the first year of the trial, largely due to 101% year on year growth in Route 101 Whakatāne to Tauranga.

2.2 Total Mobility

The effects of COVID-19 continued to affect the travel patterns of people using the Total Mobility scheme throughout the 20/21 financial year. Trips and membership were up 10% and 8% respectively, yet expenditure was down around 9%. People were cautious to return to 'normal' travel arrangements, instead preferring to travel locally resulting in shorter trips taken.

2.3 Budget Update

The key budget highlights for the period ended 30 September 2021 are as follows:

- Operating revenue at the end of Quarter 1 2021/22 is \$1.2 million lower than budget. COVID-19 impact on fare revenue is estimated at \$0.4 million, Waka Kotahi is yet to confirm funding for the WBOP Transport Systems Plan and Rotorua's optimisation 'A Balanced Approach' resulting in lower than planned subsidies of \$0.5 million, and lower fare revenue of \$0.2 million.
- Operating expenditure at the end of Quarter 1 2021/22 is \$0.9 million lower than budget primarily due to the WBOP Transport Systems Plan \$2m and Rotorua's

optimisation 'A Balanced Approach' \$1.6 million which are yet to be funded by Waka Kotahi.

- At the end of Quarter 1 capital revenue is \$0.3 million lower than budget and capital expenditure is \$0.5 million lower than budget.

3. Considerations

3.1 Climate Change

Mitigation			Adaptation	
Reduce GHG emissions	Produce GHG emissions	Sequester carbon	Anticipate climate change impacts	Respond to climate change impacts
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The matters in this report relate to Focus Area 3 (the services we provide as a Regional Council) in the Bay of Plenty Regional Council Climate Change Action Plan and Goal 10 – reduce greenhouse gas emissions in the region.

3.2 Implications for Māori

There are no specific implications for Māori as a result of this report. Implications resulting from projects or items considered in this report will be addressed within those projects or processes.

3.3 Community Engagement



INFORM **Whakamōhio**

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

3.4 Financial Implications

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

4. Next Steps

As this report is for information only, no further steps are required.

Attachments

Attachment 1 - 2021-11-19 Q1 2021 Public Transport Arotake Tuatahi FINAL [📄](#)



Public Transport Arotake Tuatahi 2021/22

*Performance Monitoring Report
1 July 2021 to 30 September 2021*



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Public Transport Arotake Tuatahi is Bay of Plenty Regional Council's first Public Transport performance monitoring report for 2021/22.

The report covers the period from 1 July 2021 to 30 September 2021 and provides an update on financial and non-financial performance, compared to what was agreed through Council's Long Term Plan 2021-2031. This report also provides updates of work over the quarter. The Bay of Plenty Regional Public Transport Plan provides the guidance and policies that direct the investment in public transport across the Bay of Plenty Region. Bay of Plenty Regional Council provides public passenger transport services across the region, supports national and local road safety programmes and funds on-going maintenance of an existing stock truck effluent facility. We also provide transport planning to meet our obligations under the Land Transport Management Act 2003. Our plans are laid out in the Regional Land Transport Plan, which we develop in partnership with the local councils and Waka Kotahi New Zealand Transport Agency (Waka Kotahi).

Executive Summary

Financial summary and forecast

for the three months ending 30 September 2021

- **Operating revenue** at the end of Quarter 1 2021/22 is \$1.2 million lower than budget. COVID-19 impact on fare revenue is estimated at \$0.4 million, Waka Kotahi have confirmed additional assistance to cushion these impacts up to 30 September. Waka Kotahi is yet to confirm funding for the WBOP Transport Systems Plan and Rotorua's optimisation 'A Balanced Approach' resulting in lower than planned subsidies of \$0.5 million, and lower fare revenue of \$0.2 million. The Super Gold Allocation will be received in October 2021.
- **Operating expenditure** at the end of Quarter 1 2021/22 is \$0.9 million lower than budget primarily due to the WBOP Transport Systems Plan \$2m and Rotorua's optimisation 'A Balanced Approach' \$1.6 million which are yet to be funded by Waka Kotahi. There is the potential for further cost savings as a result of the Tauranga network optimisation which is currently being negotiated with the operator.
- At the end of Quarter 1 **capital revenue** is \$0.3 million lower than budget and capital expenditure is \$0.5 million lower than budget.

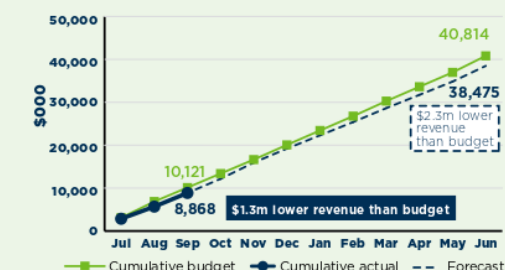
See Appendix 1
for further
budget analysis

SUMMARY OF FINANCIAL PERFORMANCE

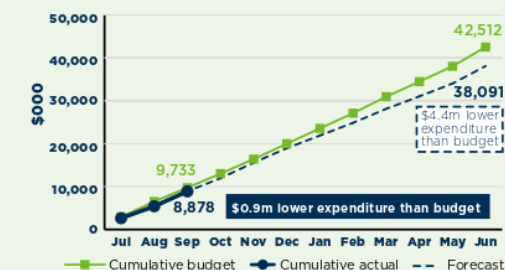
	YEAR TO DATE \$000				FULL YEAR \$000			
	BUDGET	ACTUAL	VARIANCE		BUDGET	FORECAST	VARIANCE	
Operating revenue	10,121	8,868	(1,253)	Lower	40,814	38,611	(2,203)	Lower
Operating expenditure	9,733	8,878	855	Lower	42,512	38,359	4,153	Lower
Total operating surplus (deficit)	388	(10)	(399)	Unfavourable	(1,698)	252	1,950	Favourable
Capital revenue	315	0	(315)	Lower	595	255	(340)	Lower
Capital expenditure	482	1	480	Lower	1,167	501	666	Lower

TRANSPORTATION BUDGET COMPARED TO ACTUAL 2021/22

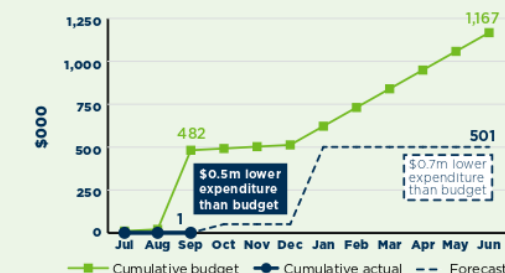
OPERATING REVENUE



OPERATING EXPENDITURE



CAPITAL EXPENDITURE



Long Term Plan 2021-2031 performance measures

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

Measure: Number of passenger transport trips taken in the region

TARGET	RESULT	YTD	RESULT
Increase from PY	534,728	●	●

Measure: Customer satisfaction of bus users

TARGET	RESULT	YTD	RESULT
80%	N/A	●	●

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

TARGET	RESULT	YTD	RESULT
100%	79%	●	●

- KEY:
- On track
 - Not on track
 - Data not available

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

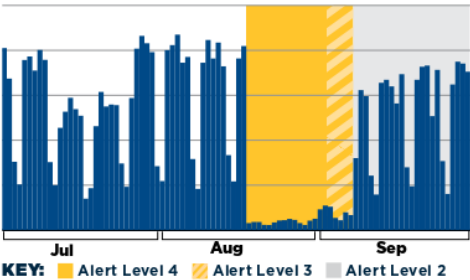
Passenger Transport

The Bay of Plenty moved to COVID-19 Alert Level 4 on 17 August 2021 at 11:59pm which saw patronage reduce by approximately 95%. Reduced services were implemented following the move to Alert Level 3 on 31 August 2021. The weeks following the drop to Level 2 at midnight on 7 September 2021 showed a steady recovery to approximately 80% of pre-August lockdown patronage levels. This is consistent with the experience of similar regions around the country.

Bus Patronage for all services over the period of this report (Q1 2021/22) was 534,728 which is down 28.3% on the same period 2020/21 and down 25.6% on 2019/20. The year on year decline was in part due to significantly increased patronage during the fare free RITS rollout month of July 2020, and reflects the impact of COVID-19 lockdown in August / September.

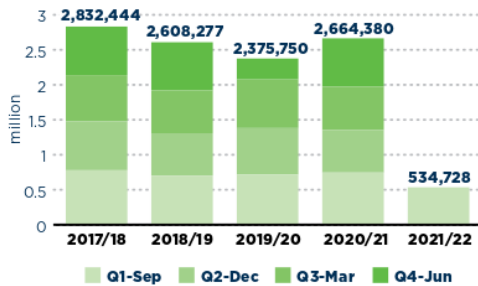
Along with most parts of New Zealand, the Bay of Plenty moved between COVID-19 Alert Levels during this reporting period, with reduced services and additional cleaning responsibilities for operators under Levels 3 and 4. At Level 2 face coverings remain mandatory on public transport. In the weeks following the move to Alert Level 2 patronage quickly recovered to >80% of pre-August lockdown levels.

PATRONAGE DURING ALERT LEVELS



QUARTERLY PATRONAGE - ALL SERVICES (excl Matakana Ferry)

	Q1-Sep	Q2-Dec	Q3-Mar	Q4-Jun	TOTAL
17/18	779,174	698,366	660,992	693,912	3,130,814
18/19	702,175	605,341	612,207	688,554	2,832,444
19/20	718,699	662,881	694,763	299,407	2,608,277
20/21	745,659	609,868	617,187	691,666	2,375,750
21/22	534,728	-	-	-	534,728



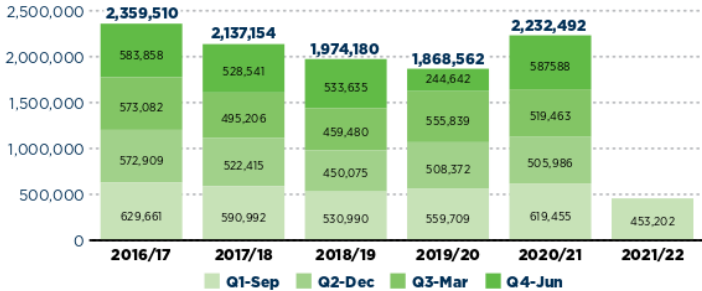


Public Transport Updates

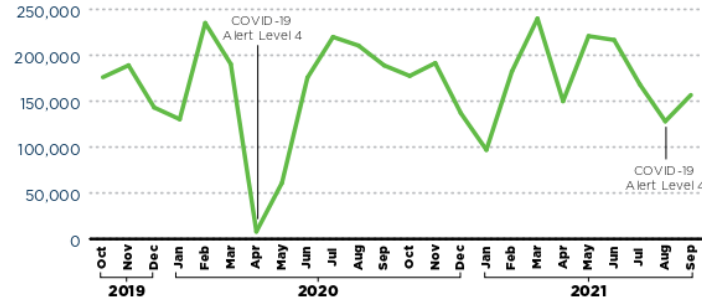
Tauranga network

- Total Tauranga network (Urban and School) patronage for the reporting period decreased 26.8% on the same period last year and 19.0% on 2019/20.
- Passenger patronage on the urban network was 299,127 a decrease of 33.1% on last year and 29.6% on 2019/20.
- Tauranga School dedicated services saw 154,075 trips taken, down 10.7% on last year but up 14.3% on 2019/20. There was a strong recovery in school patronage following the move to Level 2 with 64,204 trips taken in September (the highest September patronage since 2016/17).
- Security remains in place at the Willow Street, Farm Street and Greerton interchanges. Through detailed reporting we have been able to provide the police with key times and locations of interest, therefore allowing a specific police resource to be visible at those times and locations. This has resulted in a steady reduction in anti-social behaviour at key bus interchanges.
- Significant planning and organisation has gone into the implementation of the Pāpāmoa Beach – Pāpāmoa Plaza – Bayfair – Tauranga City Bus Network Refresh, which goes live on 15th November. Staff will be out across the network during the implementation week to support commuters with the changes.

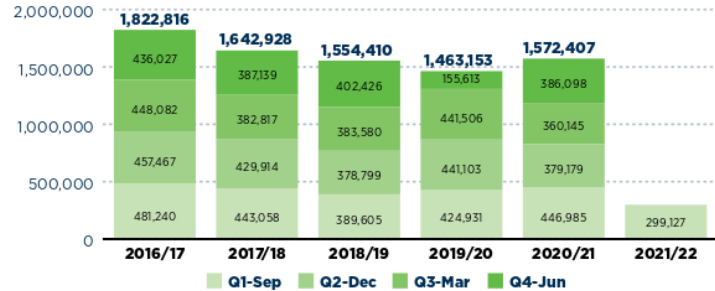
TOTAL BOARDINGS - TAURANGA NETWORK



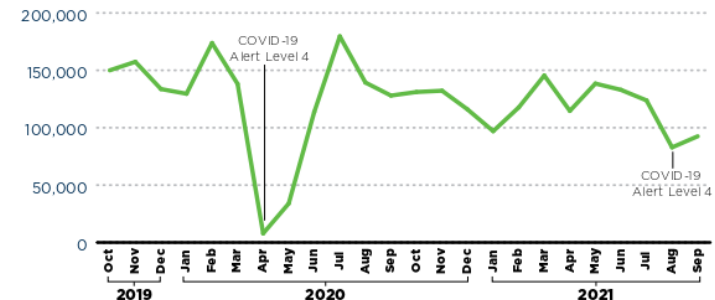
TAURANGA NETWORK - ROLLING 24 MONTHS



TAURANGA URBAN - TOTAL BOARDINGS



TAURANGA URBAN - ROLLING 24 MONTHS



TOP 5 ROUTES

Route	% of total patronage	# trips run in qtr	Pax per trip	% utilisation (55 pax)
55	13.3%	2412	16	29.9%
30	8.2%	1626	15	27.4%
HL	12.8%	2544	15	27.3%
CL	10.0%	2520	12	21.6%
1-Tga	8.5%	3288	8	14.1%

BOTTOM 5 ROUTES

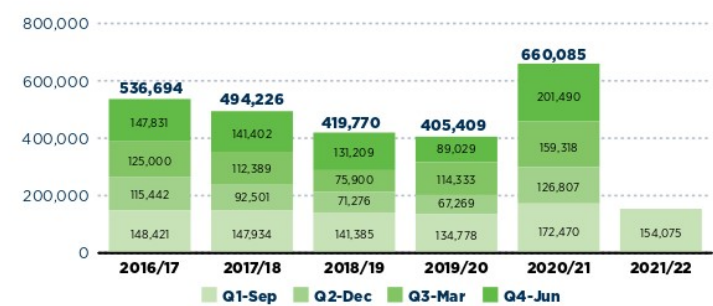
Route	% of total patronage	# trips run in qtr	Pax per trip	% utilisation (55 pax)
30x	0.8%	180	13	23.8%
52x	0.7%	252	9	15.6%
41	0.6%	480	4	7.3%
51	0.3%	360	3	4.9%
57	0.0%	96	0	0.6%

SCHOOL NETWORK

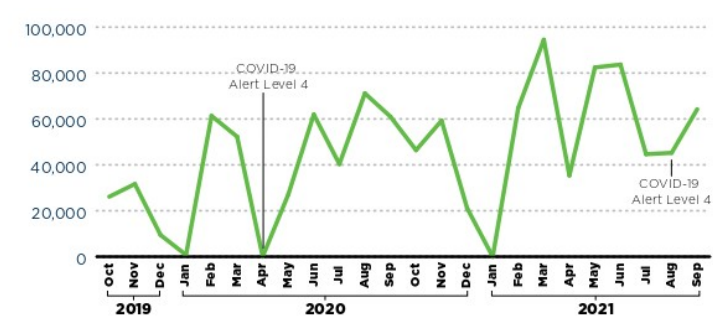
- All school bus services ceased with the move to Alert Level 4 on 18 August. These services recommenced with the change to Alert Level 3 on 1 September, using a strict booking registration process for students of essential workers only. Under the registration scheme during alert level 3 buses were run for 8 school routes for a total of 18 students.
- Patronage for the school network remained strong in the first quarter of 2021/22 with 154,075 trips made. Following the drop to Level 2 patronage rebounded to 64,204 trips taken in September alone, making it the 6th highest month since July 2018.
- We have worked closely with the three school bus operators and the schools to make small improvements across the network. This focused work has resulted in a reduction in complaints around school bus services.



TOTAL BOARDINGS – TAURANGA SCHOOLS



TAURANGA SCHOOLS - ROLLING 24 MONTHS



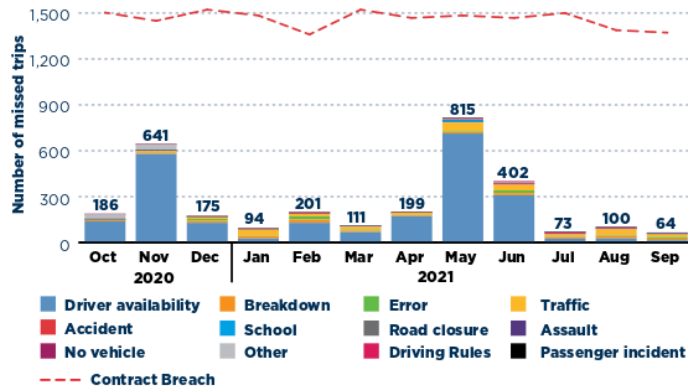
TOP 5 ROUTES

Route	Total Patronage
804A	5,823
712A	4,611
711b	4,317
710b	4,210
801a	4,068

RELIABILITY TAURANGA URBAN

The period 1 July 2021 to 30 September 2021 saw an average of 237 trips missed per month, 0.28% of the total scheduled trips. Both Council staff and operators continue to proactively monitor missed trips to ensure high levels of compliance with contract KPIs.

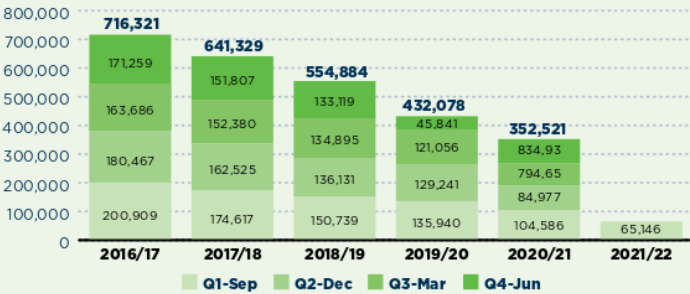
REASON FOR MISSED TRIPS LAST 12 MONTHS



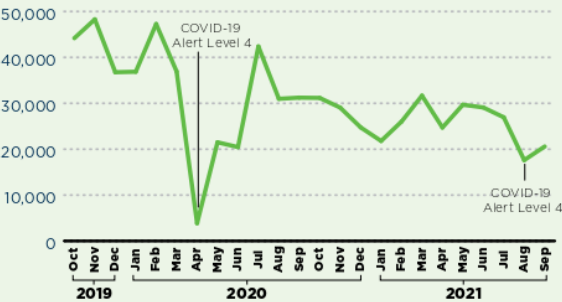
Rotorua network

The Rotorua service patronage for the reporting period was 37.7% lower than the same period 2020/21, and 52.1% on 2019/20. Ongoing roadworks on SH30, coupled with roadworks on SH36 and SH5 at Ngongotahā continue to cause delays as a result of traffic build-up around the area. Council staff, Rotorua Lakes Council and Waka Kotahi continue to work together to monitor roadworks and provide weekly updates to the operator and the travelling public.

ROTORUA CITYRIDE - TOTAL BOARDINGS



ROTORUA CITYRIDE - ROLLING 24 MONTHS



ROUTES % OF TOTAL PATRONAGE

Route	% of total patronage
1-ROT	13.3%
3	11.2%
7	11.0%
10	10.9%
5	10.0%
8	8.5%
4	8.4%
9	7.5%
11	6.9%
6	6.5%
12	5.7%



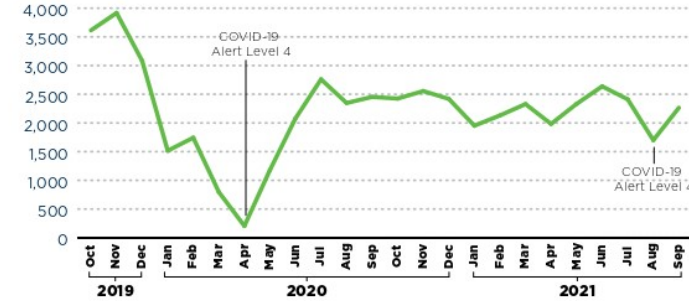
Eastern Bay network

Quarter 1 patronage in the Eastern Bay of Plenty was down 15.7% on the same period last year and 37.0% on 2019/20. During the quarter significant work went into the new bus stop at The Hub in Whakatāne, which is planned to be in operation on 15th November. The Kawerau 135 extension is running well now with month on month growth continued right up to the August lockdown.

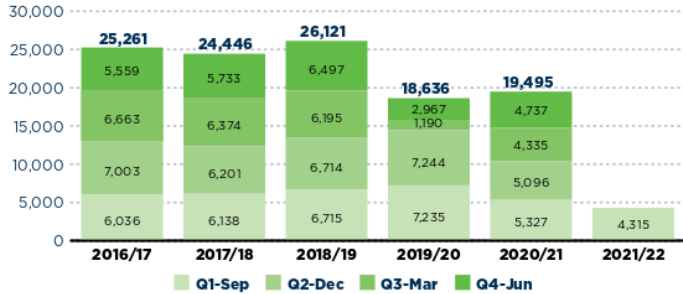
EASTERN BAY OF PLENTY - TOTAL BOARDINGS



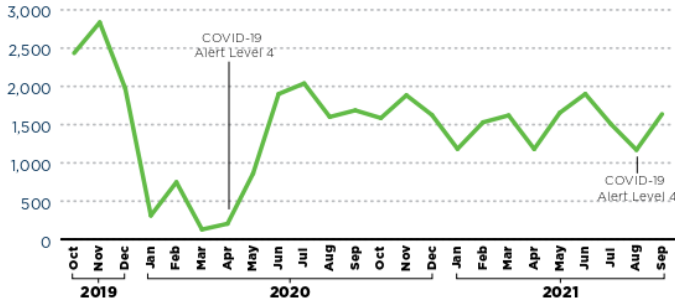
EASTERN BAY OF PLENTY - ROLLING 24 MONTHS



WHAKATĀNE TO ŌHOPE - TOTAL BOARDINGS



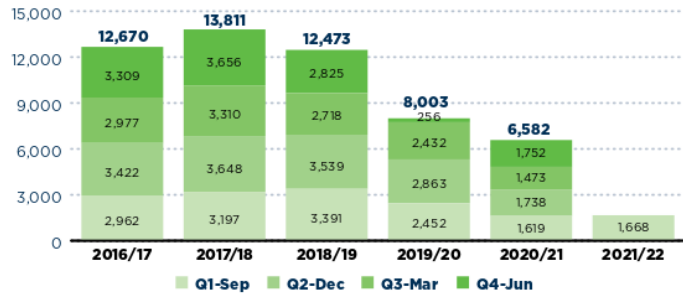
WHAKATĀNE TO ŌHOPE - ROLLING 24 MONTHS



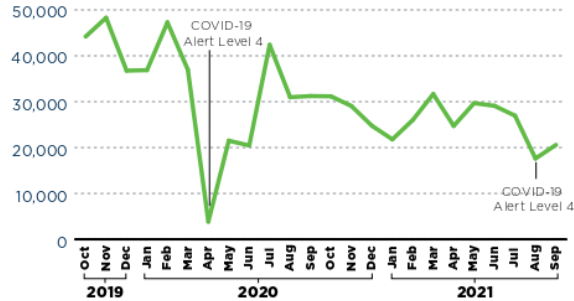
ROUTE 135 - KAWERAU TO WHAKATĀNE

Patronage on the improved Kawerau to Whakatāne route continued to increase with 231 trips taken in July, and 61 boardings on Wednesday 11 August – the highest single day usage since January 2018.

KAWERAU AND ŌPŌTIKI TOTAL BOARDINGS



KAWERAU AND ŌPŌTIKI - ROLLING 24 MONTHS

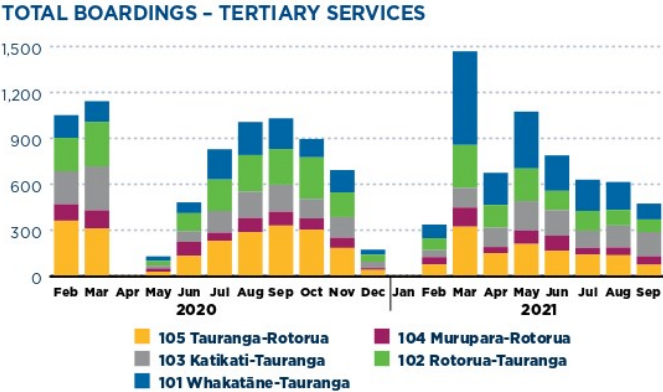


Note: April and June 2019/2020 are not reported due to COVID-19, the RITS ticketing rollout and subsequent reduced services in the region.

Other updates

TERTIARY/
COMMUTER SERVICES

Total tertiary services averaged 573 boardings per month in Quarter 1, down 40% on the average for the same period last year. However, 2021 calendar year to 30 September was up 7% compared to the same period the first year of the trial, largely due to 101% year on year growth in Route 101 Whakatāne to Tauranga. The most significant year on year declines were in routes 102, Rotorua to Tauranga and 105, Tauranga to Rotorua (down 13% and 25% respectively).



BIKE RACK USE

Bike rack use averaged 270 trips per month in Quarter 1, down 28% on the 12 month rolling average.

BIKE RACK TICKETS BY UNIT



BIKE RACK USE BY UNIT

	Tauranga	Rotorua	Eastern Bay	Katikati - Ōmōkoroa	TOTAL
Oct-20	390	11	2	1	404
Nov-20	365	9	1	0	375
Dec-20	405	21	1	2	429
Jan-21	340	11	1	0	352
Feb-21	343	19	1	0	363
Mar-21	388	10	1	0	399
Apr-21	329	4	1	2	336
May-21	353	6	0	1	360
Jun-21	373	3	1	0	377
Jul-21	316	7	2	0	325
Aug-21	246	6	7	0	259
Sep-21	219	8	1	0	228

Customer experience

Contact centre and reception

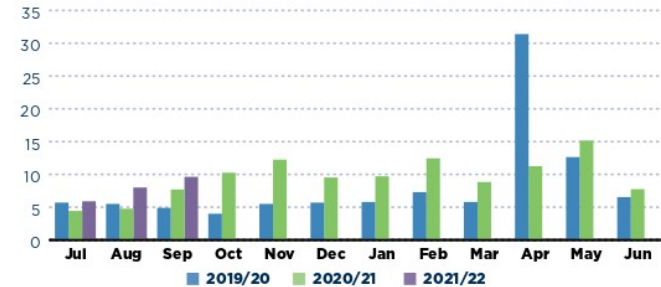
In Quarter 1 2021/22, during business hours, a total of 3,794 transport related calls were received. This equated to around 36% of all calls to Bay of Plenty Regional Council taken for this period. After hours, Tauranga City Council dealt with 1,320 transport related calls and this equated to 83% of all after hours calls taken during this period:

- The majority of calls related to Bee Card and timetable queries.
- The majority of face-to-face queries at Council receptions are Bee Card related.
- The majority of the complaints received relate to buses not running, and buses not stopping for customers.

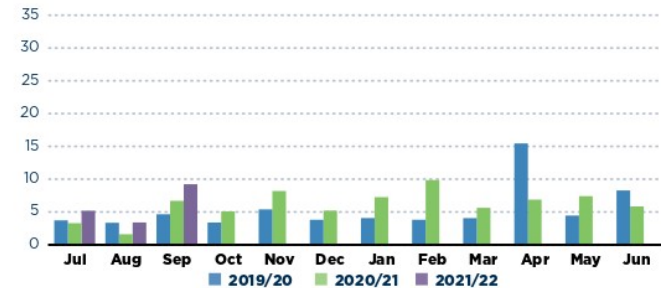


NUMBER OF COMPLAINTS PER 10K BOARDINGS

TAURANGA



ROTORUA



Customer service and promotion

ZENDESK SUPPORT

- Of the 7,577 Baybus tickets created in Zendesk Support during Quarter 1, only 140 tickets or 3.2% remained unsolved.
- 82.2% of these tickets were created from phone calls to the Call Centre with the remaining 17.8% received via email, website forms or Facebook.
- A smaller portion of tickets (244 or 3.2%) were forwarded to the Transport Operations team requiring further investigation.

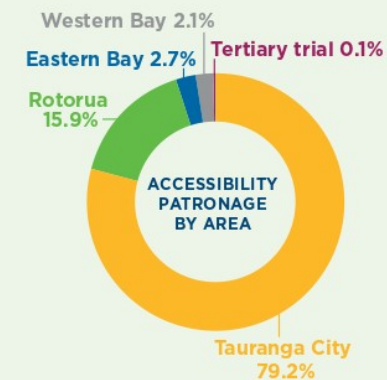
TRIDENT HIGH SCHOOL SPECIAL EDUCATION UNIT WHAKATĀNE

Trident High School Special Education Unit is a transition unit in Whakatāne attended by students aged between 16 and 22 with a range of special needs. The school has been running a project where students learn how to use buses. Staff worked with students to assist them complete their own Accessibility Concession application forms and submit the forms to Council. Staff then took a bus to the school and the students were issued with their Bee Cards to go on a bus trip, learning how to tag on and off, flag down the bus, push the stop button (or tell the driver where they want to get off) and get comfortable with using the bus service. This helped the students gain another level of independence in the community.



THE ACCESSIBILITY CONCESSION

The Accessibility Concession went live on 1 July 2021; as at the end of September 2021, 492 applications had been processed and accepted. A total of 9,601 accessibility concession trips were taken during Quarter 1 by 470 concession holders (an average of 18 trips per user over the quarter).

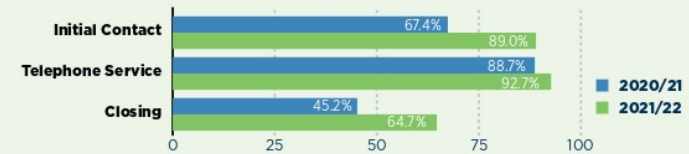


Mystery Shopper

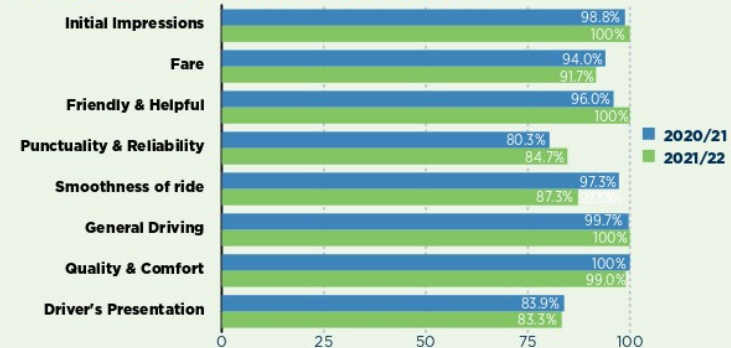
- Tauranga and Rotorua mystery shopper results remain positive during this quarter.
- Rotorua Punctuality and Reliability and Smoothness of Ride results continue to be impacted by major ongoing road works in the area. However, Quality and Comfort has been maintained at 100%.
- Tauranga reached 100% for both Initial Impressions and being Friendly and Helpful. Punctuality and Reliability also improved 5% on last years' results.
- The Call Centre continues to increase ratings in all areas with a notable increase in call closing, which has improved to 67.4%.



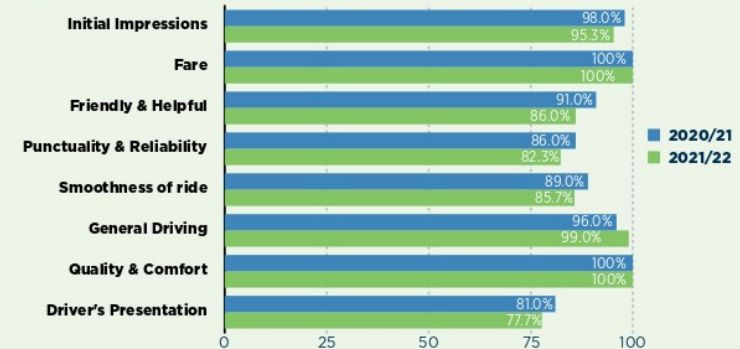
CALL CENTRE MYSTERY SHOPPER AVERAGE RATING



TAURANGA MYSTERY SHOPPER AVERAGE RATING



ROTORUA MYSTERY SHOPPER AVERAGE RATING





Information Technology / RITS

Council staff continue to work with operators to improve driver log-in behaviour in an effort to improve accuracy of reporting and public facing technology such as Transit application and Baybus Live Tracking. This work has shown real improvements in driver / system interaction.

It is anticipated that the web-based reporting dashboard commissioned by the RITS consortium will be operationalised early in Quarter 2 2021/22.

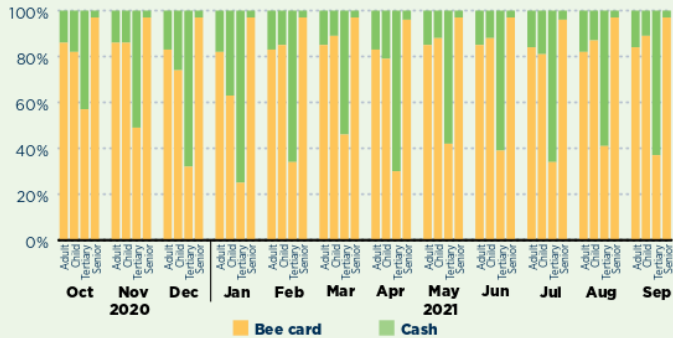
REGIONAL INTEGRATED TICKETING SOLUTION

As at the end of September 2021 there was a total of 59,834 cards issued in the Bay of Plenty region, a 4.2% increase on Quarter 4 2020/21 with 2,412 new cards issued in the reporting period.

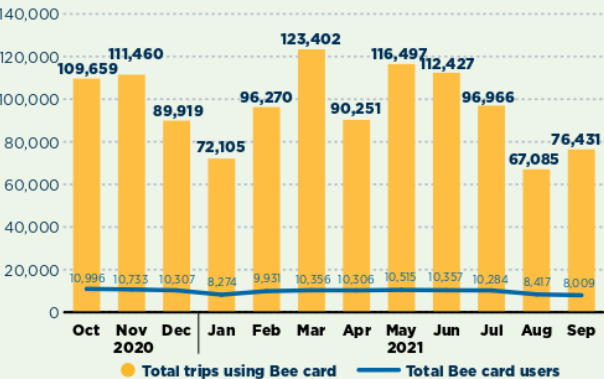
Notably, seniors are the highest users of Bee Card compared to cash (97% in Tauranga and 90% in Rotorua in the reporting period). Conversely, Tertiary students are lagging at 37% in Tauranga and 44% in Rotorua for Bee Card usage. Council will work with operators and tertiary institutions in an effort to lift the tertiary card use rate.

TAURANGA BEE CARD USE

TAURANGA URBAN - BEE CARD vs CASH

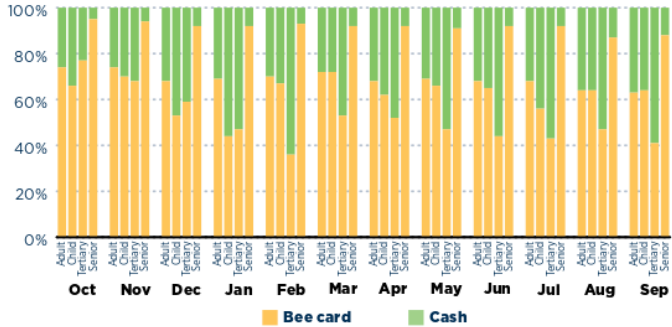


TAURANGA BEE CARD USE

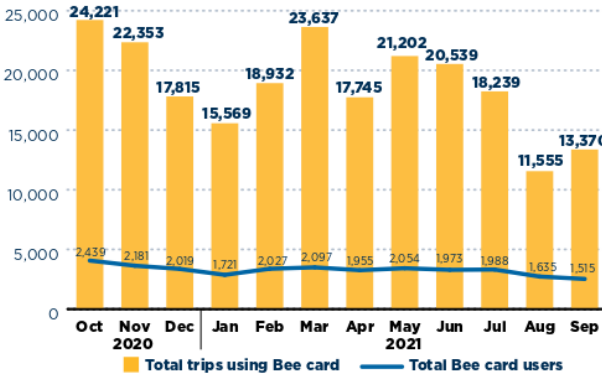


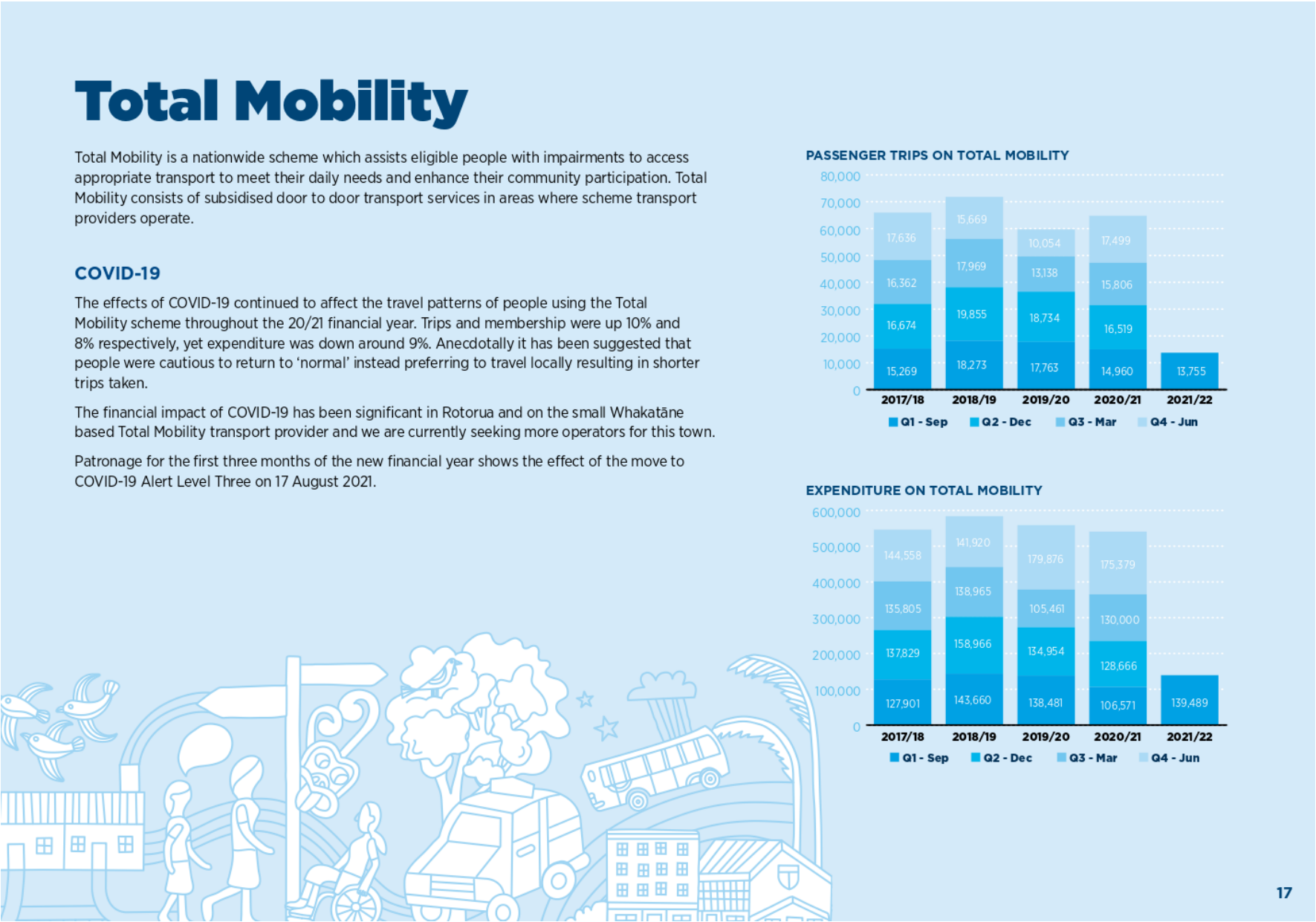
ROTORUA BEE CARD USE

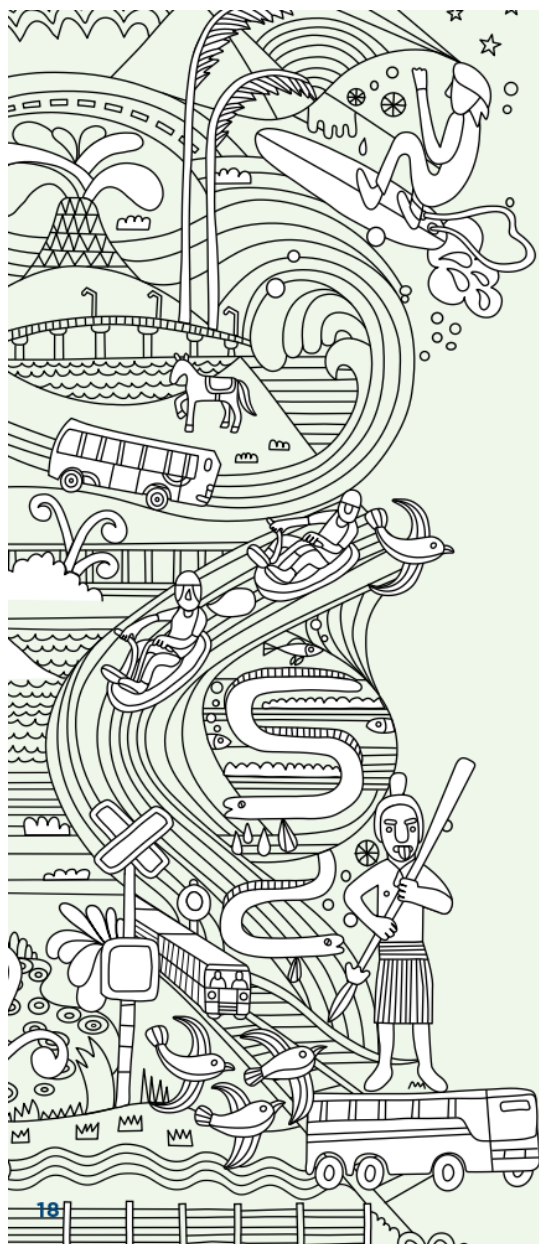
ROTORUA CITYRIDE - BEE CARD vs CASH



ROTORUA BEE CARD USE







Appendix 1

Passenger Transport Activities - Financial Summary

	2021/22 YEAR TO DATE		2021/22 FULL YEAR	
	BUDGET \$000	ACTUAL \$000	BUDGET \$000	FORECAST \$000
PASSENGER TRANSPORT SERVICES				
Tauranga Passenger Transport	6,527	6,048	24,095	24,310
Rotorua Passenger Transport	1,075	925	4,433	4,122
Western Bay Passenger Transport	289	266	1,237	1,258
Eastern Bay Passenger Transport	112	139	473	576
Regional Passenger Transport (including Mamaku trial)	134	111	538	553
Tertiary/Commuter Services				
Tauranga	28	24	113	137
Rotorua	37	38	147	147
Western Bay	56	48	224	231
Whakatāne	29	28	118	120
Total Cost - Passenger Transport Services	8,288	7,628	31,377	31,455
Fare & Other Revenue	(1,296)	(522)	(5,183)	(3,639)
Subsidy	(3,604)	(3,225)	(12,639)	(13,911)
Net Cost - Passenger Transport Services	3,389	3,881	13,555	13,904
OTHER PASSENGER TRANSPORT ACTIVITIES				
Total Mobility Services & Hoists (including ridewise operating costs)	216	200	865	898
Ferries (Matakana)	13	7	51	45
Road Safety	36	32	187	195
Stock Trucks	0	0	207	207
Bus Shelter - new & maintenance	13	0	167	167
Administration, Depreciation & Finance Costs	338	235	1,424	1,331
Carless Wednesday	68	20	273	273
Rotorua Network Enhancement	0	10	1,605	50
Transport System Plan	90	1	3,148	456
Transport and Urban Planning	670	745	3,208	3,283
Total Other Passenger Transport Activities	1,445	1,250	11,135	6,905
Fare & Other Revenue	(1)	(25)	(5)	(28)
Subsidy	(259)	(134)	(3,139)	(1,185)
Net Cost - Other Passenger Transport Activities	1,185	1,091	7,991	5,692

Item 9.2, Attachment 1

	2021/22 YEAR TO DATE		2021/22 FULL YEAR	
	BUDGET \$'000	ACTUAL \$'000	BUDGET \$'000	FORECAST \$'000
CAPITAL PROJECTS				
Electronic Ticketing Tauranga	0	1	0	1
Carbon Budget Calculator	12	0	50	50
Remix Optimisation Software	19	0	76	0
Transport Management Solution	450	0	450	450
Rotorua Network Enhancement	0	0	591	0
Total capital expenditure	482	1	1,167	501
LOW COST LOW RISK - included above				
Tertiary/Commuter services - Whakatāne-Tauranga	47	43	189	199
Tertiary/Commuter services - Murupara-Rotorua	50	46	199	210
Tertiary/Commuter services - Rotorua-Tauranga	25	23	99	104
Tertiary/Commuter services - Katikati-Tauranga	29	27	115	122
Rotorua Network Enhancement	0	10	2,196	50
Carless Wednesday	68	20	273	273
Short Term Bus Service Enhancements - Eastern Bay	47	47	187	187
Total Cost - LCLR	265	214	3,258	1,145
Revenue & Subsidy	(171)	(138)	(686)	(711)
Net Cost - Low cost low risk	94	77	2,572	434
BUS SHELTER INSTALLATIONS - INCLUDED ABOVE				
Tauranga City Council	0	0	29	0
Rotorua District Council	0	0	25	0
Western Bay of Plenty District Council	0	0	30	0
Whakatāne District Council	0	0	31	0



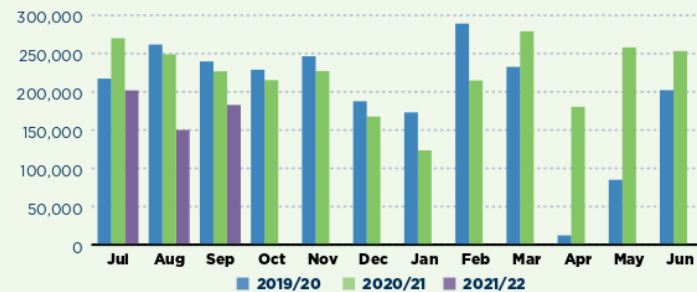
Appendix 2 Bay of Plenty Public Transport Patronage Summary

AREA	QUARTERLY PATRONAGE COMPARISON			2021/22 FINANCIAL YEAR PATRONAGE		2021/22 FINANCIAL YEAR FARE BOX RECOVERY
	Quarter 1 2020/21	Quarter 1 2021/22	% change	TO 30 SEP 2021	% change	
Total Network¹	745,659	534,728	(28.3%)	534,728	(28.3%)	14.6%
Tauranga BayHopper Urban	446,985	299,127	(33.1%)	299,127	(33.1%)	14.7%
Tauranga BayHopper Schools	172,470	154,075	(10.7%)	154,075	(10.7%)	n/a
Rotorua CityRide	104,586	65,146	(37.7%)	65,146	(37.7%)	16.6%
Murupara/Ruatāhuna	691	612	(11.4%)	612	(11.4%)	
Kawerau, Ōpōtiki and Whakatāne	1,619	1,668	3.0%	1,668	3.0%	
Ōhope	5,327	4,315	(19.0%)	4,315	(19.0%)	15.8%
Matatā	141	103	(27.0%)	103	(27.0%)	
Pōtaka	475	289	(39.2%)	289	(39.2%)	20.0%
Te Puke	8,681	5,331	(38.6%)	5,331	(38.6%)	10.3%
Katikati/Ōmokoroa	4,481	3,893	(13.1%)	3,893	(13.1%)	7.8%
Katikati/Waihi Beach	203	169	(16.7%)	169	(16.7%)	7.4%
Ōmokoroa - Matakana Ferry	5,714	4,460	(21.9%)	4,460	(21.9%)	n/a

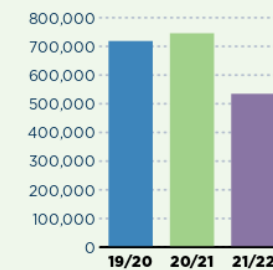
¹ excludes Ōmokoroa - Matakana Ferry

PATRONAGE - YEAR TO DATE

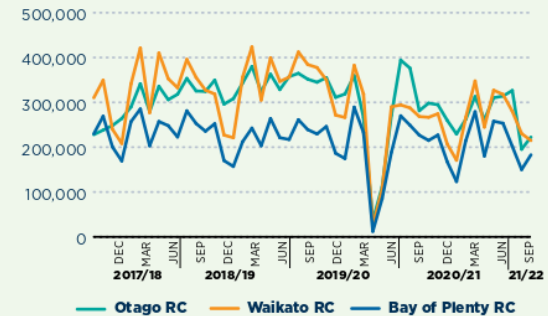
ALL SERVICES TOTAL BOARDINGS BY MONTH



TOTAL BOARDINGS - ALL SERVICES



TOTAL PATRONAGE BY MONTH - REGIONAL COUNCILS
Retrieved from Waka Kotahi Achievement Reports



Item 9.2, Attachment 1



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

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



Report To:	Public Transport Committee
Meeting Date:	30 November 2021
Report Writer:	Melissa Winters, Transport Advisor (Network Optimisation)
Report Authoriser:	Namouta Poutasi, General Manager, Strategy & Science
Purpose:	To provide updates on our current public transport initiatives and improvements to bus services in the region.

Improving our Network

Executive Summary

This paper provides an update on the following public transport initiatives:

- Installation of two new bus stops at The Hub (Whakatāne), which began operation on 15 November;
- The region-wide extension of child free fares in 2022 and how the Long Term Plan (LTP) decisions will be implemented;

Recommendations

That the Public Transport Committee:

1. **Receives the report, Improving our Network.**

1. Introduction

This report provides information on new bus stops at The Hub, Whakatāne, which commenced operation on 15 November and represent significant collaboration between Bay of Plenty Regional Council, Whakatāne District Council and the site owners.

This report also includes information on implementation of the Council decision to extend free school travel times in Tauranga and extend free school travel at limited times to other urban networks across the Region.

1.1 Alignment with Strategic Framework

A Healthy Environment	
Freshwater for Life	
Safe and Resilient Communities	
A Vibrant Region	We lead regional transport strategy and system planning, working with others to deliver a safe and reliable public transport system.
The Way We Work	We continually seek opportunities to innovate and improve.

1.1.1 Community Well-beings Assessment

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

2. New bus stop at The Hub, Whakatāne

Following requests from the community, two new bus stops have been established at The Hub just outside Whakatāne.

Planning and establishment has been a shared initiative between Bay of Plenty Regional Council, Whakatāne District Council and Maat Group (site owners).

There is one bus stop in each direction, with shelter and seating providing at the westbound stop outside the Farmers store. The eastbound stop will not initially have a shelter or seating, however a concrete pad has been installed ready for a shelter to be added at a later date.

Initial promotion focussing on the new opportunities to travel to The Hub for Christmas shopping will launch in late November. All trips on routes 135 (Kawerau), 131 (Matatā) and 143a/143b (Whakatāne to Tauranga) will utilise these new bus stops.



3. Region-wide free school travel

As noted at the previous meeting on 26 August, Council's Long Term Plan committed to the following:

- Implementing a one-year trial of free bus fares for school children in Tauranga, at any time of day; and
- Implementing one-year trials of free bus fares for school children in Rotorua and Whakatāne, at arrival and departure times.

The implementation of a one-year trial in Tauranga at any time or day was approved subject to there being no negative implications on funding from Waka Kotahi.

This has now been confirmed, and therefore the following fare rules have been implemented effective from Monday 31 January 2022 (commencement of the school year).

- a) Free fares for school children at all times in the Tauranga Urban network (including travel to and from Te Puke);
- b) Free fares for school children on urban routes in Rotorua and Whakatane before 9am and between 2.30 – 6.30pm on school days. This will include route 122 in Whakatāne, and all routes that travel within Rotorua township.

Routes which are outside of the geographic boundaries of Tauranga, Rotorua and Whakatane or relate to older tertiary students and are therefore not part of the free fares for school children trial are:

- 80 and 81 (Katikati and Ōmokoroa to Tauranga).
- 101, 102, 103, 104, 105 (Tertiary and Commuter routes).
- 143a and 143b (Whakatāne to Tauranga).
- 131, 135, 150 (rural Eastern Bay bus routes).
- 15 and 15a (Murupara and Ruatāhuna to Rotorua).

- 147 (Ōpōtiki to Whakatāne).

4. Considerations

4.1 Climate Change

Mitigation			Adaptation	
Reduce GHG emissions	Produce GHG emissions	Sequester carbon	Anticipate climate change impacts	Respond to climate change impacts
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

By using free fares to encourage more school students to take a bus rather than being driven to and from school, Council is helping to lower the number of private vehicles on our roads.

4.2 Implications for Māori

Improvements to our public transport network via the work components covered in this report have the potential to have positive effects for Māori around accessibility and provision of transport options. This is particularly in locations where there are higher proportions of Māori in the local population. Public transport services can provide Māori better access to essential services, including employment and education opportunities, and health care services.

4.3 Financial Implications

Draft Annual Plan 2022/23 fare revenue foregone due to free fares for school children is set out below and will be recovered using a target rate.

Area	Revenue Foregone (\$)
Tauranga	(1,100,250)
Rotorua	(113,786)
Whakatane	(19,055)
Total	(1,233,091)

5. Next Steps

An information campaign for schools is being developed and will be launched prior to the school year starting on 31 January 2022.



Report To: Public Transport Committee

Meeting Date: 30 November 2021

Report Writer: Melissa Winters, Transport Advisor (Network Optimisation)

Report Authoriser: Namouta Poutasi, General Manager, Strategy & Science

Purpose: To seek Public Transport Committee approval to proceed with the proposed optimisation project.

Tauranga Bus Network Refresh - Part Two

Executive Summary

Part two of the Tauranga Bus Network Refresh project aims to review and recommend changes to operations which will provide better services to the public within existing budgets. Improvements will focus on changes to bus service timings, routings, frequencies and stopping patterns; and will also consider the potential for revised service numbering that is easier for passengers to understand.

The project will seek to understand customer service challenges and identify options to address them within existing operational budgets. There are a number of challenges around bus service reliability and legibility, especially where a transfer is currently required.

The optimisation work is necessary in order to make better use of existing investment and provide confidence that further service enhancements identified in the council Long Term Plan (LTP) are built on a solid foundation.

If this report is approved, work will start immediately with a view to making service change recommendations to a future Public Transport Committee meeting.

Recommendations

That the Public Transport Committee:

- 1 Receives the report, Tauranga Bus Network Refresh - Part Two;**
- 2 Approves the proposed high-level scope of work contained in this report including timescales.**

1. Introduction

1.1 Background

In 2017 the Western Bay Public Transport Blueprint Detailed Business Case (DBC) recommended a new network design to address issues such as inter-connectivity between services, low frequency, lengthy routes / travel times and missing infrastructure.

The new network commenced operation on 10 December 2018 after three years of design and consultation. Service principles focussed on frequency, reliability and network legibility. The new network was based on short high-frequency services along main arterial routes, with lower frequency connector and access services travelling along less direct routes. The two types of services were designed to connect with each other at “hubs” located at Hairini, Bayfair, Greerton and Brookfield.

When setting out the problems with the previous network design prior to the changes, the DBC stated:

“...many existing routes are circuitous with less than desirable frequencies for commuter services, high variability of travel times and operating hours that do not deliver a realistic transportation alternative to private cars for many travellers.”

In March 2019 the Public Transport Committee approved a Phase 3 review, which was to address a number of specific issues with the new Blueprint network. A number of network improvements were identified under the Phase 3 review, and many of these were implemented in two stages in October 2019 and June 2020.

Part one of the current Refresh project was instigated primarily to respond to the specific aspects of the Phase 3 review relating to Pāpāmoa and Mount Maunganui. Part two of this project will seek to address residual issues related to the western and southern parts of the Tauranga network.

Part one of this Refresh project launched on 15 November and has resulted in improved services to the community. Services direct from Pāpāmoa East to Tauranga City without the need to change buses at Bayfair have been especially well received. Overall the changes have resulted in an annual savings of approximately \$870,000. Part two will build on the success of Part one and will further address the ‘Phase 3’ review.

1.2 Purpose

The purpose of the Refresh project is to review bus routes within the current blueprint model and recommend changes to make services work more effectively. Whilst it is not proposed to change the existing “hub and spoke” model, there may be a case for selective introduction of more direct services where evidence suggests there is demand for them. Equally, there may be other areas where more frequent services can be provided through an efficient interchange.

1.3 Legislative Framework

Regional Council is responsible for funding 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.

These principles are:

- Regional councils and public transport operators should work in partnership to deliver the public transport services and infrastructure necessary to meet the needs of passengers;
- The provision of services should be coordinated with the aim of achieving the levels of integration, reliability, frequency, and coverage necessary to encourage passenger growth;
- Competitors should have access to regional public transport markets to increase confidence that services are priced efficiently;
- Incentives should exist to reduce reliance on public subsidies to cover the cost of providing services; and
- The planning and procurement of services should be transparent.

1.4 Alignment with Strategic Framework

A Healthy Environment	
Freshwater for Life	
Safe and Resilient Communities	
A Vibrant Region	We lead regional transport strategy and system planning, working with others to deliver a safe and reliable public transport system.
The Way We Work	We continually seek opportunities to innovate and improve.

The proposed refresh project is a critical aspect of our remit to improve public transport services within existing budgets; as a potential precursor to future improvements through business cases. Refresh is about better design of networks, services and operational activities to meet passenger needs for reliable and convenient services.

1.4.1 Community Well-beings Assessment

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

Efficient and accessible bus services make a strong contribution to community well-being – particularly for people who do not have access to a private car. Buses therefore provide an essential social service which enables people to access jobs, education, shops, friends and leisure opportunities. Even if they are only reasonably well-used, buses are able to move significantly greater numbers of people per unit area of road-space, compared with a private car. With the recent declaration of a climate emergency, there is an imperative to start moving many more people by bus – especially as the Council moves towards de-carbonisation of the bus fleet.

2. Scope of Work

2.1 Background

At the 26 August meeting, this Committee received the Strategic Direction report, which included an initial proposal to progress the Part 2 network refresh in Tauranga.

2.2 Study Area

The study area includes all Tauranga Urban routes that were not included in the Bus Network Refresh – Part 1 project, namely:

- 1: Pyes Pā to Tauranga City;
- 40: Welcome Bay to Tauranga City;
- 52x: The Lakes Express;
- 59: Greerton to Tauranga City (via Watling Street);
- 60: Cambridge Heights to Tauranga City;
- 62: Bethlehem to Tauranga City;
- 70: Matua to Tauranga City (via Ngatai Road);
- 71: Matua to Tauranga City (via Brookfield); and
- 72a and 72b: Otumoetai to Tauranga City.

It is also possible that other routes which interact with services in the study area could be included.

Figure 4 below shows patronage on the study area routes in July 2021.

Service	Patronage
1	10,351
40	8,798
52x	1,017
59	2,546
60	6,874
62	7,338

70	1,494
71	3,521
72a	2,595
72b	2,761

Figure 4: July 2021 patronage on routes in the study area.

2.3 Objectives and Key Challenges

2.3.1 Objectives

In order to deliver against the purpose, objectives of the refresh project are as follows:

1. Understand current service performance issues which are affecting reliability and convenience of bus services, and leading to sub-optimal outcomes for passengers;
2. Make necessary changes to services in response to these issues, within current budgets;
3. Assess the quality of existing publicity material and make necessary changes to improve legibility and understanding of the network; and
4. Identify any service improvements that require significant increases to budgets; and make appropriate recommendations to councillors.

2.3.2 Challenges

The refresh project aims to address known challenges in the current public transport network in Tauranga, including (but not limited to):

- Confusion at Greerton bus stops on Chadwick Road, with buses to the CBD departing on both sides of the road;
- High number of buses travelling around Matua;
- The need for a direct bus route from Cameron Road, Greerton and Bethlehem to Tauranga Crossing; and
- Difficulties experienced by passengers transferring buses at Brookfield Interchange (which is split between Bellevue Road and Millers Road).

Work to improve timetable legibility that started in the Part 1 refresh project, will be continued to ensure that the whole network follows the same design principles.

The optimisation work will highlight (but not recommend) potential for additional investment – which could then be subsequently dealt with the public transport services and infrastructure business case, which is being progressed in 2022.

Although not a specific project objective, the refresh work will continue to work in partnership with Tauranga City Council (TCC) to identify improvements to bus stops; as they are an essential component of efforts to enhance levels of service to bus passengers.

The optimisation project has critical inter-dependencies with other current / future activities, including:

- Public transport services and infrastructure business case;
- Travel Demand Management and Behaviour Change programme (including The Wednesday Challenge);
- Cameron Road Multi-modal Upgrade project (implementation);
- Cameron Road Multi-modal Upgrade project (Stage 2 business case);
- Regional Land Transport Plan, Low Cost Low Risk programmes; and
- Tauranga City Council (TCC) bus shelter improvement programmes.

2.4 Methodology

The methodology for this project will cover the same aspects as the Part 1 project earlier this year. Details are available in Attachment 1.

2.5 Deliverables

The output of the refresh work will be a detailed report that set outs proposed prioritised service changes within existing budgets and rationale for their recommendation. If there are any service changes that require additional budget, these can be identified separately and considered through appropriate financial planning and business case channels.

The part 2 refresh report will also detail proposals for changes to marketing / publicity of services as a means of making them easier to understand. There is the potential to consider changes to route numbering / branding as part of this work.

A communications and engagement plan and marketing strategy will be developed as part of this project, which will tie in with the Travel Demand Management programme.

2.6 Project Programme

Subject to committee approval of methodology, the proposed project programme is as follows:

- Public Transport Committee approval of high level scope: 30 November 2021;
- Data collection and analysis: October / December 2021;
- Draft service change and publicity proposals (including possible elected member workshop): early – mid 2022;

- Public consultation on proposed service changes: March / April 2022;
- Finalisation of service change proposals: mid 2022;
- Consideration of changes and possible approval by Public Transport Committee: mid 2022 and
- Implementation of service changes: by late 2022. The final implementation date will be dependent on internal processes and a number of operational constraints (primarily NZ Bus scheduling requirements, any possible infrastructure changes and ticket machine update processes).

If there are “quick win” service changes that could be implemented sooner – in order to address pressing issues – these can be dealt with on a case by case basis.

A detailed description of the Methodology is attached as an appendix.

3. Considerations

3.1 Risks and Mitigations

The key risks and mitigations are set out in the following table:

Table 1: Risks and Mitigations

No.	Risk	Inherent risk			Mitigating actions	Risk treatment	Residual risk		
		Likelihood	Impact	Total			Likelihood	Impact	Total
1	Pressure from residents to change routes which adversely impact passenger accessibility	H	H	H	Collection, analysis and presentation of robust data needs to provide clear evidence of passenger impacts in relation to any changes	Mitigate	L	L	L
2	Residents may be disappointed with the conclusions of the work	H	M	M	Preparation of a Communications Plan will identify the key protagonists and consider the key messages in the event of a likely adverse reaction	Mitigate	H	M	M
5	The scope of bus routes in the project brief may not take into account inter-dependencies with other routes (for	M	M	M	The scope of routes may be increased if inter-dependencies become apparent	Accept	L	L	L

No.	Risk	Inherent risk			Mitigating actions	Risk treatment	Residual risk		
		Likelihood	Impact	Total			Likelihood	Impact	Total
	example in relation to inter-working and interchange)				Having partner team members on the project team				

3.2 Climate Change

Mitigation			Adaptation	
Reduce GHG emissions	Produce GHG emissions	Sequester carbon	Anticipate climate change impacts	Respond to climate change impacts
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Increasing the level of bus use, and reducing travel by private car, will assist in reducing per capita carbon emissions. The optimisation work strongly supports other initiatives being brought before this committee, namely:

- Bus fleet decarbonisation; and
- Regional Public Transport Plan (RPTP).

3.3 Implications for Māori

Improvements to the public transport network through the optimisation project have the potential to deliver positive effects for Māori around accessibility and provision of transport options. This is particularly in locations where there are higher proportions of Māori in the local population. Public transport services can provide Māori better access to essential services, including employment and education opportunities, and health care services.

Connecting with Māori in gaining insights into public transport is particularly important in projects that have the potential to affect services to Māori communities.

A communications and engagement plan will clearly identify key groups or audiences (e.g. iwi / hapū groups, Māori as bus users) and how best to engage. Opportunities for working with other agencies on engagement events and processes will be pursued.

3.4 Community Engagement



CO-OPERATE Mahi Ngātahi

To work closely with affected communities to develop alternatives and recommend a preferred solution.

The Community engagement that was undertaken in the Bus Network Refresh Part 1 project was successful, generating a high number of responses. A similar exercise will be undertaken in Part 2.

Community engagement is an essential element of the optimisation project, and will take the form of:

- Surveys and engagement with bus passengers (both regular and occasional);
- Discussions at local residents' forums (for example Arataki Community Liaison Group); and
- Formal public consultation on proposed service changes.

3.5 Financial Implications

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

The aim of optimisation is to make improvements within existing budgets.

4. Next Steps

In advance of formal commencement of the project, staff have been proactive in making preparations. For example, data collation is underway on issues such as patronage, reliability and punctuality.

A joint multi agency project team is being formed with Tauranga City Council (as the infrastructure owner). Initial discussions with NZ Bus and Tauranga City Council (as the infrastructure owner) will be held in December.

Following approval of this report, the team will commence the work as outlined in this report. A short progress update will be provided to the March Public Transport Committee; and a closed workshop with councillors to discuss potential service changes will also be undertaken.

The aim is to undertake formal public consultation on proposed service changes in March / April 2022, before finalisation of recommendations for the following Public Transport Committee meeting.

Attachments

Attachment 1 - Summary of methodology [↓](#)

Appendix – Summary of Methodology

The methodology used in the Bus Network Refresh Part 1 will be repeated in the Part 2 project.

In view of the purpose, objectives and challenges the proposed methodology is as follows:

- Identification, collection and analysis of available data in order to establish the evidence and priority of challenges;
- Establishing key financial metrics (e.g. budgets) and service key performance indicators so that there is a “health check” of current arrangements;
- Setting out key network design principles and trade-offs, for example:
 - Geographical coverage versus service speed;
 - Service frequency versus direct / longer journeys;
 - Peak versus off peak services;
 - Patronage growth versus financial viability; and
 - Through routes versus terminating services.
- Site visits and bus journeys to fully understand the existing bus service “landscape” and key issues;
- Engagement with bus passengers (both regular and occasional) and non-users (who could be persuaded to use the bus) to understand current barriers and challenges (as well as what works well);
- Engagement with the bus company and their drivers to understand operational and customer service issues from their perspective;
- Engagement with residents’ groups to understand their concerns and explore options for their resolution;
- Detailed assessment of current network routes, timetables frequencies, duties, running times and interchanges;
- Identifying bus service congestion hot spots and discussion of potential priority measures (for example through the Low Cost Low Risk programme) with TCC and Waka Kotahi;
- Identifying other road space and infrastructure requirements that are necessary to enable service changes – for example improvements to bus stops, layover, staff welfare facilities and car parking arrangements;
- Production of service proposal changes for each route; and also an assessment of inter-dependencies between routes;

- Public consultation on proposed service changes and consideration of feedback received into a revised network design;
- Consideration of changes to route numbers to provide a more legible network for the bus passenger; and
- Examination of current bus service information / publicity and recommendation of changes to provide a more legible product for the bus passenger.

The methodology is comprehensive, and places significant emphasis on engagement with passengers and communities to understand the current challenges and design appropriate solutions. Strong partnership working with NZ Bus, TCC and Waka Kotahi is essential.



Report To:	Public Transport Committee
Meeting Date:	30 November 2021
Report Writer:	Melissa Winters, Transport Advisor (Network Optimisation)
Report Authoriser:	Namouta Poutasi, General Manager, Strategy & Science
Purpose:	To provide information on on-demand public transport and request approval to progress investigation of an on-demand trial in the Tauranga south area.

On-Demand Public Transport

Executive Summary

In addition to the Public Transport networks, there is increasing demand for a variety of services to improve travel choice options to discrete communities.

On-Demand Public Transport is a potential solution to this problem, by providing bespoke travel solutions in a flexible and responsive manner, meaning that more people can get to more places at a time that suits them.

This report provides a proposal for an on-demand trial service in the Tauranga South area, and seeks endorsement to further investigate opportunities for funding and procurement prior to going to Council for further consideration. This area has been chosen due to the difficulties in servicing many residential areas due to steep streets and narrow carriageways.

Recommendations

That the Public Transport Committee:

- 1 Receives the report, On-Demand Public Transport;**
- 2 Notes the proposed scope of work and timescales;**
- 3 Endorses the proposed high-level scope of work contained in this report.**

1. Introduction

On-Demand Public Transport (ODPT) enables passengers to book their journey a convenient time (during service operating hours), and to be picked up from an agreed location. Passengers can book online, over the phone or through an App,

which allows for a flexible experience for both commuters and service operators. The underlying principle for ODPT is that it is convenient and comes to the passenger.

ODPT general refers to mid-capacity (5-22 seat) vehicles operating within a designated zone to dynamically pick up and drop off passengers in a flexible manner.

There is an opportunity to incorporate ODPT to improve patronage where fixed routes may struggle to meet specific community needs. By replacing or supplementing fixed route services, ODPT could make better use of resources by using smaller vehicles that can access hard to reach areas and the people who live there.

A brief summary of other ODPT trials in New Zealand is available in the Appendix.

1.1 Legislative Framework

There is no legal obligation to provide ODPT instead of fixed route services.

The 2019 Regional Public Transport Plan (RPTP) references on-demand services and 'mobility as a service', stating the impacts of these technological advances as increased patronage, better reliability, better customer experience, reduced emissions, fundamental shift in transport behaviour, reduced costs, greater accessibility in isolated areas. These services fit with the RLTP objectives of environmental sustainability, energy efficiency, affordability, access and resilience.

The draft 2022 RPTP will contain further policies around these service concepts, which are now far more advanced in practise around New Zealand and are therefore easier to define and describe.

1.2 Alignment with Strategic Framework

A Healthy Environment	
Freshwater for Life	
Safe and Resilient Communities	
A Vibrant Region	We lead regional transport strategy and system planning, working with others to deliver a safe and reliable public transport system.
The Way We Work	We continually seek opportunities to innovate and improve.

1.2.1 Community Well-beings Assessment

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

Key outcomes sought by public transport planning relate to:

- Environmental – reducing transport emissions, including greenhouse gases (carbon). With the vehicles being proposed for this project using electric energy rather than diesel, this proposal greatly reduces transport emissions.
- Cultural – providing transport choices for Māori communities to access essential services, education and employment; and involving Māori in decision-making.
- Social – providing sustainable transport choices and opportunities for the community (this is the main contribution to community well-being). Social benefit is the key wellbeing relevant to many public transport decisions, particularly fares and service routes and frequencies.

2. Scope of Work

2.1 Purpose and Key Objectives

The Urban Form and Transport Initiative (UFTI) Programme Business Case (PBC) has recommended a significant increase in bus service levels over the next ten years to 2030/31, with the aim of moving towards a direct high-frequency system which can drive mode shift. An on-demand trial can contribute to this aim by providing bespoke transport options and promoting shared transport as a viable alternative to car ownership.

Bay of Plenty Regional Council would like to achieve three key objectives by operating an on-demand trial:

1. **Improve access to public transport:** some new residential areas are difficult or impossible to service with traditional large public transport vehicles due to narrow/winding roads.
2. **Implement alternatives to fixed route/timetable services:** off-peak and weekend patronage is low with the current fixed route services, on-demand presents a more convenient service to attract demand.
3. **Offer better transport choices:** On-demand provides the ability to provide more tailored transport options and generate mode shift.

2.2 Background

At the 26 August meeting, the Committee received the Strategic Direction report, which included a proposal to progress an ODPT trial, including a feasibility study to consider a small number of possible locations and develop a preferred option for a trial.

Subsequent investigation has established that the Tauranga South area is suitable for a trial location, approximately as shown in Figure 1.

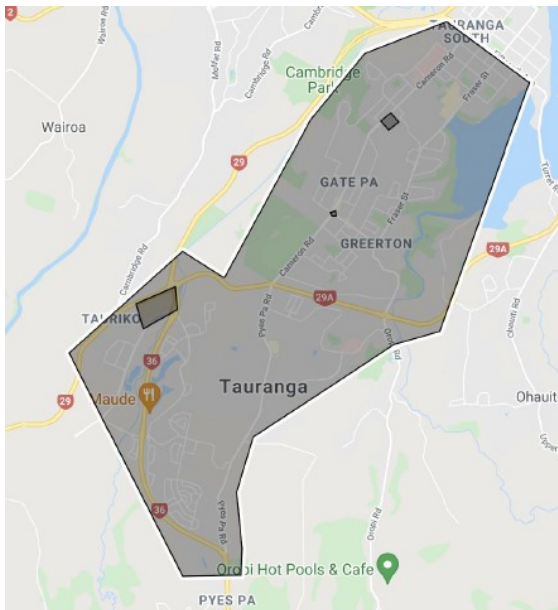


Figure 1: Approximate location of proposed on-demand trial.

2.3 Project Programme

2.3.1 Investigation Phase

In anticipation of public interest in this trial, the Investigation phase is underway with initial consideration being given to the types of vehicles that might be used and how the service would interact with existing public transport services.

Further investigation is required to ensure that all aspects of the trial have been considered, including:

- Defining the optimal zone of operation, potential hubs, fares, booking / ticketing options and other operational parameters;
- All costs are estimated as closely as possible; and
- Funding opportunities are identified.

Staff anticipate reporting back to this committee in 2022 with the results of this investigation phase.

2.3.2 Procurement Phase

Following the Public Transport Committees direction, and depending on the outcome Council will consider funding through its Annual Plan process. If approval to proceed with the procurement phase is received through that process, the next step will be to initiate procurement processes to appoint both a digital partner and an operational partner.

It is anticipated that this trial would commence in the 2022/23 financial year. An actual start date would be dependent on the length of time required to complete the procurement phase, locate and purchase suitable vehicles and other operational factors.

3. Considerations

3.1 Risks and Mitigations

No.	Risk	Inherent risk			Mitigating actions	Risk treatment	Residual risk		
		Likelihood	Impact	Total			Likelihood	Impact	Total
1	Pressure from residents to change service parameters which adversely impact operation	H	H	H	Collection, analysis and presentation of robust data needs to provide clear evidence of passenger impacts in relation to any changes	Mitigate	L	L	L
2	Residents may be disappointed with the conclusions of the work	H	M	M	Preparation of a Communications Plan will consider the key messages in the event of a adverse reaction	Mitigate	H	M	M
5	A mismatch between supply and demand may result in higher operational costs or extended wait times.	M	H	M	Constant review of data and passenger reviews will identify issues early so that they can be addressed.	Accept	M	L	L

3.2 Climate Change

Mitigation			Adaptation	
Reduce GHG emissions	Produce GHG emissions	Sequester carbon	Anticipate climate change impacts	Respond to climate change impacts
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

This proposal includes significant investment in the use of electric vehicles, which will increase the profile of the service. By replacing some fixed route services that are currently operated by large diesel vehicles, this proposal will reduce overall carbon emissions.

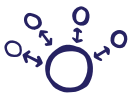
3.3 Implications for Māori

Improvements to our public transport network via the work components covered in this report have the potential to have positive effects for Māori around accessibility

and provision of transport options. This is particularly in locations where there are higher proportions of Māori in the local population. Public transport services can provide Māori better access to essential services, including employment and education opportunities, and health care services.

On-Demand systems can deliver better transport outcomes for Māori by offering a cost effective, reliable and attractive alternative to car ownership.

3.4 Community Engagement



INVOLVE Whakaura

To work directly with affected communities throughout the process to ensure that their issues and concerns are consistently understood and fully considered in Council's decision making.

Community Engagement on the proposed ODPT service will be undertaken to ensure that the on-demand service is designed to meet the needs of the community.

3.5 Financial Implications

Investigation of the trial, including community engagement, can be accommodated within existing budgets.

Funding for implementation of trial will be discussed through the Annual Plan process and in particular at a late November 2021 workshop. If there is support to progress then implementation funding would be shared between Council and Waka Kotahi. Discussions are underway with Waka Kotahi to determine if funding will be available in the 2022/23 financial year.

There are a number of one off set-up costs required, including the cost of purchasing vehicles and charging infrastructure, ticket machines and the set-up of the digital platform to operate the service. These costs are estimated at approximately \$800,000 - \$1 million. Whilst the cost of purchasing electric vehicles is higher than diesel vehicles, this is partially offset by lower fuel and maintenance costs, and will help Council to meet its emissions targets.

The net cost of operating the service will be dependent on the level of patronage and fare setting, and is subject to further investigation before we seek a decision from this Committee to implement the trial service.

4. Next Steps

Following endorsement of this report and if Council approve progressing to an investigation, the team will commence the work as outlined in this report. A formal application for approval to proceed with the trial will be provided to a 2022 Public Transport Committee meeting.

In addition to this potential trial service, Waikato Regional Council is planning to procure a Digital Coordination Platform, which will allow Councils, community groups and independent transport providers (such as DHBs and Tertiary Institutes) to access a shared transport solution. Council is partnering with Waikato Regional Council in the development and implementation of this platform to ensure the final solution is fit for purpose across both regions, and this platform is intended to be

operational in the second half of 2022. This will not replace the need for Council to run an on-demand trial, however it represents an exciting step forward in the provision and visibility of community transport solutions.

Attachments

Attachment 1 - Summary of other on-demand trials in New Zealand [↓](#)

Appendix : Summary of other on-demand trials in New Zealand

There have been a number of on-demand public transport trials throughout New Zealand, with varying degrees of success.

The most successful is arguably in Timaru, operated by Environment Canterbury. This on-demand trial launched in April 2020, and it quickly became a success. The 'My Way' service now operates seven days a week with eight vehicles.

An earlier trial named 'Savy' operated in Queenstown from November 2017 to October 2018. It was a private service operated by Go-Bus and was competing with a new fare structure and new frequent bus routes, and although it provided around 30,000 trips in its 12 months of operation, it was discontinued due to the cost of providing the service.

Auckland Transport launched their 'AT Local' service in Devonport in November 2018. It was designed to provide a 'first mile last mile' transport option for residents accessing local businesses and the Devonport Ferry Terminal. Auckland Transport has recently launched two new 12 month trials in Takaanini/Papakura and in Pukekohe, using an electric fleet of vans and cars.

Waikato Regional Council has plans to launch their trial service 'Flex' when COVID-19 alert levels allow. The initial on-demand pilots include late night travel within Hamilton to / from the CBD on a Friday and Saturday, and an off-peak connection between Hamilton CBD and Hamilton Airport.



Report To:	Public Transport Committee
Meeting Date:	30 November 2021
Report Writer:	James Llewellyn, Transport & Urban Planning Manager
Report Authoriser:	Namouta Poutasi, General Manager, Strategy & Science
Purpose:	To seek approval to consult on proposed changes to the Rotorua bus network

Rotorua Public Transport Refresh

Executive Summary

This report outlines the conclusions of a bus network refresh exercise in Rotorua, which aims to make better use of existing resources being invested.

The refresh proposes to consolidate the existing eleven routes into five, as well as improving access to both the Central Mall and various locations within the Central Business District. The five new routes would provide broadly the same network coverage, but could deliver significant cost savings.

Any cost savings could be re-invested to deliver at least some elements of the “Balanced Network” option for medium term improvements in Rotorua.

In addition, as part of the existing travel demand management and behaviour change programme, there is the opportunity to introduce ticketing and marketing improvements in order to stimulate patronage.

Recommendations

That the Public Transport Committee:

- 1 Receives the report, Rotorua Public Transport Refresh.**
- 2 Note that public consultation on the Rotorua Bus Network Refresh will now take place mid-2022.**

1. Introduction

The Rotorua bus network has been under review as a result of concerns over the long term decline in patronage, and also a recognition of the need to revise a network that has been the same since 2016.

Previous committee direction and action is summarised as follows:

Date	Direction / Action from Public Transport Committee
27 November 2020	Public consultation on the Rotorua Public Transport Review prioritised for autumn 2021
07 March - 07 April 2021	Public consultation on the Rotorua Public Transport Review took place ¹
27 May 2021	Noted results of public consultation and inclusion of the “Balanced Network” option in the council’s Long Term Plan (LTP)
26 August 2021	Noted content of Strategic Direction report, which included the Rotorua bus network refresh

At its August 2021 meeting, this Committee was provided with an update on the project within the Strategic Direction report, which included a proposal to proceed to public consultation on proposed network changes in November. However, as a result of COVID-19 the consultation has been pushed back to mid-2022 in order to provide the opportunity for “on the ground” engagement.

As part of the National Land Transport Programme (NLTP) which was published in August 2021, Waka Kotahi has declined to support increases in funding for Rotorua bus services through the Low Cost Low Risk (LCLR) programme. This means that any service improvements from the Balanced Approach are not fully funded and further consideration is needed.

1.1 Legislative Framework

Regional Council is responsible for funding 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

A Vibrant Region	We lead regional transport strategy and system planning, working with others to deliver a safe and reliable public transport system.
The Way We Work	We deliver value to our ratepayers and our customers.

¹ <https://www.participate.boprc.govt.nz/rptr2021>

The refresh project is a key project within the public transport work programme of the Regional Council. The aim of the refresh project is to make better use of ratepayer funding, by making services more attractive to the passenger.

1.2.1 Community Well-beings Assessment

Dominant Well-Beings Affected			
<input type="checkbox"/> Environmental Medium - Positive	<input type="checkbox"/> Cultural Medium - Positive	<input type="checkbox"/> Social High - Positive	<input type="checkbox"/> Economic Medium - Positive

- Environment - When buses are well-used they emit significantly less greenhouse gas emissions per passenger kilometre compared with single-occupancy private car.
- Cultural - Bus services serve communities with high Māori populations and are an essential service for people who do not have access to a private car.
- Social - Bus services provide access to jobs, education, services and social opportunities without the need for a private car.
- Economic - If well-used buses are very efficient users of road space compared with single-occupancy private car.

2. Rotorua Bus Network Refresh

2.1 Technical Work

As part of the first stage, the bus network refresh involved analysis of the existing urban bus network in Rotorua and recommendations for service changes - to maximise the cost effectiveness of the network and improve services to the public. The aim is to produce a bus network which will stem both passenger losses and subsidy level increases over the next two years. A longer term view (to include possible expansion of services to serve proposed development intensification) can then be taken when the operating contract is renewed with effect from July 2024.

2.2 Background

The current network has 11 individual routes which radiate out from the CBD. They all run at a 30 minute frequency for approximately 12 hours per day, with lower frequencies at weekends. The last major change being in 2016 when the route to Toi Ohomai Campus was divided into routes 11 and 12 and the frequency was increased.

The number of passenger journeys has been declining since 2015, with possible reasons cited as increasing traffic congestion and withdrawal of free tertiary fares. The 2020 figure is partly explained by COVID-19, and has continued to decline into 2021. .

2.3 Network Design Principles

The proposed solution to declining patronage starts with optimising the existing system, through:

- Simplifying the network into five routes (three operating cross town and two terminating in or near the CBD) so that there is greater legibility for the customer (see Figure 2 below);
- Improving access to and within the Central Business District (CBD) by serving both existing and new stops in both directions;

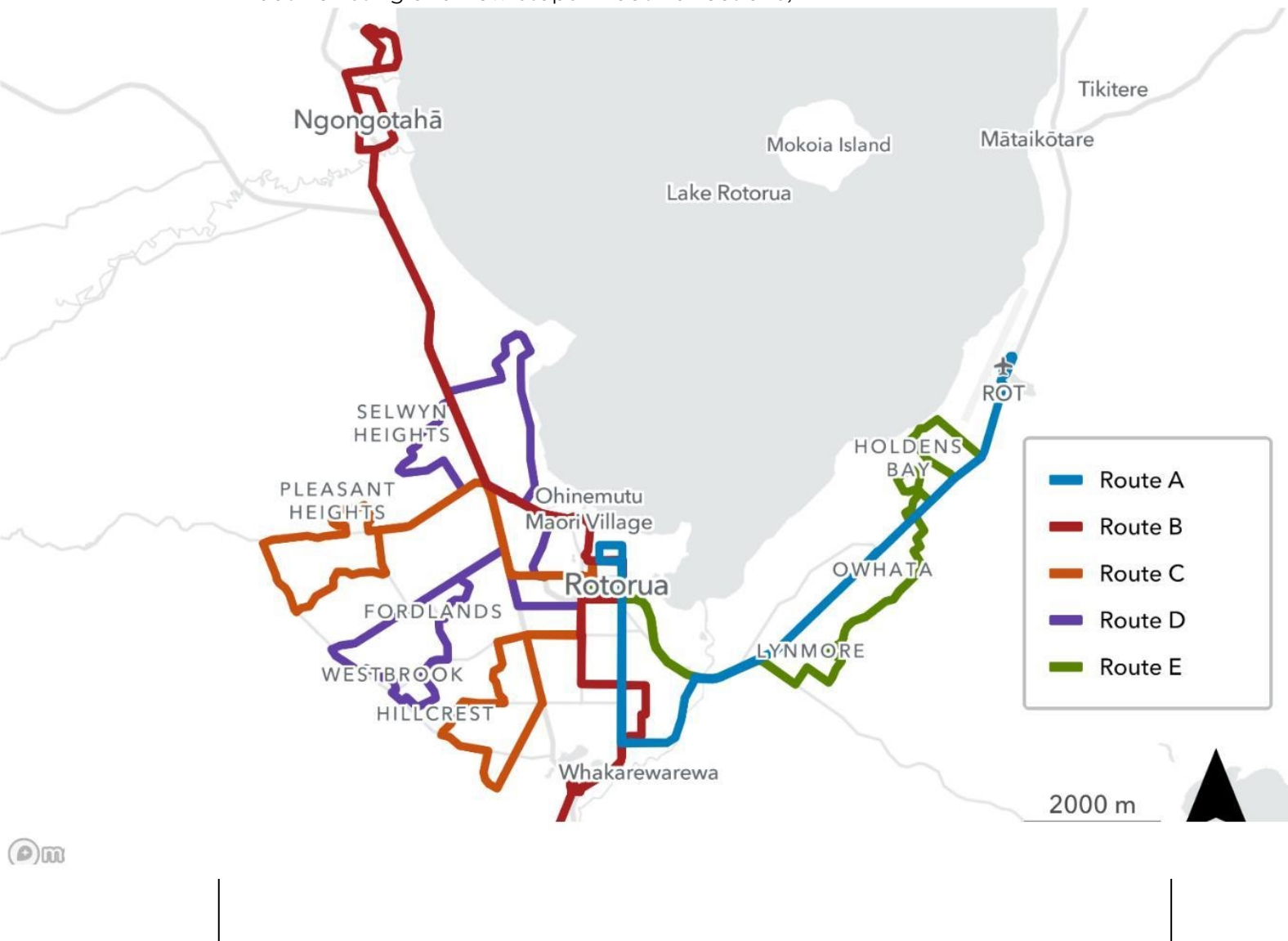


Figure 3: CBD Routings and Bus Stops

could be significant cost savings as a result of reducing the number of buses, service hours and route kilometres which results in only a small change in accessibility. These savings could then be used to increase services and accessibility levels in other parts of Rotorua.

2.6 Proposed Consultation

Public consultation on the proposed network changes will entail production of a brochure (both electronic and hard copy) that details the proposed changes and

requests feedback. Subject to the COVID-19 situation, the intention is to undertake face to face consultation events in Rotorua.

2.7 **Publicity and Marketing Initiatives**

To complement the introduction of the new network, a range of publicity and marketing initiatives could be incorporated into the existing travel demand management and behaviour change initiative which has already been funded through the LTP.

A large route leaflet in a fold-out A3 style could include a detailed map of the network including street names and fare zones. An inset could show all the appropriate “where to catch your bus in the CBD” information with an expanded map. The reverse can include a description of all the individual routes with all the necessary fare and ticketing information and a summary of conditions of carriage, alongside contact information for various matters.

To complement this there would be an individual leaflet for each route with map and timetable. The advantage of this system is that not only that more and clear information can be included, but also if a change occurs on one route, only one leaflet has to be reprinted rather than the whole book. Also, if fares alter, route leaflets can remain unchanged.

A range of marketing initiatives – to be delivered through the existing LTP funded travel demand management and behaviour change programme – could include:-

- Advertising free fares for students before and after school and accessibility.
- House to house distribution of the Citywide route map and local route leaflet for streets on key routes;
- I-Site and every accommodation provider to be given the route map to display at their reception;
- A marketing campaign to attract users;
- Route branding to be applied to vehicles to increase awareness and community buy-in;
- Special Offers for family travel at weekends;
- Joint promotions with retailers to encourage travel;
- Advertising on the back of buses to promote the network with the “why stay in your car when buses are such good value” message;
- Discuss workplace travel plans with major employers. There are many successful schemes where employers buy discounted annual travel passes and then help their employees by deducting monthly through payroll. BOPRC, Rotorua Lakes and the DHB would be good employers to start with;
- Discussions with Toi Ohomai to encourage more student travel with possible financial incentives; and
- Ongoing special offers to encourage modal shift on a particular route or particular types of passenger..... “Black Friday special on the Buses”.

3. Considerations

3.1 Risks and Mitigations

a) Stakeholder Risks

With any change to the network, some people will have faster and more direct journeys, whilst others may be adversely affected. The proposed public consultation will be a good opportunity to identify the latter group of people and put in place mitigation strategies.

b) Communications

As with any change, there is always a risk that communications will fail to ensure that people understand what the revised network looks like, and how it could benefit them. Testing and refining the key messages as part of the public consultation will be important.

c) Infrastructure

Bus stops are not necessarily easy to install, as they require the consent of both the Road Controlling Authority and also any adjacent property owners. There would be a need for extensive liaison to identify and deliver the optimum locations.

d) Funding

Whilst it is not anticipated services will require additional revenue, capital funding for new bus stop infrastructure will be required. Identification of this funding will require joint working with Rotorua Lakes Council (who have a small amount of funding in the LTP) and Waka Kotahi.

e) Contract Management

Whilst there are potential opportunities for financial savings, operators have signed contracts with the council and therefore cost reductions would have to be achieved by negotiation. The opportunity to redeploy vehicles, staff time and service mileage to new trial routes is something that will be promoted as part of the public consultation.

f) COVID-19

COVID-19 is an ever present risk – both to successful completion of the project and also to implementation of the changes. Regional Council is now well versed in contingency plans to change services in response to alert levels and/or the traffic light system.

3.2 Climate Change

Mitigation			Adaptation	
Reduce GHG emissions	Produce GHG emissions	Sequester carbon	Anticipate climate change impacts	Respond to climate change impacts
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Promotion of bus travel will make an important contribution to reducing greenhouse gas emissions from transport.

3.3 Implications for Māori

Rotorua has a large Māori population and many communities continue to rely on bus services to access jobs, services and social opportunities. The simplification of the network should provide the opportunity to have a positive conversation with tangata whenua around how buses could integrate into their lifestyles.

3.4 Community Engagement



CONSULT **Whakauia**

To obtain input or feedback from affected communities about our analysis, alternatives, and /or proposed decisions.

Public consultation on the network changes is now planned to take place mid-2022.

3.5 Financial Implications

There are no financial implications for revenue budgets, as the aim of the refresh is to provide a more attractive modal choice for customers and to optimise existing spend, with any cost savings potentially invested in additional trial services under the Balanced Approach.

4. Next Steps

Subject to approval from this committee, the next step will be to undertake public consultation on the proposed network changes.

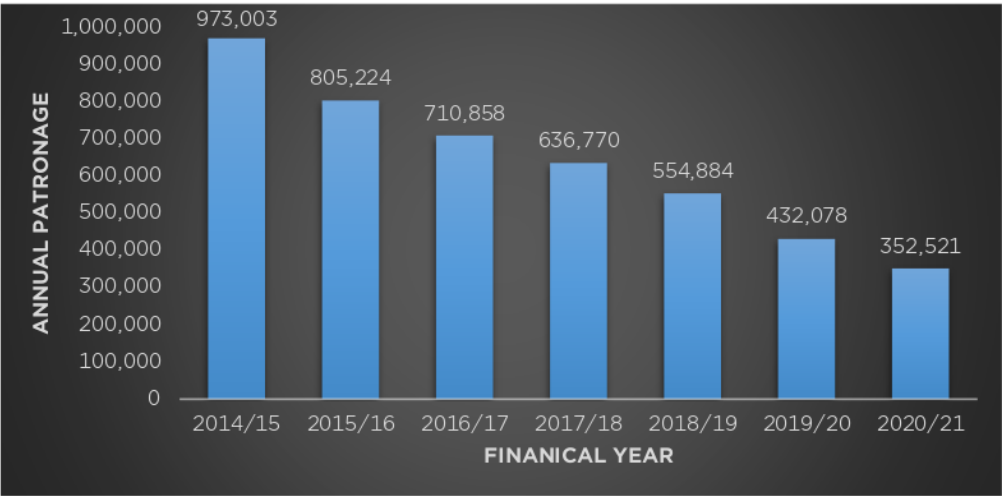
The results of the public consultation, and any recommendation to proceed with implementation, would be taken to this committee mid-2022. If any proposed changes are approved by this committee, then be implement before the end of 2022.

Attachments

Attachment 1 - Rotorua Bus Patronage [↓](#)

Attachment 1 – Rotorua Bus Patronage

Changes to Annual Patronage (2014/15 to 2020/21)



Breakdown of Patronage by Route

Route Number	Annual Revenue	Annual Passengers	Average Passengers per trip (March 2021)	Maximum Load on any trip (March 2021)	Subsidy per Passenger (\$)
1 Ngongotahā	46,863	46,713	3.08	10.39	9.61
3 Ōwhata	37,675	37,563	2.60	14.52	8.45
4 Sunnybrook	29,055	31,427	2.56	20.30	6.46
5 Western Heights	33,713	36,471	2.57	9.39	6.69
6 Kawaha Point	20,592	22,548	1.60	9.87	10.83
7 Mitchell Downs	37,654	41,753	2.88	9.78	7.17
8 Westbrook	22,700	30,600	2.18	11.30	6.03
9 Springfield	24,348	30,665	2.21	19.87	7.23
10 Airport	35,559	39,966	2.95	11.04	7.76
11 Toi Ohomai	26,806	27,630	2.31	6.00	7.36
12 Tihi-O-Tonga	24,183	25,054	2.07	5.26	8.15
TOTALS	339,148	370,390	2.46	-	7.78