

**Meeting:** Public Transport Committee

**Meeting Date:** 22 September 2022

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## **Tabled Documents and Presentation**

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### **Agenda Item 8.1 Assessing Public Bus Services**

**Tabled Document 1 - Verbal presentation on assessing the public bus service** 2

**Tabled Document 2 - Tauranga Bus Service Satisfaction Snapshot** 3

**Tabled Document 3 - Guidelines for Quality of Bus Service** 4

**Tabled Document 4 - Bus service six-monthly review template** 5

### **Agenda Item 9.4 Public Transport Arotake Tuawha - Performance Monitoring Report 1 July 2021 to 30 June 2022**

**Presentation: Public Transport Arotake Tuawha 2021/2022  
Patronage Insights** 6

**Presentation to Regional Council****Title: Assessing Bus Services Tauranga****Introduction**

Today we have come to offer our thoughts and suggestions for monitoring Bus Services in Tauranga.

I would like to introduce.

- Kirsty Slater People First/Passion for access and rights
- Tahlia
- Myself

**My Involvement**

We were out at a Café' locally and we were discussing her general routines. I mentioned all the bus trips she took and how the council has a Disability Strategy, access is better and inclusion. But what about **assessing services**?

We got chatting and we said this has been a huge investment not only in transport, infrastructure but in training, something CCS was heavily involved in.

It was then I contacted the Regional Council and Amanda Namana kindly got back to me to say the committee had shown great interest in our ideas.

We had a further meeting and hammers out a basic format for monitoring busses.

**Kirsty's Presentation**

- Thank them for the opportunity to speak
- About herself including bus use
- General Observations about Bus Service
- The Assessments (must be clear concise)
- Trial Runs show sheets
- Why it is important for feedback

**Gareth- 6 Monthly Report**

We would want to take the Assessments and come up with short reports to send to the council. It would be nice if these could be talk to a staff member or come back and report to you all.

**Overview**

To thank them for their time. Hope they will consider the idea.

Tauranga Bus Service Satisfaction Snapshot

Bus: \_\_\_\_\_

Time: \_\_\_\_\_

Date: \_\_\_\_\_

Criteria	Excellent	Good	Neutral	Poor
Punctuality	4	3	2	1
Accessibility	4	3	2	1
Comfort	4	3	2	1
Attitude of Driver	4	3	2	1

Overall Rating:



Comments
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## **Guidelines for Quality of Bus Service**

### **Punctuality**

4. On time
3. 10 mins timeframe
2. 15 mins timeframe
1. 30 mins-1 hour plus late

### **Accessibility**

4. Close to Curb- Next to stop -ramp available if requested
3. Very near stop -not having to step onto the road
2. Near stop or having to step onto the road.
1. Not near stop – having to go onto the road

### **Comfort**

4. Right speed – getting the right seat
3. Reasonable driver – get the right seat
2. bumpy driving -sudden stops -right seat
1. uncomfortable/too fast- sudden stops -not right seat

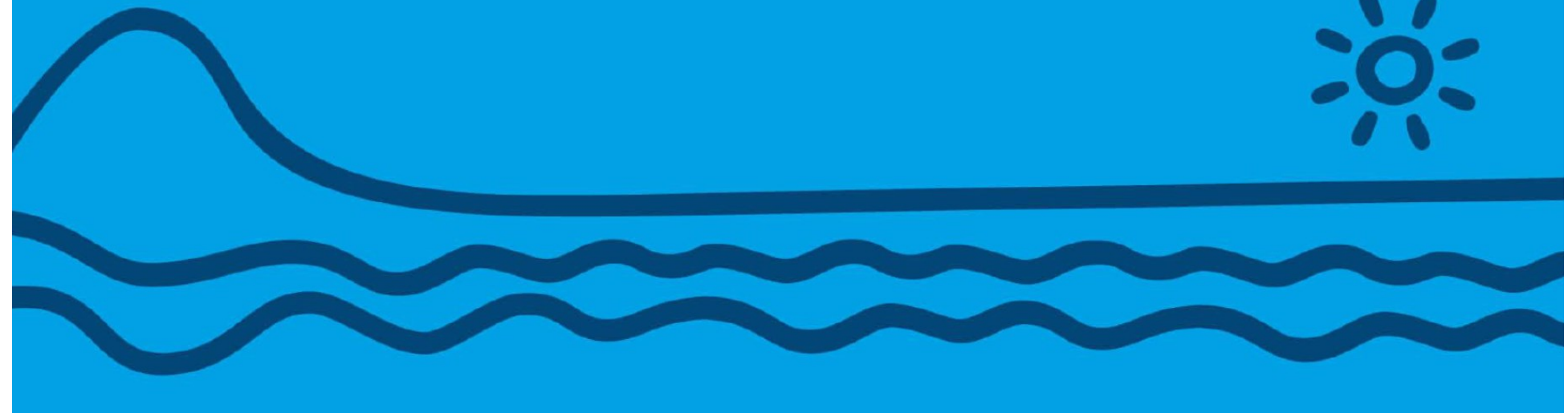
### **Attitude of Driver**

4. Friendly -chatty -Helpful -allowing time to sit
3. Friendly -allowing time to sit
2. No communication – but not unfriendly- too quick?
1. No helpful -Unfriendly -impatient – very quick to leave.

**Bus Service Tauranga – 6 Monthly Review**

<b>January – June</b>	<b>Review</b>
Highlights	
Concerns	
Overview	
Recommendations	
<b>July - December</b>	<b>Review</b>
Highlights	
Concerns	
Overview	
Recommendations	

# Public Transport Arotake Tuawha 2021/2022 Patronage Insights





# Financial Performance

	Year to date \$000			
	Budget	Actual	Variance	
Operating revenue	40,814	37,763	(3,051)	Lower
Operating expenditure	42,512	37,386	5,126	Lower
<b>Total operating surplus (deficit)</b>	<b>(1,698)</b>	<b>377</b>	<b>2,075</b>	Favourable
Capital revenue	595	1	(595)	Lower
Capital expenditure	1,167	1	1,166	Lower

\* 2021/22 data based on draft unaudited financials

## Operating Revenue at end of qtr 4 \$3.051m lower than budget due to:

- Reduced fare revenue in TGA due to COVID impact / reduced timetable.
- Half price fares implemented by the Crown contributed to increased subsidy revenue, matched to a decrease in fare revenue.

## Operating Expenditure at end of qtr 4 \$5.126m lower than budget due to:

- Deferral of the Western Bay of Plenty Transport Systems Plan (\$2.2 million)
- Rotorua optimisation 'A Balanced Network' (\$1.6 million) which was not approved by Waka Kotahi
- Software expenditure operations and maintenance, and employee expenses are also favourable to budget.

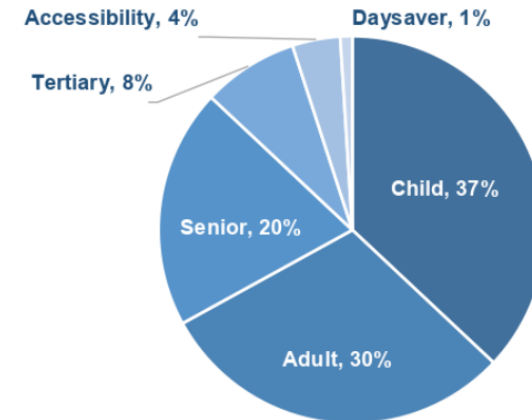


# Patronage Summary

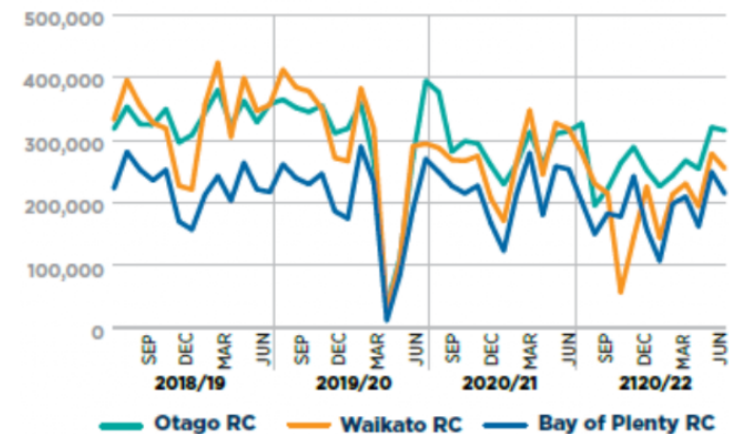
## BOP Region

- **Qtr 4 (1 Apr – 30 Jun) - 626k boardings** (down 9.5% on PY)
- **FY to 30 Jun – 2.25m trips taken** (down 15.4% on PY)
- BOP continues to track very closely to regional trends

## BOP Patronage by Type



## Regional Councils total patronage by month *Retrieved from Waka Kotahi Achievement Reports*





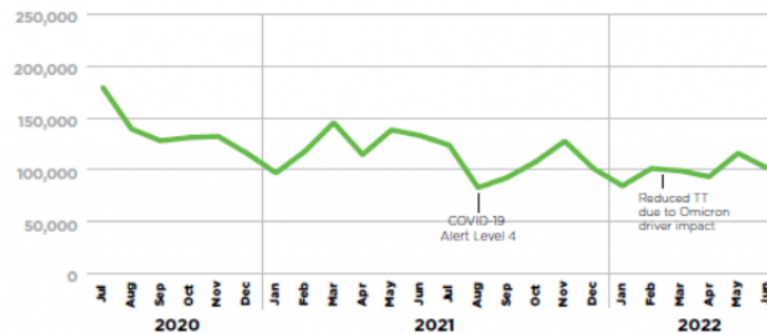


# Across the Region

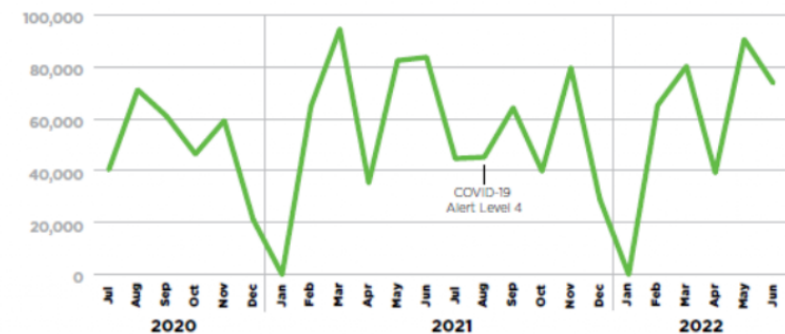
**Tauranga** total TGA – **515k** trips in Q4, down 15.6% on Q4 PY

- Urban - **311k** trips, down 19.4% on Q4 PY
- Schools – **204k** trips, up 1% on Q4 PY

**Tauranga urban - rolling 24 months**



**Tauranga schools - rolling 24 months**

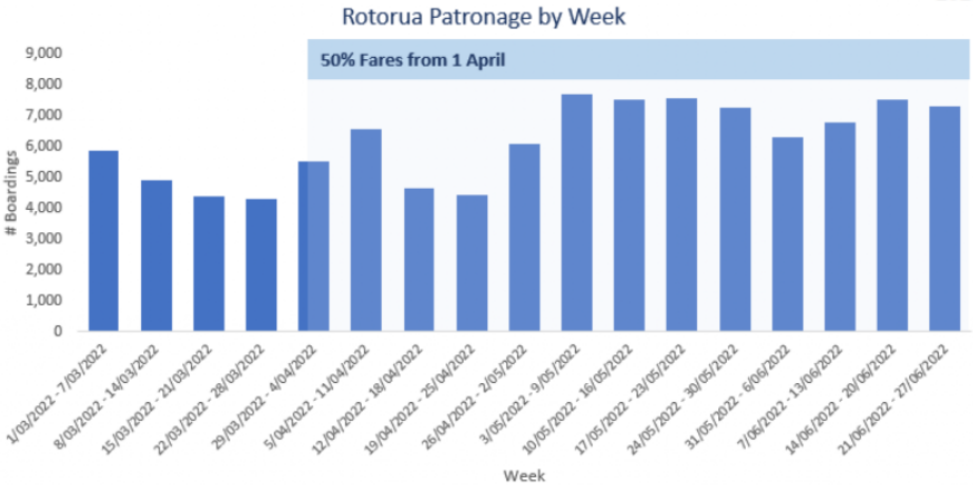
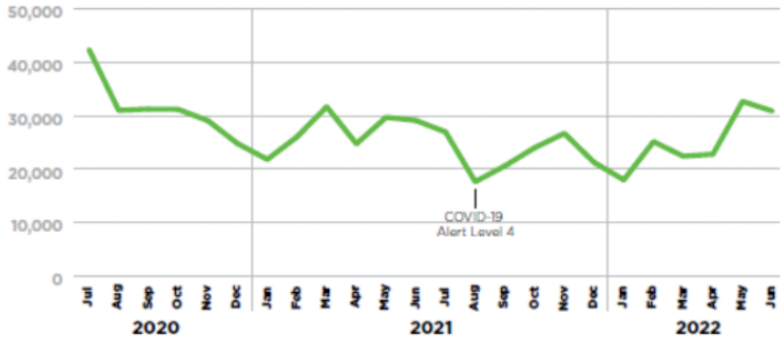




# Across the Region

**Rotorua** 86k trips in Q4, up 3.3% on PY

Rotorua Cityride - rolling 24 months





# Across the Region

Eastern Bay of Plenty 8.1k trips in Q4, up 17.1% on Q4 PY

## Eastern Bay of Plenty - rolling 24 months





# Other highlights

## Half Price Fares

Implemented from 1 April 2022

Initiative extended again from 30 August to end January 2023

Tauranga urban bus patronage by week

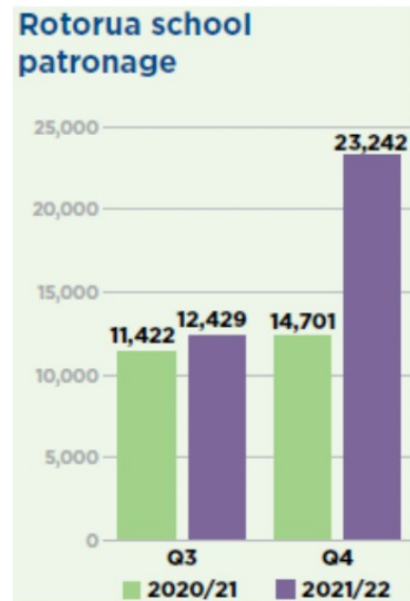




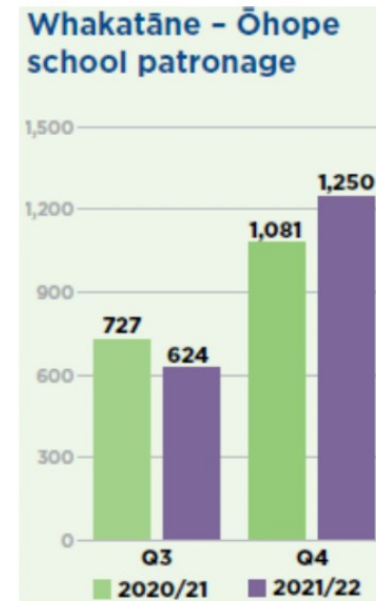
# Other highlights

## School Fare Free Trial

Rotorua – Q4 up 58.1% on PY



Whakatane / Opotiki – Q4 up 15.6% on PY



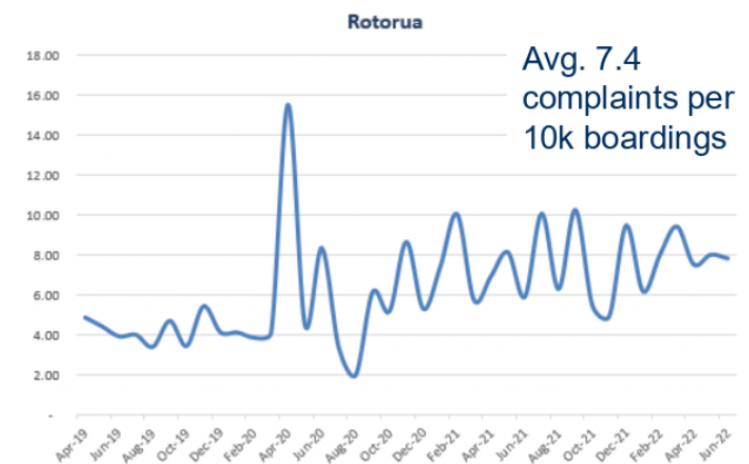
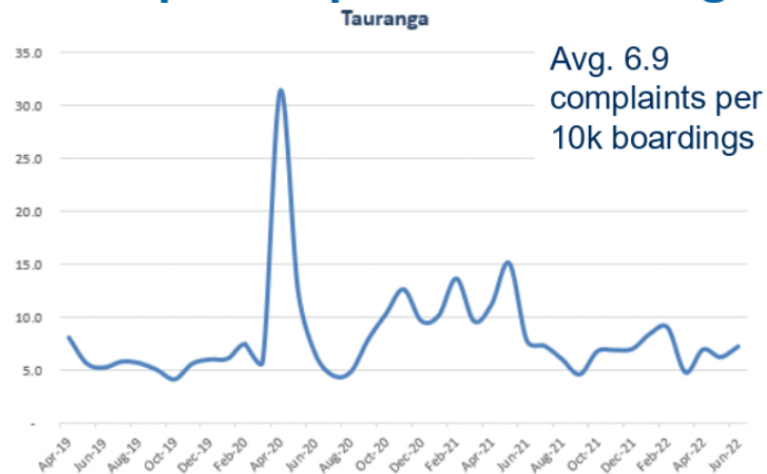


# Customer Experience

## Customer Contact

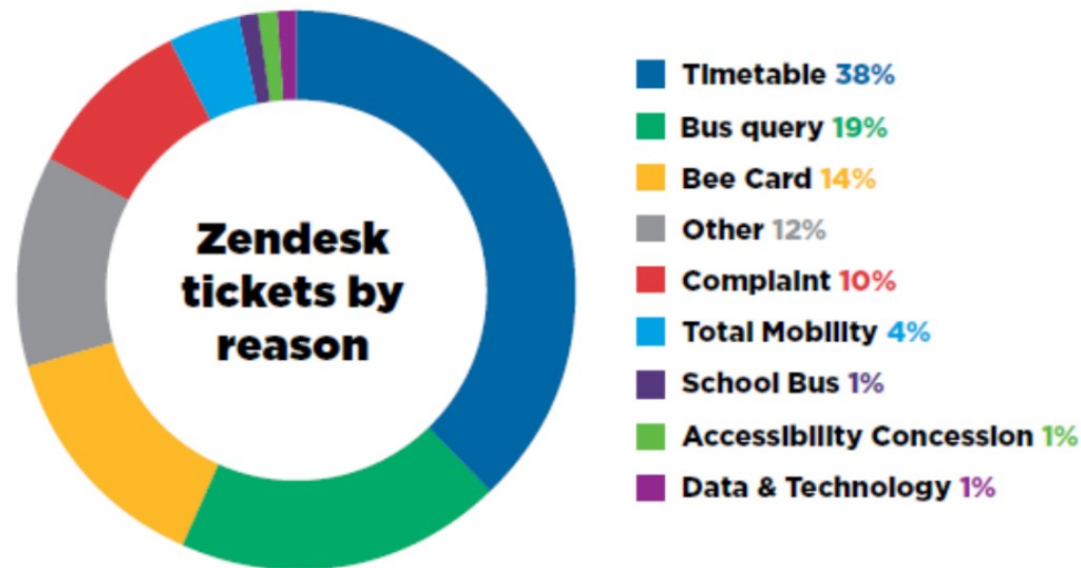
- **4.6k** Transport Calls received by the Council (41% of total calls received)
- **1.7k** after hours Transport Calls to Tauranga City Council (79% of total a/h calls)

## Complaints per 10k Boardings - Trend



# Customer Service

## Zendesk Support – tickets by type







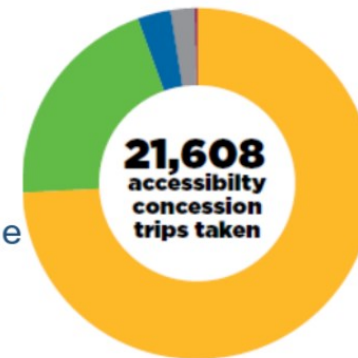
# Total Mobility & Accessibility

## Total Mobility

- **16,458** TM trips taken during the quarter, a 35% increase on quarter 3
- **3,775** registered Total Mobility scheme members at 31/06/2022
- **255** new applications received in the Apr - Jun period.

## The Accessibility Concession

- **21,608** accessibility concession trips taken during quarter 4
- **79** Applications processed and accepted during the quarter
- **1,392** applications processed since go-live on 1 July 2021



Tauranga	16,070
Rotorua	4,347
Eastern Bay	685
Western Bay	476
Tertiary Trial	30