

The Chairman and Councillors
Transport Committee

NOTICE IS GIVEN that the next meeting of the **Transport Committee** will be held in **Council Meeting Room One, Environment Bay of Plenty, 5 Quay Street, Whakatane** on:

EMBARGOED
Until 2 working days before meeting on:

Friday, 19 February 2010

commencing at 1.00 p.m.

Bill Bayfield
Chief Executive

12 February 2010

Working with our communities for a better environment



Transport Committee – Terms of Reference

Purpose

- To oversee Council's Regional Transport Policy and to provide strategic oversight of its passenger transport initiatives.

Roles

- 1 To develop and review Council's passenger transport policy and services.
- 2 To oversee Council's contribution to implementation of the Regional Land Transport Strategy, Regional Public Transport Plan and SmartGrowth Strategy.
- 3 To guide Council's participation in the provision of road safety programmes and campaigns.

Delegated Authority

- (a) Authority to delegate to any subcommittee of the Transport Committee, any authorities that have been delegated by Council to the Committee and to appoint members.
- (b) Authority to recommend to Council on all governance issues relating to the statutory functions, powers and duties within its terms of reference.
- (c) Authority to develop and review policy within the Committee's terms of reference provided that the policy is in line with Council's Ten Year Plan and Annual Plan.
- (d) Authority, within its terms of reference, to approve the transfer of budget levels between activities or to exceed the budget level for an activity with no commensurate savings elsewhere, up to \$100,000 and to recommend to Council amounts exceeding \$100,000.
- (e) Authority to make submissions on transport related matters.
- (f) Authority to approve applications to register and vary public transport applications.
- (g) Authority to enter into contracts on matters within its terms of reference to a maximum value of \$700,000 (excluding GST) for any one contract, provided that the exercise of this power shall be subject to and within the allocation of funds set aside for that purpose in the Ten Year Plan or Annual Plan or as otherwise specifically approved by Council.
- (h) Authority to carry out hearings under any statute for areas within its Terms of Reference (including the Local Government Act 1974 and 2002, Biosecurity Act 1993 and the Resource Management Act 1991) through subcommittees or hearings panels and to appoint members.

Committee Membership

Chairman:	A von Dadelszen
Deputy Chairman:	Councillor M Whitaker
Councillors:	T Marr, J Nees, I Noble, K Summerhays
Ex Officio:	Chairman J Cronin
Appointees:	Mayor S Crosby (Tauranga City Council) Councillor G Searancke (Rotorua District Council)
Secretary:	S Cubbon

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

Agenda

- 1 **Apologies**
- 2 **General Business and Tabled Items**

Items not on the agenda for the meeting require a resolution under section 46A of the Local Government Official Information and Meetings Act 1987 stating the reasons why the item was not on the agenda and why it cannot be delayed until a subsequent meeting.
- 3 **Reports**
 - 3.1 **Rugby World Cup 2011** **9**

Rugby World Cup 2011 - Transport issues
 - 3.2 **New Zealand Transport Agency Update** **11**
 - 3.3 **Financial Report** **13**
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 - 3.5 **Bus Contract Compliance Report** **19**

Bus Contract Compliance Report

3.6	SuperGold Card Travel Scheme	23
3.7	Other Matters of Interest	29

4 Public Excluded Section

Resolution to exclude the public

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

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:

4.1	Re-tender of Eastern Bay of Plenty bus services	45
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Re-tender of Eastern Bay of Plenty bus services

Reason

That the public conduct of the relevant part of the proceedings of the meeting would likely result in the disclosure of information for which good reason for withholding would exist.

Grounds

That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information where the withholding of the information is necessary to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information.

5 Consideration of General Business

Reports

File Reference: 8.00092
Significance of Decision: Receives Only - No Decisions



Report To: Transport Committee
Meeting Date: 19 February 2010
Report From: Garry Maloney, Transport Policy Manager

Rugby World Cup 2011

Executive Summary

The Transport Committee will receive a presentation from Emlyn Hatch on the potential transport issues and opportunities for the Bay of Plenty during the Rugby World Cup 2011.

1 Recommendations

That the Transport Committee under its delegated authority:

- 1 Receives the report, Rugby World Cup 2011.

2 Introduction

The Committee will receive a presentation from Emlyn Hatch on the on the potential transport issues and opportunities for the Bay of Plenty during the Rugby World Cup 2011.

3 Financial Implications

Current Budget

There are no current budgetary implications.

Future Implications

The presentation will highlight how the Rugby World Cup will have no future transport budgetary implications as it is anticipated transport issues and opportunities will be minimal.

Ten Year / Annual Plan Implications

The presentation will highlight how the Rugby World Cup will have no Ten Year/Annual Plan transport budgetary implications as it is anticipated transport issues and opportunities will be minimal.

Emlyn Hatch
Senior Planner (Transport)

for Transport Policy Manager

11 February 2010

File Reference: 8.00037
Significance of Decision: Receives Only - No Decisions



Report To: Transport Committee
Meeting Date: 19 February 2010
Report From: Mary-Anne Macleod, Group Manager Strategic Development

New Zealand Transport Agency Update

Executive Summary

Mr Andrew McKillop, the New Zealand Transport Agency Programme and Funding Manager for the Bay of Plenty, will provide the Committee with a verbal update on the projects and activities of the Agency relating to public transport and community programmes.

1 Recommendations

That the Transport Committee under its delegated authority:

- 1 Receives the report, New Zealand Transport Agency Update.**

2 Introduction

The New Zealand Transport Agency's Programme and Funding Manager for the Bay of Plenty, Andrew McKillop, will provide the Committee with a verbal update on the projects and activities of the Agency relating to public transport and community programmes.

3 Financial Implications

Current Budget

No financial implications from implementing the decision.

Future Implications

No future implications from implementing the decision.

Ten Year / Annual Plan Implications

No Ten Year/ Annual Plan implications from implementing the decision.

Garry Maloney
Transport Policy Manager

for Group Manager Strategic Development

4 February 2010

File Reference: 8.00037
Significance of Decision: Receives Only - No Decisions



Report To: Transport Committee

Meeting Date: 19 February 2010

Report From: Mary-Anne Macleod, Group Manager Strategic Development

Financial Report

Executive Summary

The following report provides the Committee with information on the financial performance of Council's passenger transport activity from the period 1 July to 31 December 2009.

1 Recommendations

That the Transport Committee under its delegated authority:

- 1 Receives the report, Financial Report.**

2 Introduction

At a previous meeting of the Committee, the Chairman had requested that staff provide the Committee with a separate financial report on the performance of Council's passenger transport activity.

The first report follows. I would be grateful if members noted that this report is a work in progress that staff will refine and improve as time goes by.

3 Financial Performance for the Six Months Ended 31 December 2009

	Year to Date				Year to Date
	Actual \$000	Budget \$000	Variance \$000	Variance %	Budget \$000
Revenue					
General Rates Revenue	393	393	0 U	0%	785
Targeted Rates	1,653	1,653	0 F	0%	3,306
Other Public Funding	2,666	2,778	-112 U	-4%	5,555
User Fees & Charges	764	878	-113 U	-13%	1,755
Investment Income	768	768	0 U	0%	1,536
Total Revenue	6,244	6,469	-225 U	-3%	12,939
Expenditure					
Bus Shelters (Eastern Bay)	0	4	-4 F	-100%	8
Bus Shelters (Rotorua)	0	28	-28 F	-100%	56
Bus Shelters (Tauranga)	0	73	-73 F	-100%	146
Community Programmes	63	0	63 U	100%	0
Concessionary Fare Scheme	14	25	-11 F	-46%	50
Marketing - Rotorua	19	55	-36 F	-66%	109
Marketing - Rural Services	5	44	-38 F	-88%	87
Marketing - Tauranga	92	109	-17 F	-16%	218
General Services	157	305	-149 F	-49%	611
Rotorua Bus Service	896	929	-34 F	-4%	1,859
Service Planning & Monitoring	247	242	5 U	2%	484
Smartcard	0	0	0 U	100%	0
Stock Truck Effluent	0	8	-8 F	-100%	15
Super Gold Subsidy Card	158	0	158 U	100%	0
Tauranga Bus Service	3,729	3,953	-224 F	-6%	7,906
Total Mobility Scheme Management	46	46	0 U	0%	92
Total Mobility Hoists	3	18	-15 F	-84%	35
\$10 Hoist Payments	54	75	-21 F	-29%	150
Total Mobility Scheme Payments	189	240	-51 F	-21%	480
Total Job Expenditure	5,670	6,153	-482 F	-8%	12,305
Admin Expenditure	51	336	-285 F	-85%	679
Total Expenditure	5,721	6,489	-767 F	-12%	12,986
Net Operating Surplus/(Deficit) from Operations	523	-19	542 U		-48
Capital Expenditure					
Total Capital Expenditure	0	0	0 U	100%	0

Specific comments relating to some of the variances follow.

3.1 Revenue

3.1.1 Other Public Funding/User Fees and Charges

These accounts reflect the financial assistance rate applied to actual levels of expenditure on passenger transport activities and the amount of revenue collected from Tauranga bus passengers.

The variance for Other Public Funding is understated while the variance for User Fees and Charges is overstated. This is because the Other Public Funding figure contains the Super Gold card passenger reimbursement from the New Zealand Transport Agency (NZTA), which for Council's gross contracts (e.g. Tauranga), should be considered a user fee/charge.

3.2 Expenditure

3.2.1 Bus Shelters

Through a quirk of NZTA's policies, NZTA subsidy for territorial authority expenditure on new and the maintenance of existing bus shelters, is claimed through the Regional Council. Normally, the territorial authorities concerned (Tauranga City, Rotorua and Whakatāne District Councils) do not claim this subsidy until near the end of the financial year. Until they do, these jobs will show in the table as under-expended.

3.2.2 Marketing

All three of the marketing jobs are currently under-expended.

Council staff have made considerable effort over the last six months to market the new Tauranga bus service. These efforts will continue throughout the year.

While some effort has been made to market the Rotorua bus service, the level of expenditure reflects that this is a net contract from which the contractor primarily benefits. Generally speaking, before launching a marketing initiative, staff negotiate with the contractor the level of commitment it will bring to the promotion.

The same philosophy applied to a number of the rural bus services that were net contracts. With the beginning of new gross contracts at the start of this year, Council staff have now made efforts to promote those services. The expenditure incurred from that effort will show in future financial reports.

3.2.3 Bus Services

The General Services, Rotorua Bus Service and Tauranga Bus Service jobs are under-expended and reflect the cost of the contracts until the end of December 2009. One of the reasons for that relates to the low level of inflation. For the first quarter (the second quarter figure has yet to be released), the rate of inflation applied to the Tauranga bus contract for example, was 0.4%.

3.2.4 Total Mobility

The Total Mobility jobs reflect the actual level of usage by members/taxi companies participating in the scheme.

4 Financial Implications

Current Budget

See section 3 of the report.

Future Implications

The end of year financial position for Council's passenger transport activity will become clearer at the time of later reports.

Ten Year / Annual Plan Implications

There are currently no Ten Year/Annual Plan implications at this time. Any future implications will become clearer at the time of later reports.

Garry Maloney
Transport Policy Manager

for Group Manager Strategic Development

4 February 2010

File Reference: 8.00037
Significance of Decision: Receives Only - No Decisions



Report To: Transport Committee

Meeting Date: 19 February 2010

Report From: Mary-Anne Macleod, Group Manager Strategic Development

Visit to Greater Wellington

Executive Summary

The Committee Chairman will provide the Committee with a verbal update on his visit to Greater Wellington Regional Council.

1 Recommendations

That the Transport Committee under its delegated authority:

- 1 Receives the report, Visit to Greater Wellington.**

2 Introduction

On 27 November 2009, the Committee Chairman and Transport Policy Manager visited with senior staff and a Committee Chairman of Greater Wellington Regional Council to discuss passenger transport matters. The Chairman will provide the Committee with a verbal update on the visit at the meeting.

3 Financial Implications

Current Budget

No financial implications from implementing the decision.

Future Implications

No future implications from implementing the decision.

Ten Year / Annual Plan Implications

No Ten Year/ Annual Plan implications from implementing the decision.

Garry Maloney
Transport Policy Manager

for Group Manager Strategic Development

4 February 2010

File Reference: 8.00107
Significance of Decision: Receives Only - No Decisions



Report To: Transport Committee
Meeting Date: 19 February 2010
Report From: Garry Maloney, Transport Policy Manager

Bus Contract Compliance Report

Executive Summary

The following report outlines the progress staff have made to develop a bus contract monitoring and compliance programme.

1 Recommendations

That the Transport Committee under its delegated authority:

- 1 Receives the report, Bus Contract Compliance Report.**

2 Introduction

At the last meeting of the Transport Committee it received a report from the Transport Policy Manager on developing a passenger transport performance monitoring programme.

Members may recall that the report suggested that the programme would be based around the following three work streams:

- 1 Gross Contract Revenue Protection Study;
- 2 development of a compliance programme; and
- 3 service monitoring.

The following report updates members on progress to date to achieve the first two tasks above (monitoring is covered in the "Other Matters" report).

3 Gross Contract Revenue Protection Study

Council staff have now received a draft report from Parsons Brinckerhoff titled "Gross Contract Revenue Protection Plan Report"

Once the document has been finalised, staff will provide a report to the next Committee meeting on how they propose to respond to the issues that it raises.

At this stage, my thinking is that revenue protection measures will include ensuring that correct fares are being charged and paid for, that revenue is paid by the driver to the operator and that this revenue is forwarded to Council in its entirety.

These checks will be made by mystery shoppers, on board inspectors and through ticket audits using the ticket machine terminal based at Regency House. While the final report is not ready yet, the following actions have been underway for several weeks.

Checks of used tickets against revenue data has uncovered some instances of missing data. This has been followed up with the operator and ticket machine supplier, with the data being retrieved.

Transport staff have worked with Finance staff and Go Bus to improve the reconciliation of revenue between the ticket machines, the operator and actual funds transferred.

A (volunteer) mystery shopper has done some covert checks that drivers are ticketing all passengers and reports that they have not seen anything untoward. These checks are ongoing.

A job has been logged with Council IT staff for the development of a revenue tracking programme that can track revenue to individual bus drivers over time. The timing for developing this programme depends on other work priorities.

4 Compliance Programme

I am currently developing a compliance programme. It will have the following aims:

- liability transference;
- revenue protection (discussed above);
- protecting and improving the quality of the customer experience and improving overall perceptions of the services; and
- equity at tendering.

4.1 Liability Transference

Council has a duty of care to make sure that operator's insurances are in place and that Environment Bay of Plenty is held indemnified, as well as the health and safety legislation is being complied with.

This will be achieved by checks of operator's files and checking that copies of insurance certificates and performance bonds have been received and filed correctly.

These checks should be completed annually with prompts to check new certificates are issued before old ones expire. These checks can be done in an overt manner, with the operator advised in advance.

Checks will include the following:

- evidence that a Health and Safety Plan is in place, including checking the Accident register and serious harm register and reviewing the outcome of any investigations.
- evidence that operators are providing Council with copies of reports to any public authority, for example to the Department of Labour, New Zealand Transport Agency, New Zealand Police or Ministry of Education.

Should these checks raise any concerns, staff will follow those up with the relevant contractor.

4.2 Quality of the Customer Experience

Ensuring the quality of the customer experience and improving on that will be achieved through ensuring operator compliance with contract terms including the following:

- service reliability – that scheduled trips are completed in full without unauthorised or unjustified route deviations. This will be monitored through bus terminal time checks, bus stop time checks, ticket data audits, and the complaints system.
- Service punctuality – that scheduled trips depart the origin stop between 59 seconds before and 4 minutes and 59 seconds after the scheduled departure time. Monitored as for above.
- Vehicle Quality Standards – that buses used on the service match vehicles tendered, with the stipulated seating capacity and that vehicles display the correct signage. This also includes checking vehicle registration, Road User Charges, COF and the condition of the vehicle. This will be monitored by physical checks of buses during layovers between departures.
- Handling of complaints and other feedback – that complaints are handled appropriately and timely, as set out in the contract and that follow up actions are taken (for example, dealing with any driver behaviour issues). This will be monitored through the complaints system.
- Reporting – that reports received match the contract requirements stipulated in the contract (i.e. patronage reports, Monthly reports on the operation and performance of the service).

Should contractors not deliver in this area, their contracts set out a number of penalty options that can be pursued by Council.

4.3 Equity at Tendering

Ensuring that contractors deliver as per their contract will ensure other tenderers have not been disadvantaged. Disadvantage could occur where one operator has included in their tender price the cost of complying with certain contract conditions, while another operator may tender a cheaper price by not including this cost, and not fulfilling the contract provision.

5 Volume of Activity for Compliance and Monitoring Checks

With respect to the level of passenger transport monitoring that I believe the Council should be undertaking, my initial thought is that the monitoring effort should match the level of Council contribution to the service. This translates to:

Contract No.	Contract Name	Operator	Gross Cost	Buses/day	% of total spend
2008 0280	Tauranga urban	Go Bus	\$ 7,527,391	31	70%
2008 0029	Rotorua urban	Reesby	\$ 2,515,612	11	23%
2007 S015	Eastern Bay Hopper	Bayline	\$ 197,725	1	1.8%
2007 S016	Beach Runner	Bayline	\$ 160,738	1	1.5%
2008 0080	Murupara	Reesby	\$ 23,462	1	0.2%
2009 0136	Kk/Omok to Trg	Katikati	\$ 147,686	2	1.4%
2009 0088	Twin City	Reesby	\$ 133,748	1	1.2%
2009 0089	Te Puke to Trg	Reesby	\$ 90,249	1	0.8%
Total			\$10,796,611	46	100%

As shown above, the Tauranga urban bus contract accounts for 70% of the cost of all the Council's bus contracts. As such, I propose that 70% of our monitoring effort should be applied to that contract, followed by 23% of our effort applied to the Rotorua service and the balance to our rural bus services.

It is likely that the Parsons Brinckerhoff report will provide recommendations on monitoring volume, in the region of 10 - 20 hours per week. This would be in line with other authorities and operators.

6 Financial Implications

Current Budget

It is intended that the level of monitoring outlined above will be delivered within existing budgets. Current Transport Section staff are limited in the volume of covert monitoring that they can achieve, as they may be already known to the operator and their employees. For this reason, we may seek the assistance of other Council staff for this purpose.

Future Implications

The level of monitoring outlined in this report will be delivered within existing budgets.

Ten Year / Annual Plan Implications

There are no Ten Year/Annual Plan implications.

Mike Furniss
Transport Operations Officer

for Transport Policy Manager

3 February 2010

File Reference: 8.00108
Significance of Decision: Receives Only - No Decisions



Report To: Transport Committee
Meeting Date: 19 February 2010
Report From: Garry Maloney, Transport Policy Manager

SuperGold Card Travel Scheme

Executive Summary

This report updates members on the SuperGold Card scheme's patronage within the Bay of Plenty region and advises on progress with the New Zealand Transport Agency scheme review.

1 Recommendations

That the Transport Committee under its delegated authority:

- 1 Receives the report, SuperGold Card Travel Scheme.**

2 Introduction

In October 2008, the New Zealand Transport Agency (NZTA) introduced free off-peak public transport for SuperGold Card holders. The scheme has the following parameters:

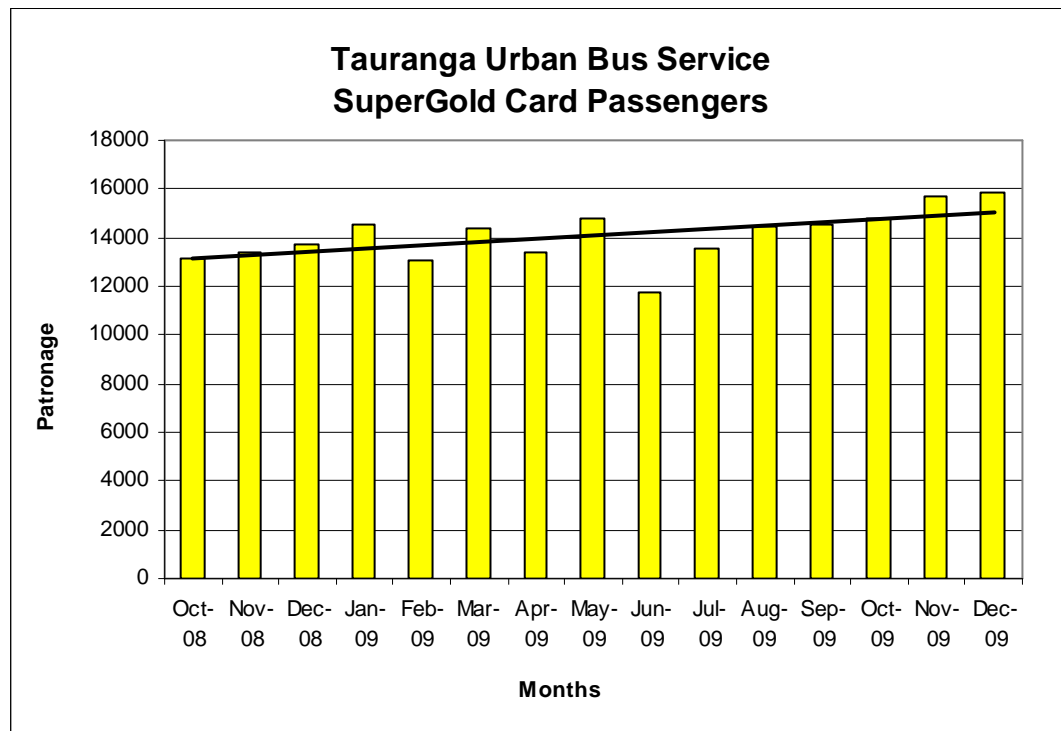
- free off-peak public transport travel between 9am and 3pm and after 6.30pm Monday to Friday and all day weekends and public holidays;
- travel is free for all SuperGold Card holders on eligible urban services; and
- the reimbursement rate for operators is 75% of the adult fare.

At a previous meeting of the Committee the Chairman requested a report for future meetings that provided greater detail on the usage of the SuperGold Card travel scheme. That report follows.

3 Scheme Usage

The following graphs show usage of SuperGold Card free off-peak bus travel in the Bay of Plenty from October 2008 to December 2009.

3.1 Tauranga Urban Bus Service

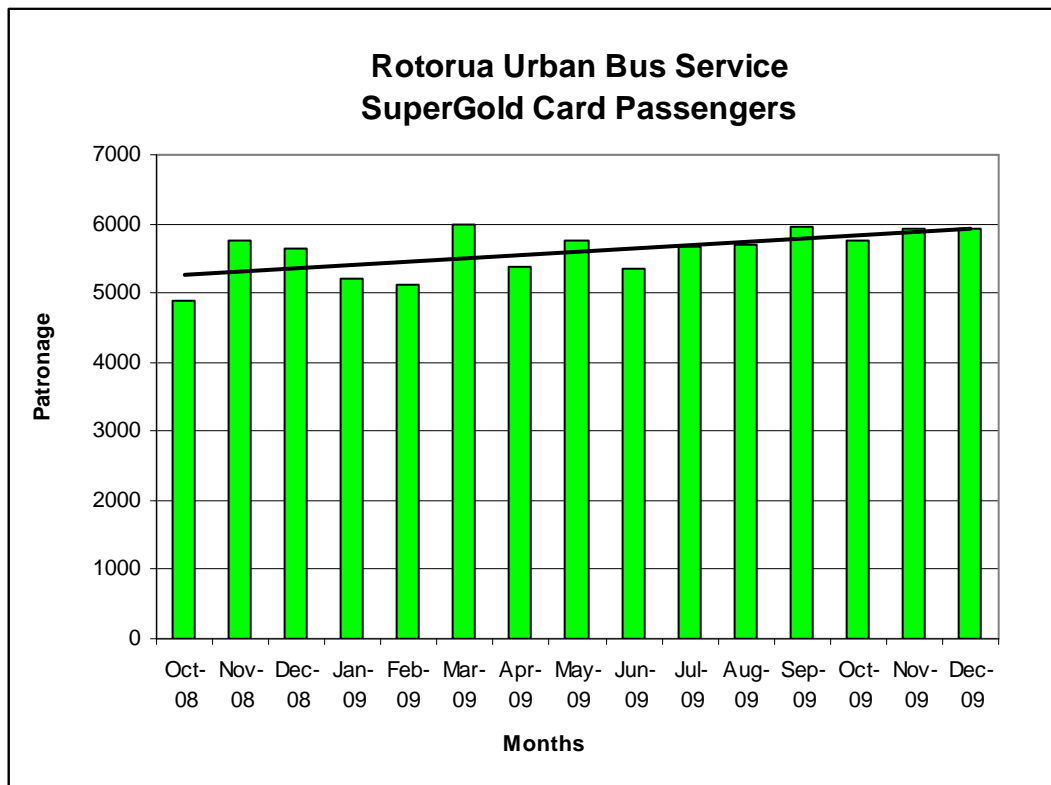


Since October 2008, the Tauranga urban bus service has experienced steady growth in SuperGold card passengers.

For the period graphed:

- the average monthly patronage increased 1.3% between October 2008 and December 2009;
- the low-point was June 2009 with 11,718 passengers;
- the high-point was December 2009 with 15,842 passengers; and
- as a proportion of total passengers, 13.9% were SuperGold passengers.

3.2 Rotorua Urban Bus Service

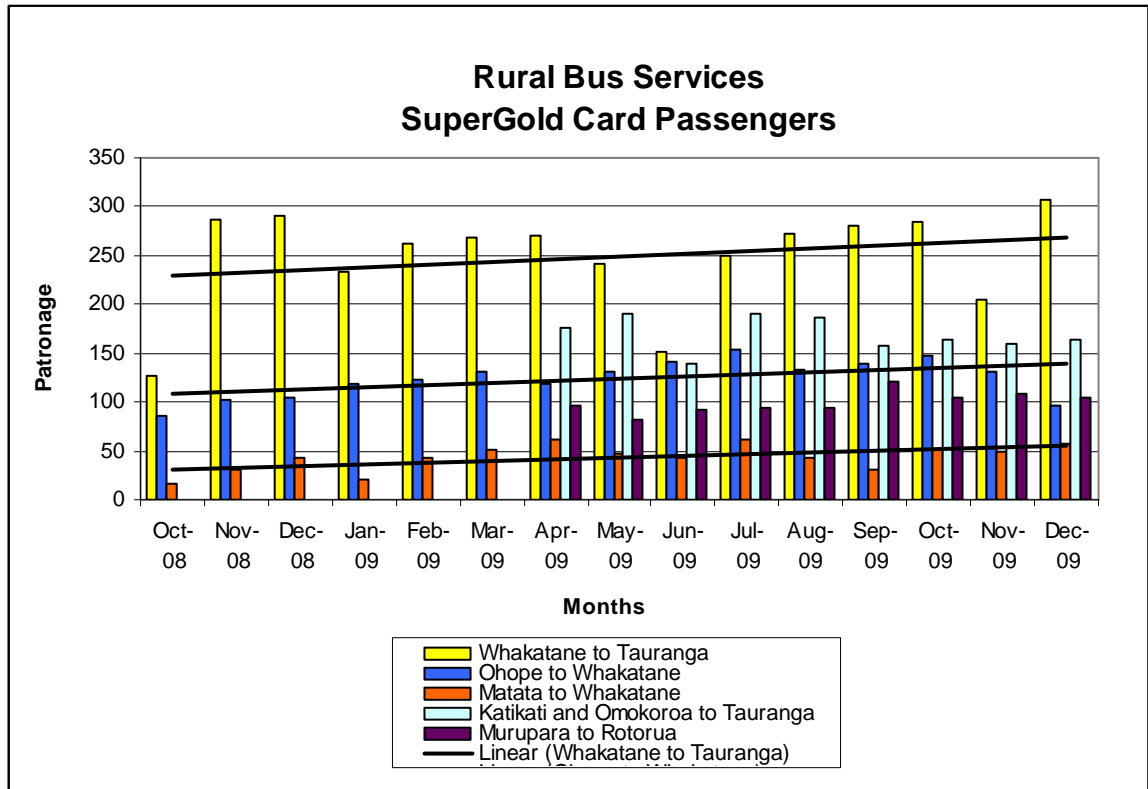


Since October 2008, the Rotorua urban bus service has experienced steady growth in SuperGold Card passengers.

For the period graphed:

- the average monthly patronage increased 1.4% between October 2008 and December 2009;
- the low-point was October 2008 with 4,888 passengers;
- the high-point was March 2009 with 5,976 passengers; and
- as a proportion of total passengers, 10.1% were SuperGold passengers.

3.3 Rural Bus Services



3.3.1 Whakatāne to Tauranga

Since October 2008, the Whakatane to Tauranga bus service has experienced steady growth in SuperGold Card passengers. For the period graphed:

- the average monthly patronage increased 9.4% between October 2008 and December 2009;
- the low-point was October 2008 with 127 passengers;
- the high-point was December 2009 with 306 passengers;
- as a proportion of total passengers, 21.1% were SuperGold passengers.

3.3.2 Ōhope to Whakatāne

Since October 2008, the Ohope to Whakatane bus service has experienced steady growth in SuperGold Card passengers. For the period graphed:

- the average monthly patronage increased 0.9% between October 2008 and December 2009;
- the low-point was October 2008 with 85 passengers;
- the high-point was July 2009 with 153 passengers; and
- as a proportion of total passengers, 5.6% were SuperGold passengers.

3.3.3 Matatā to Whakatāne

Since October 2008, the Matata to Whakatane bus service has experienced steady growth in SuperGold Card passengers.

For the period graphed:

- the average monthly patronage increased 17.5% between October 2008 and December 2009;
- the low-point was October 2008 with 16 passengers;
- the high-point was April 2009 with 62 passengers; and
- as a proportion of total passengers, 79.3% were SuperGold passengers.

3.3.4 Katikati and Ōmokoroa to Tauranga

Since October 2008, the Katikati and Ōmokoroa to Tauranga bus service has experienced steady growth in SuperGold Card passengers. For the period graphed:

- October 2008 to March 2009 was not recorded due to ticketing issues.
- the average monthly patronage decreased 0.9% between April 2009 and December 2009;
- the low-point was June 2009 with 140 passengers;
- the high-point was May and July 2009 with 190 passengers; and
- as a proportion of total passengers, 21.8% were SuperGold passengers.

3.3.5 Murupara to Rotorua

Since October 2008, the Katikati and Ōmokoroa to Tauranga bus service has experienced steady growth in SuperGold Card passengers. For the period graphed:

- October 2008 to March 2009 was not recorded due to ticketing issues.
- the average monthly patronage increased 0.9% between April 2009 and December 2009;
- the low-point was May 2009 with 81 passengers;
- the high-point was September 2009 with 120 passengers; and
- as a proportion of total passengers, 56.2% were SuperGold passengers.

4 Scheme Review

The Councils' Chief Executive has received a joint Ministry of Transport (MoT)/NZTA letter dated 3 February 2010, titled "*Review of the SuperGold free travel on off-peak public transport services*".

The letter outlines the intentions of the above organisations to gather stakeholder group feedback on proposals to change the existing off-peak SuperGold scheme, to ensure its long term financial sustainability.

Stakeholders had (as per the originally advised consultation timeframe) expected to receive a consultation document in early February 2010. This has been delayed and MoT/NZTA now envisages the consultation document will be available for comments by April 2010.

5 Financial Implications

Current Budget

Environment Bay of Plenty's SuperGold Card 2009/10 and 2010/11 (provisional) base allocations are represented below, using detail sourced from the NZTA *General Circular 09/07 attachment 4*).

Approved Organisation	SuperGold Card Trip Payment Allocation work category 522	SuperGold Administration Allocation work category 634
Environment Bay of Plenty (2009/10)	\$320,000	\$10,000
Environment Bay of Plenty (2010/11)	\$330,000	\$10,000

For the period July to December 2009, Environment Bay of Plenty has claimed \$216,730 of the above SuperGold Card trip payment allocation of \$320,000.

My 'ball-park' estimate of total annual SuperGold card expenditure for 2009/10 financial year is \$433,500 against an NZTA approved annual allocation of \$320,000. Should this occur, then Environment Bay of Plenty may face an unfavourable variance of \$113,500

If Environment Bay of Plenty spends more than the NZTA allocation of \$320,000, then it may have the opportunity to access some additional "unallocated" SuperGold card funds; as recently verbally communicated by NZTA representatives to Council staff. However, this is not guaranteed, so Council staff will formally write to the Agency to seek some certainty on end of year funding arrangements for our SuperGold Card travel.

Future Implications

The previous section indicated that Council's approved level for SuperGold Card travel in 2010/11 is \$330,000. The "*Review of the SuperGold free travel*" notwithstanding, I estimate that total SuperGold Card expenditure for the 2010/2011 financial year will likely be on par with, or greater than, 2009/10 (i.e. exceed the allocation).

However, the "*Review of the SuperGold free travel*" is likely to result in changes that will have financial impacts. These may not become clear until after Council has adopted its Annual Plan.

Ten Year / Annual Plan Implications

The timing of the NZTA review and its implementation may not be finalised until after the Annual Plan budgets are set.

Barry Reid
Transport Planner

for Transport Policy Manager

4 February 2010

File Reference: 8.00119
Significance of Decision: Receives Only - No Decisions



Report To: Transport Committee

Meeting Date: 19 February 2010

Report From: Mary-Anne Macleod, Group Manager Strategic Development

Other Matters of Interest

Executive Summary

The purpose of this report is to discuss other matters that are not elsewhere reported, that may be of interest to the Committee.

1 Recommendations

That the Transport Committee under its delegated authority:

- 1 Receives the report, Other Matters of Interest.**

2 Introduction

The following report will discuss a number of matters that are not discussed elsewhere in the Agenda.

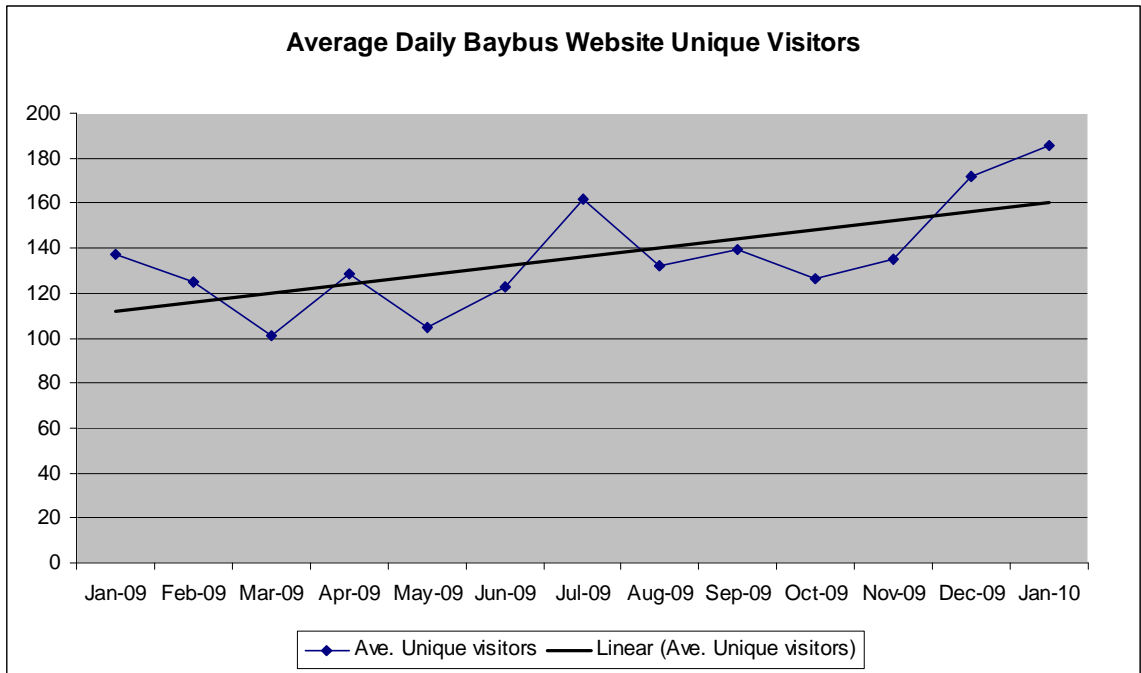
3 Requests to NZTA for Additional Funding for Passenger Transport Improvements (prepared by Emlyn Hatch)

Members will recall that at the last meeting of the Committee, staff reported that to Council had applied for an additional \$290,000.00 for the Tauranga urban bus service.

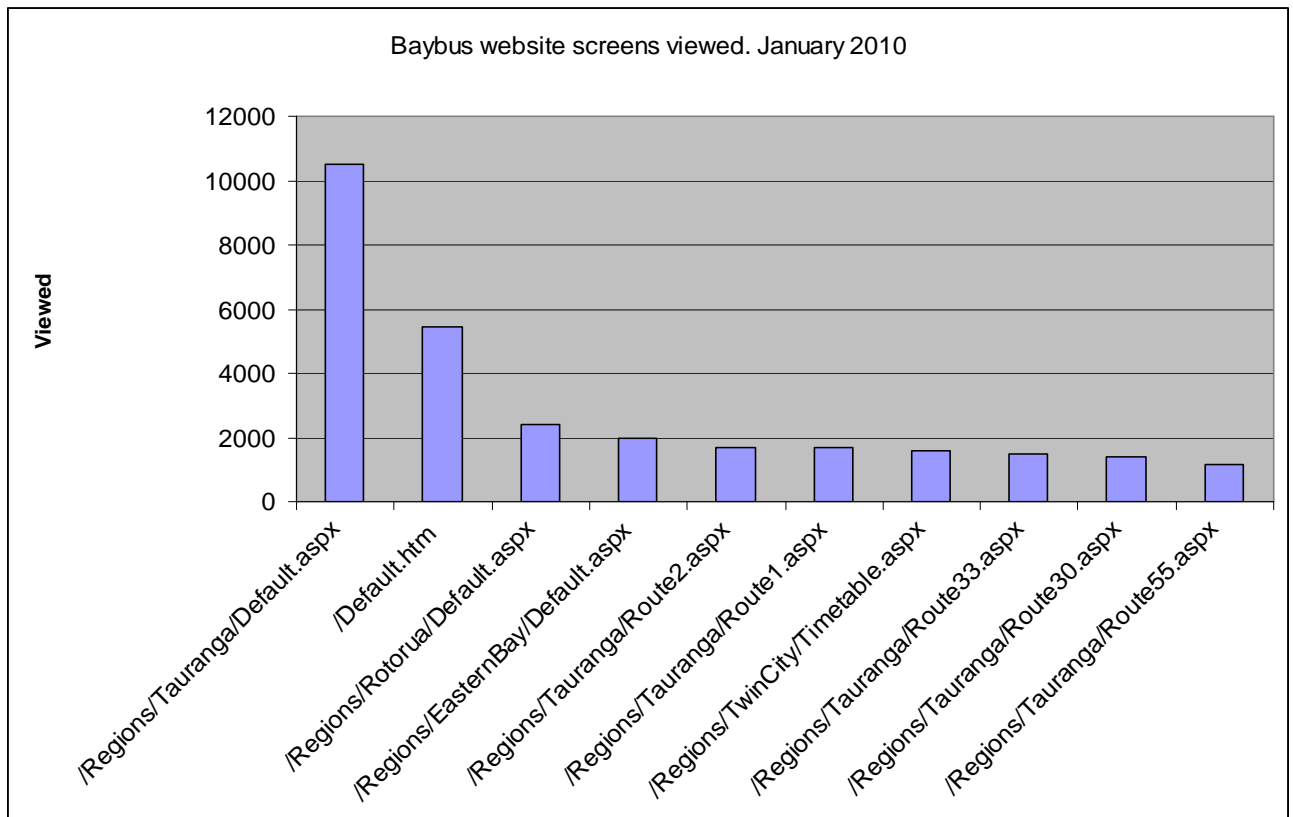
Council commissioned consultants to undertake an independent benefit-cost analysis of the service which resulted in the New Zealand Transport Agency approving the additional \$290,000 sought.

The requests for funding additional accessible buses in Rotorua was not successful.

4 Baybus Website (prepared by Mike Furniss)

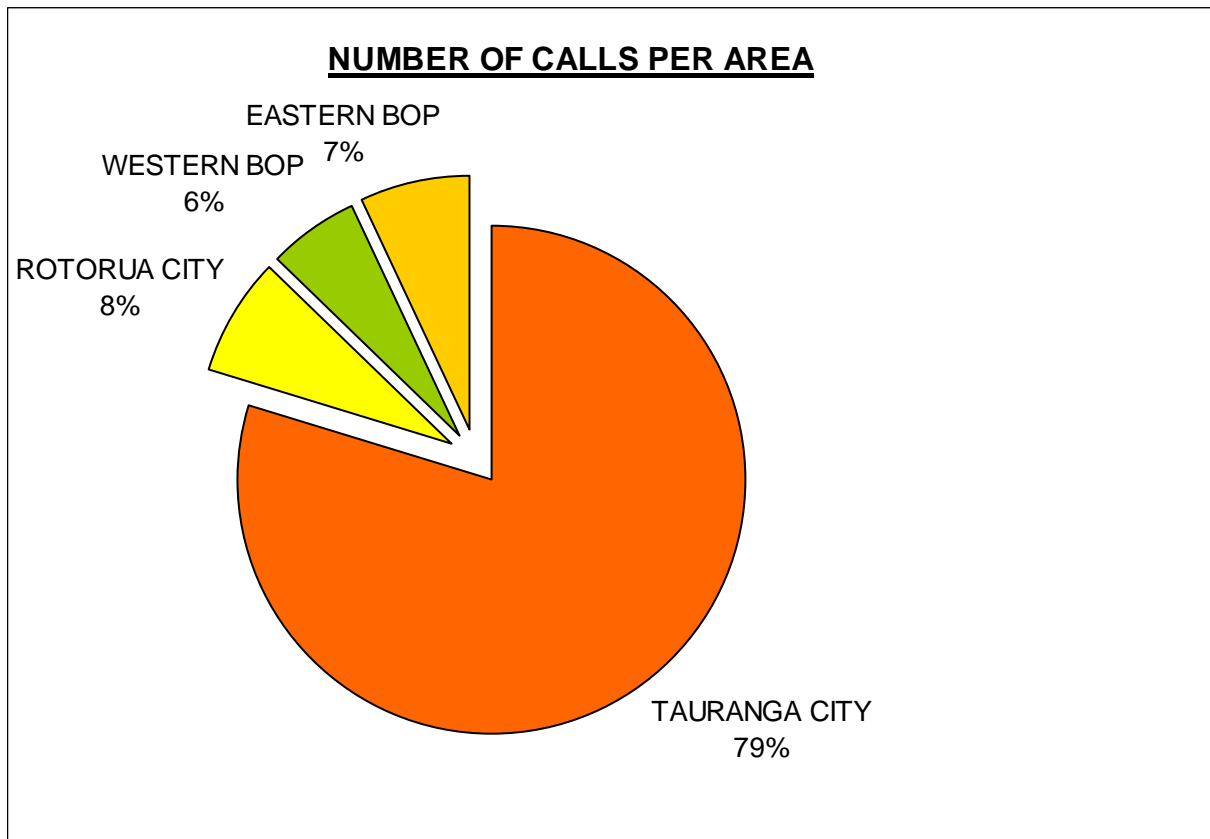


The above graph shows an increase in average daily hits on the Baybus website by unique visitors. The following graph and legend (table) show which pages on the website visitors are viewing. The data is from January 2010, and there are 138 different pages. The top 10 pages are shown.

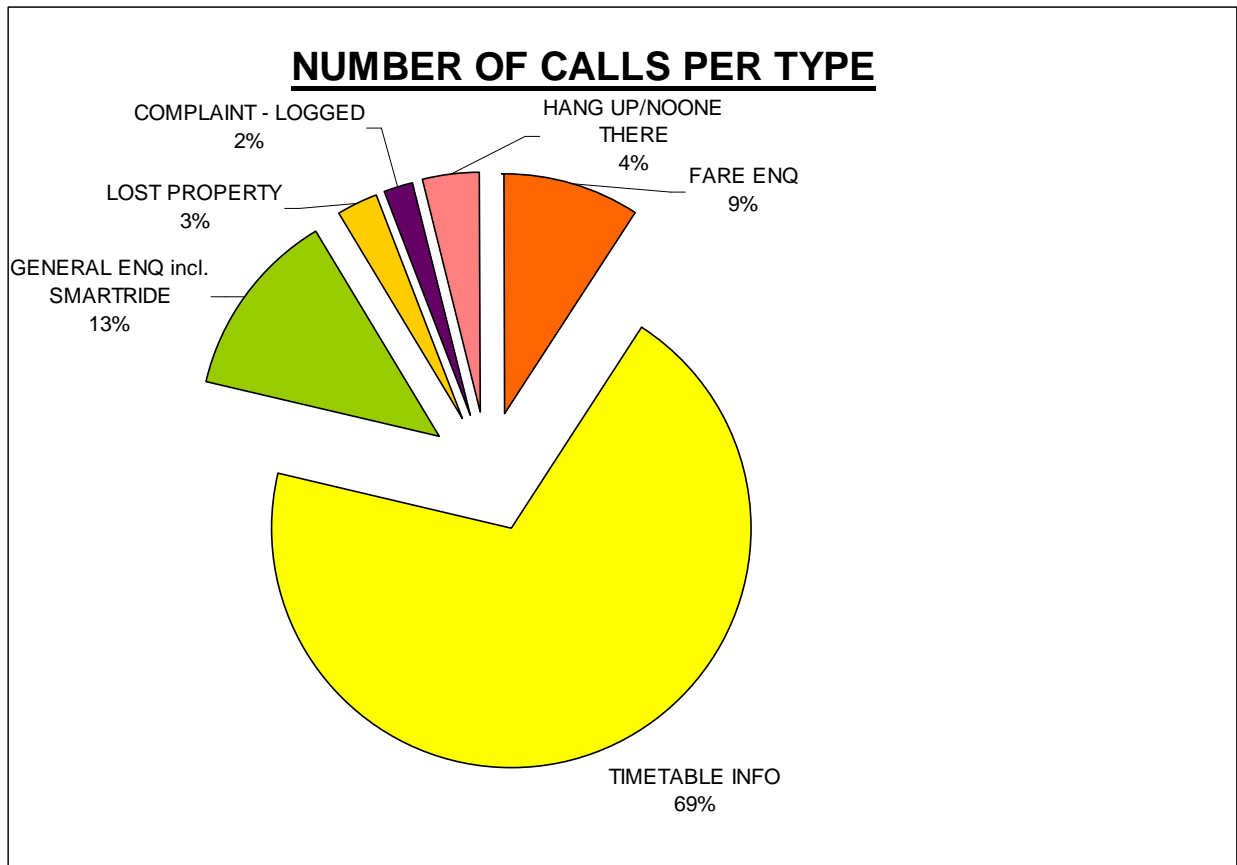


Website	Viewed	Description
/Regions/Tauranga/Default.aspx	10486	Tauranga Urban network map and route list
/Default.htm	5450	Main screen showing all Council funded routes
/Regions/Rotorua/Default.aspx	2390	Rotorua Urban network map and route list
/Regions/EasternBay/Default.aspx	1975	Eastern BOP network map and route list
/Regions/Tauranga/Route2.aspx	1689	Tauranga Route 2 timetable
/Regions/Tauranga/Route1.aspx	1672	Tauranga Route 1 timetable
/Regions/TwinCity/Timetable.aspx	1580	Twin City network map and route list
/Regions/Tauranga/Route33.aspx	1509	Tauranga Route 33 timetable
/Regions/Tauranga/Route30.aspx	1389	Tauranga Route 30 (Papamoa) timetable
/Regions/Tauranga/Route55.aspx	1167	Tauranga Route 55 timetable

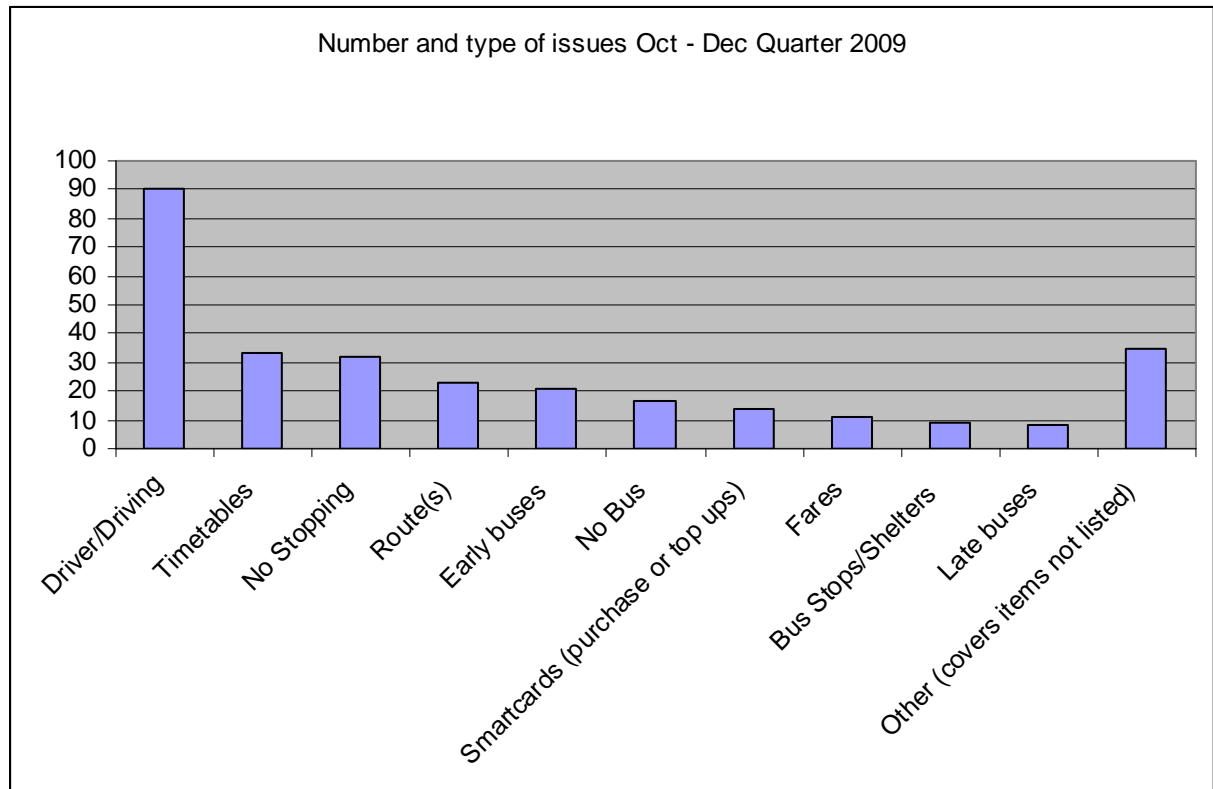
5 **Complaints (prepared by Mike Furniss)**



The 0800 BAY BUS call centre received just over 8,000 calls in the October to December 2009 Quarter. These calls are broken down by region above, and by call type below.



The complaints and enquiries that the Call Centre logged with the Environment BOP Job Tracker system can be broken down as follows;



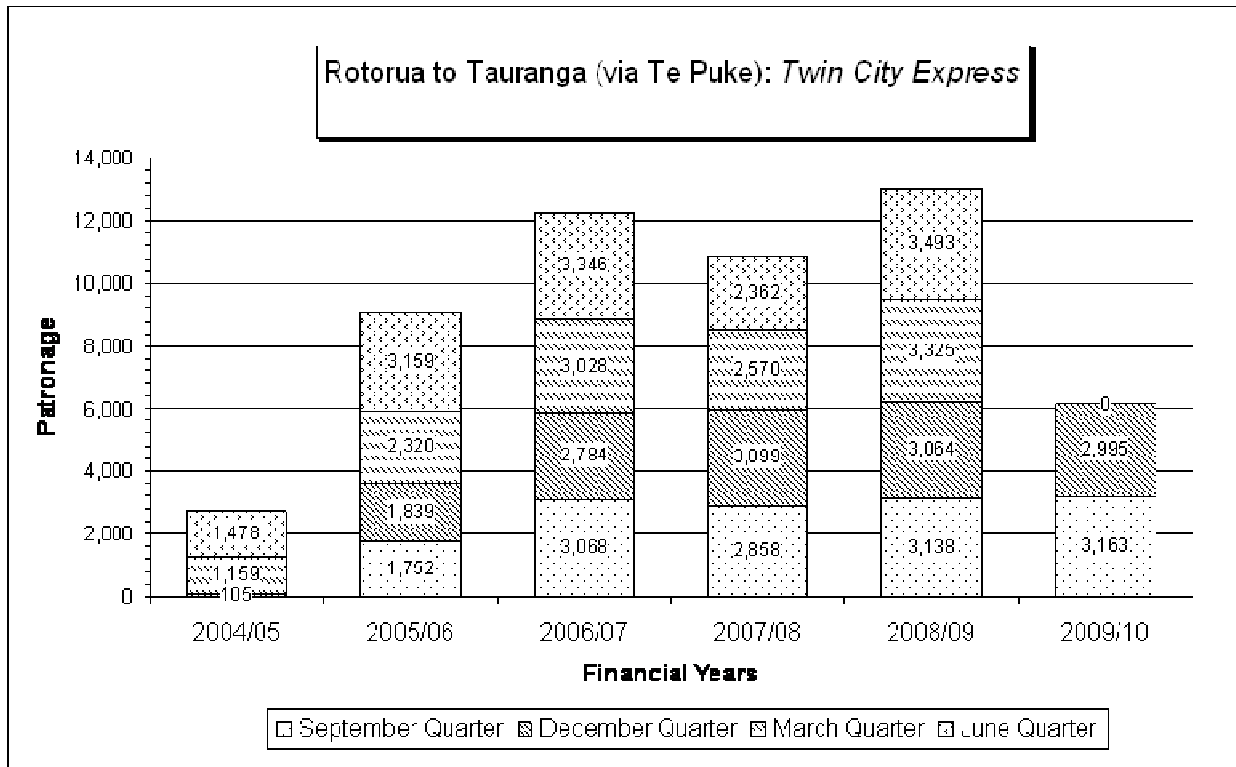
6 Western Bay of Plenty Sub-region Matters

6.1 Western Bay of Plenty District

6.1.1 Rotorua to Tauranga (via Te Puke) Bus Patronage: Twin City Express, (prepared by Barry Reid)

Below is a graph of Twin City Express patronage from 2004/05 to 2009/10.

For the 2009/10 financial year, the September quarter is up, although the December quarter is down on the same quarter last year.



During 2009, Council staff tendered for a new Twin City Express service and an additional new Te Puke to Tauranga service (reported on below). The Twin City Express service started 30 November 2009 and the Te Puke to Tauranga started 5 January 2010.

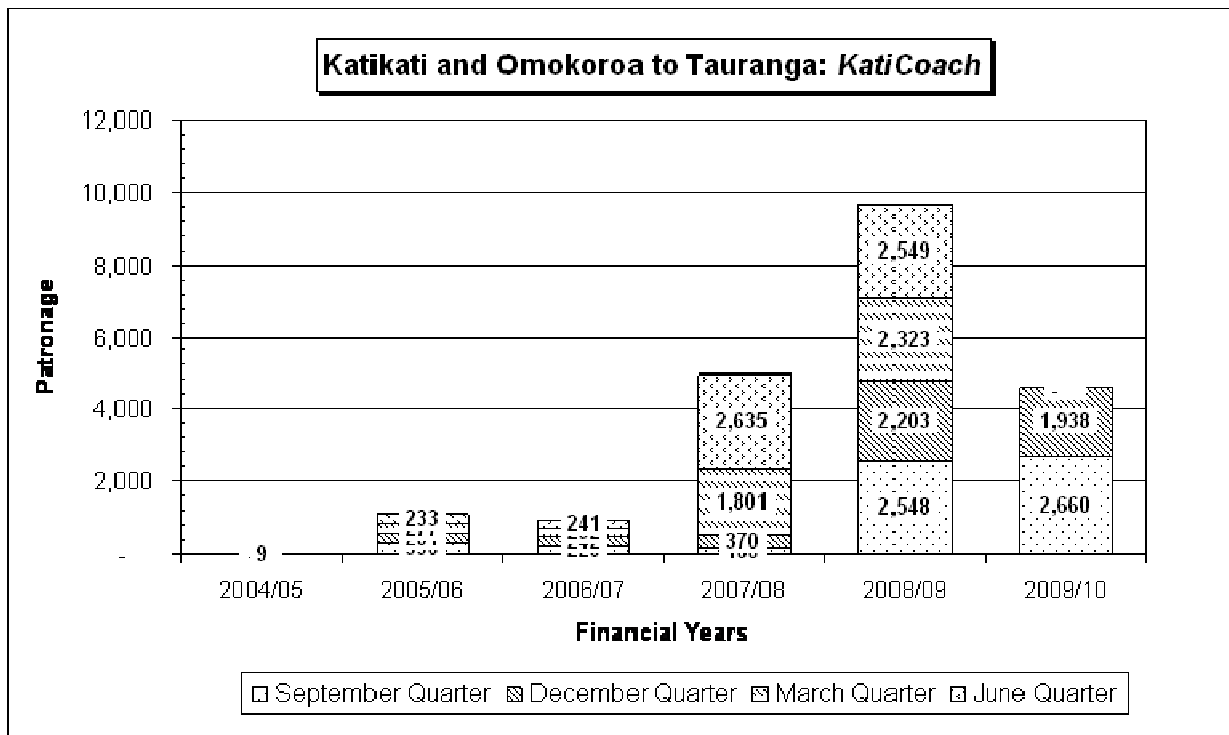
6.1.2 Te Puke to Tauranga (Bay Hopper Te Puke) Bus Patronage (prepared by Barry Reid)

The new Te Puke to Tauranga bus service (branded Bay Hopper Te Puke), commenced service on 5 January 2010.

The service started slowly, partly the result of limited marketing and delays finalising bus timetables over the Christmas/New Year period. Earlier issues (establishing the route for electronic ticketing) have also now been resolved, which will enable more accurate reporting from February 2010.

6.1.3 Katikati and Ōmokoroa to Tauranga (Katicoach) Bus Patronage (prepared by Barry Reid)

Below is a graph of patronage 2004/05 to 2009/10 on the Katicoach service.



During the September quarter of 2009/10 patronage was higher than for any of the previous quarters. The December quarter that followed was lower than 2008/09, possibly reflecting a combination of the end of Polytechnic, less days of operation over the holiday period and perceived loading limitations.

Since December 2009 the Katicoach service has been split into three services (a mix of commuter and shopper), originating from Katikati and Ōmokoroa. This service has also been re-branded Bay Hopper *Katicoach*.

6.1.4 Katikati to Tauranga, Omokoroa to Tauranga, and Katikati and Omokoroa to Tauranga Bus Patronage (prepared by Barry Reid)

The three new Bay Hopper *Katicoach* services, namely Katikati to Tauranga (commuter), Omokoroa to Tauranga (commuter) and Katikati and Ōmokoroa to Tauranga (shopper); started 5 January 2010.

Now that the first month of service is complete, a total of 549 passengers were carried. Of these:

- 235 commuters were carried Katikati and Tauranga
- 131 commuters were carried Ōmokoroa to Tauranga
- 183 shoppers were carried Katikati and Ōmokoroa to Tauranga

As a comparison, 679 passengers were carried in November 2009 and 596 in December 2009. The first month of 2010 is lower than December 2009, probably due to the lack of timetable availability and general service awareness. As well, as holidays were at the start of January, this reduced the number of operating days.

6.2 Tauranga City

6.2.1 Ministry of Education (prepared by Emlyn Hatch)

From January 2015, the Ministry of Education intends to begin withdrawing from the provision of school buses in Tauranga where suitable public transport exists. At the Transport Committee of 14 December 2007, an initial Memorandum of Understanding (MOU) was approved including the terms and conditions, scope of the project and the guiding principles.

In June 2008 the MOE presented to this Committee seeking approval to proceed and develop a more detailed project plan and updated MOU. The Committee resolved:

“That the Regional Council:

- ...Notes the advice from the Ministry of Education that it will not begin transitioning out of funding Tauranga school bus services until the end of its next six year contract and that the transition will come with funding attached.
- Agrees to await the advice from the Ministry of Education to that effect.
- Agrees to prepare a detailed joint communication plan with the Ministry of Education to engage with affected schools and the general community.
- Request staff to prepare a new draft Memorandum of Understanding between the Ministry of Education and Environment Bay of Plenty by January 2009, to provide a framework for the transition.
- Requests the Ministry of Education provide clarity on its policy which defines student eligibility for Ministry of Education funded school transport.”

There have been delays in the progress of the Tauranga school bus project not least because of a change in Government which has meant our colleagues in the MOE having to re-table the item with an incoming Minister. However, a second memorandum of understanding involving all relevant parties has now been drafted.

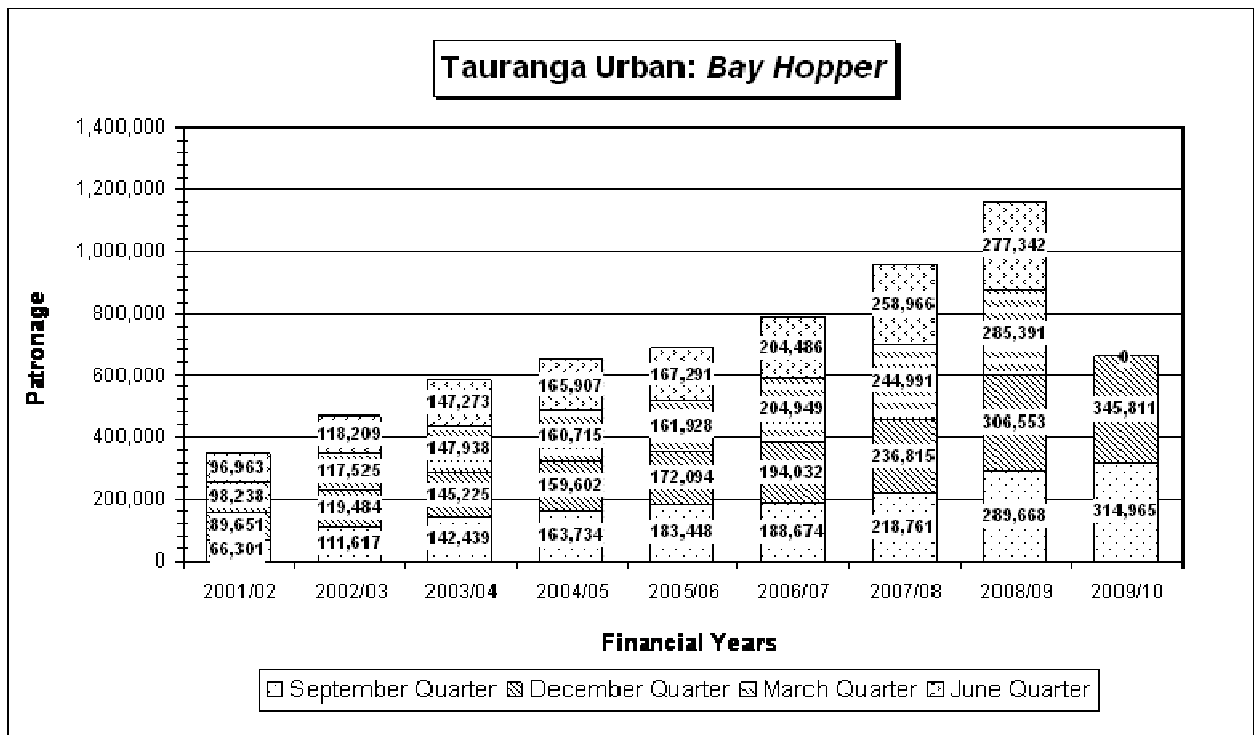
Environment Bay of Plenty’s Chief Executive Officer is due to meet an equivalent at the Ministry of Education on 17 February to confirm our commitment to the process and address any concerns they may have. Following this, a final document for signing will be brought before the next meeting of this Committee.

6.2.2 Tauranga Urban (Bay Hopper) Bus Patronage (prepared by Barry Reid)

Below is a graph of patronage since 2001/02 on the Tauranga Urban service, re-branded Bay Hopper.

Quarterly comparisons show for the September quarter of 2009/10 patronage is 8.7% higher than for the same quarter of 2008/09, and for the December quarter of 2009/10 patronage is 12.8% higher than for the same quarter of 2008/09.

This quarterly growth can be attributed to Bay Hopper service improvements (increased days and hours of operation, as well as route changes) from July 2009 when the new operator Go Bus started.



6.2.3 Monitoring (prepared by Mike Furniss)

Council staff have undertaken monitoring of the Tauranga bus service over the past couple of months.

Over three periods of monitoring at the Wharf Street terminal, **80** observations of bus departure times were made. Of these **three** departures were not on time (adjusted for Ticket machine variance) and **one** departure did not operate.

The terms, 'On time' and Did not operate' are from the New Zealand Transport Agency public transport service key performance indicators and mean:

- On time - trips leaving the origin stop between 59 seconds before and 4 minutes and 59 seconds after the scheduled departure time.
- Did not operate - trips leaving the origin stop more than 59 seconds early or more than nine minutes and 59 seconds late.

Given these definitions the Tauranga Bay Hopper departed 'on time' for 95% of departures.

It should be noted that 2 of the 3 not on time departures were due to extraordinary traffic delays caused by the Blues Brews and BBQs event.

In addition to the above, six departures were observed to depart between two and three minutes early and two departures were observed to be six minutes late. I have not included these occurrences in the figures above as we are currently experiencing issues with ticket machine time accuracy and variability between the clocks on different buses. This issue is being addressed with the equipment supplier.

7 Rotorua Matters

7.1 CityRide summer promotions (prepared by Emlyn Hatch)

For the second year we offered free Sunday travel on all 10 CityRide routes for the four Sundays in December 2009. The aim was to build upon the smaller Sunday patronage in Rotorua by tempting weekday non-bus users or the infrequent bus user to use the service.

In December 2009 the operator carried a daily average of 2,648 passengers compared to an average of 572 passengers for November.

A second promotion offering free travel on all ten Cityride routes for those 16 years and under between 1st and 17th January inclusive was cancelled due to concerns from the operator that they would not be able to meet demand.

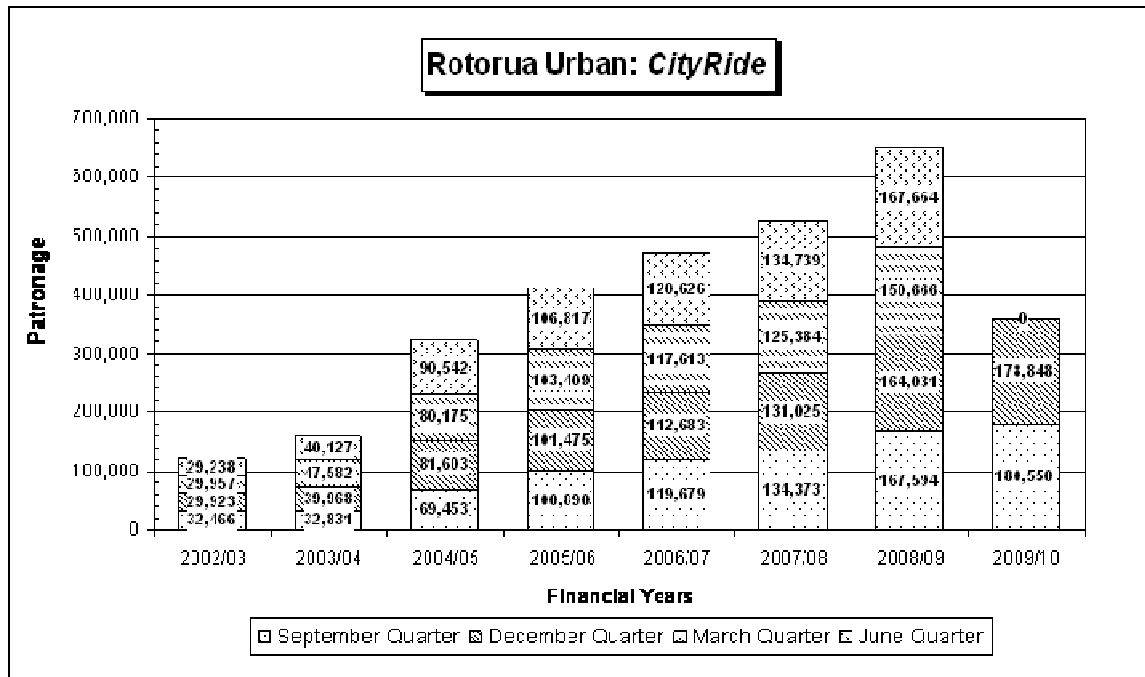
7.2 Rotorua Urban (CityRide) Bus Patronage (prepared by Barry Reid)

Below is a graph of patronage since 2002/03 on the Rotorua bus service.

Quarterly comparisons show for the September quarter of 2009/10 patronage is 7.7% higher than for the same quarter of 2008/09 and for the December quarter, patronage is 9% higher than for the same quarter last financial year. If the next two quarters continue this trend, we may see in excess of 700,000 passengers carried by this service in Rotorua in a year.

Reesby Buses Ltd has suggested the following reasons for the increase in patronage:

- some commercial transport operators have found it less economic to operate to nearby tourist attractions. This is enabling an increase in tourist patronage on CityRide to well know locations such as Te Puia.
- Some Rotorua residents are struggling to find the money to run two vehicles, so the bus is the next best alternative.
- Recent Rotorua District Council parking measures (i.e. extensions to CBD fringe) have increased bus usage as people avoid paying additional parking costs and the extended walk to work.



7.3 Monitoring (prepared by Mike Furniss)

Monitoring has also been carried out in Rotorua over the past couple of months.

In Rotorua, over three periods of monitoring at the Pukuatua Street terminal, 142 observations of bus departure times were made. Of these **25** departures were not on time, and **three** departures did not operate. Thus, Cityride departed 'on time' for 80% of departures.

Note - 100% of "Did not operate", and 44% of "Not on time" from Route 7 - Mitchell Downs.

7.4 Issues with CityRide Route 7 – Mitchell Downs (prepared by Mike Furniss)

As evidenced in the Rotorua monitoring section above, Route 7 – Mitchell Downs continues to experience operational problems. This has been confirmed by the monitoring and the extent of the problem is now clearer.

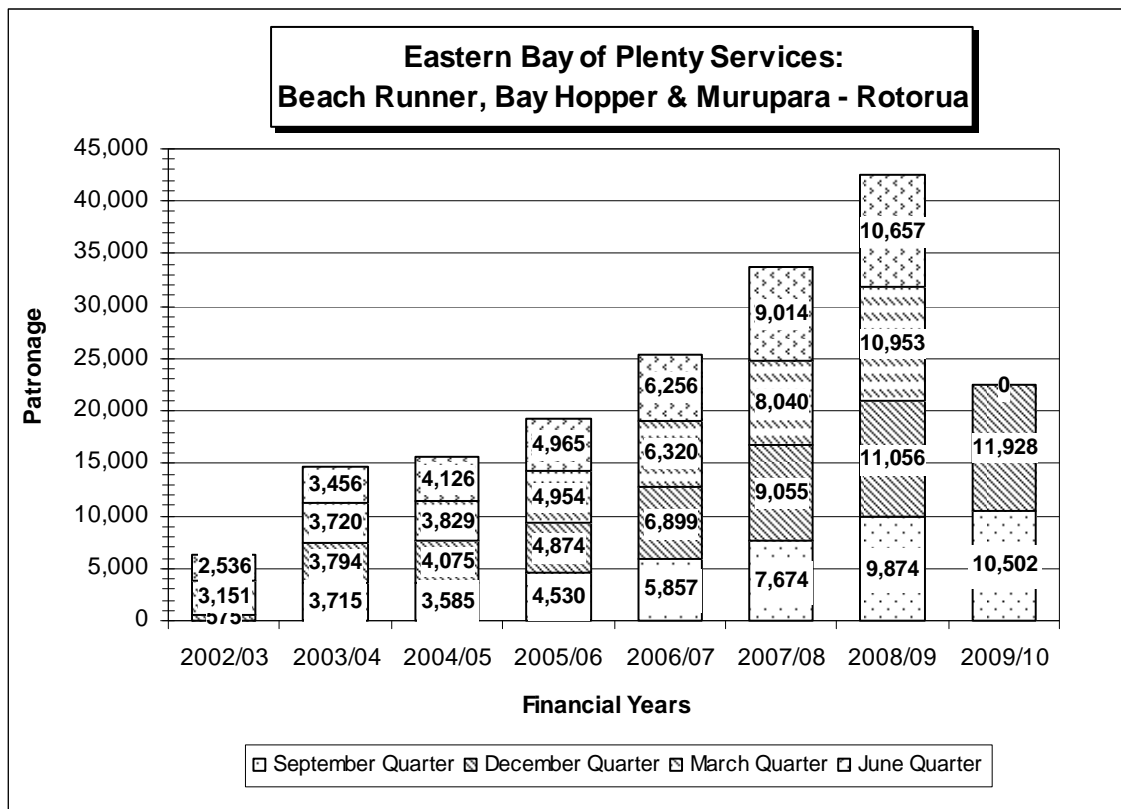
Staff continue to work on resolving this issue and are currently analysing data from the operators GPS system to determine the extent of the delays. It is hoped this line of investigation will crystallise possible re-routing or re-scheduling options.

Eastern Bay of Plenty Sub-region Matters

7.5 Eastern Bay Service (Beach Runner, Bay Hopper and Murupara to Rotorua) Bus Patronage (prepared by Barry Reid)

The following services operate in the eastern Bay of Plenty and are represented in the graph (below):

- Ohope to Whakatane;
- Matata to Whakatane;
- Opotiki to Whakatane and Tauranga;
- Kawerau to Whakatane and Tauranga;
- Whakatane to Tauranga; and
- Murupara to Rotorua.



Patronage on eastern Bay of Plenty services has grown steadily since 2002/03, although since 2005/06 the growth has been much more pronounced.

For the September quarter of 2009/10, patronage is 6.4% higher than for the September quarter of 2008/09. For the December quarter of 2009/10, patronage is 7.9% higher than for the December quarter of 2008/09.

Some reasons for the large increase in patronage since 2005/06 include:

- more school children taking the Ōhope to Whakatāne bus and the additional shuttle bus which has been provided to cater for service overloads.
- The increase in the Murupara to Rotorua service from one to two days a week.
- The use of a larger bus on the Kawerau to Whakatane and Tauranga service for greater periods, especially around school holidays.

8 Community Programmes – Road Safety and Travel Demand

8.1 CarShare (prepared by Mike Calvert)

The ride share software CarshareBOP has been successfully operating in Tauranga City for the past 18 months and despite nominal promotion of the website by Tauranga City Council (TCC) there are currently 274 people using the site, which equates to approximately 90 people actively car sharing on a regular basis.

Environment Bay of Plenty has agreed to take over the site from TCC, although for technical reasons the City Council will continue to administer the site in the short term. The site will be actively promoted region wide to extend the catchment for potential users to areas such as Rotorua, Whakatane and Katikati.

Bay of Plenty District Health Board has been developing a staff travel plan for the Tauranga Hospital site and as part of the travel plan they are launching the ride share software to their staff. As part of the development of the travel plan staff were surveyed about how they travel to work and what options they would consider in the future rather than driving to work alone. The responses were overwhelmingly supportive of ride sharing, with over 50% of people who responded to the survey stating that ride sharing would be one of the ways they would use to get to work. Initially the DHB will use the public website, but they would like to develop a portal for the hospital to ensure better security for staff. The ability to provide individual portals for companies would require an upgrade to the existing software and Environment Bay of Plenty staff are currently working with the DHB and the software developers to identify the costs involved.

9 Total Mobility Matters (prepared by Mary McLaren)

9.1 Performance of the Total Mobility Scheme

9.1.1 Patronage

Figure 1 shows the patronage trend since on the Total Mobility since 2002/2003. For the first six months of the 2009/2010 financial year compared to the same period for 2008/2009 the number of trips taken using the Total Mobility scheme has decreased by 6%.

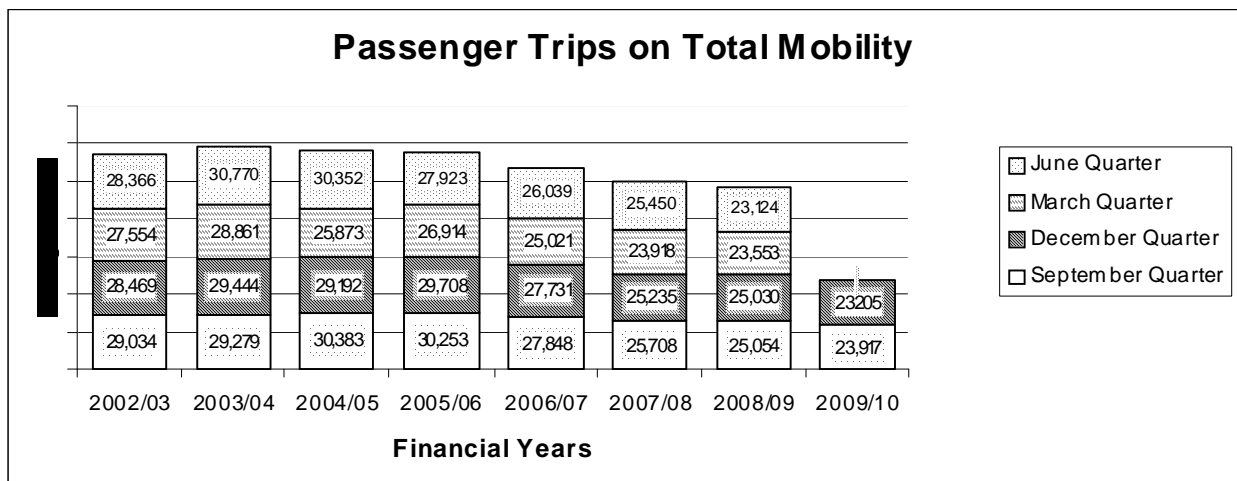


Figure 1: Total Mobility Patronage

9.1.2 Expenditure

Figure 2 shows the expenditure trend on the Total Mobility scheme.

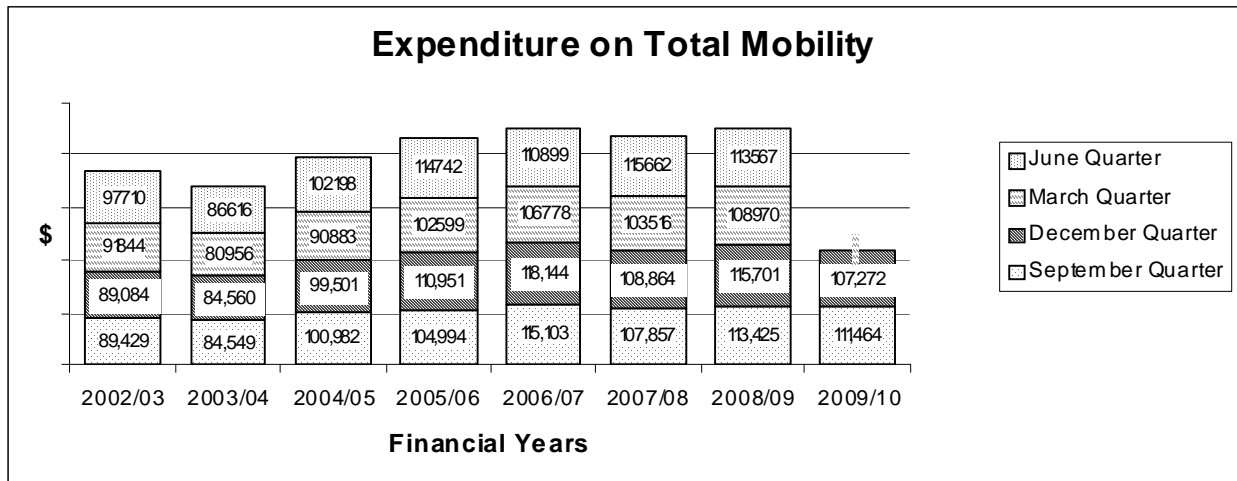


Figure 2: Total Mobility Expenditure

Every year since 2003/2004 expenditure on the scheme has followed an increasing trend. For the first six months of the 2009/2010 financial year compared to the same period in 2008/2009 expenditure has decreased by around 5%.

The total cost per passenger of operating the Total Mobility scheme for the first six months of 2009/2010 to date is \$4.64 (\$218,736 ÷ 47,122 passengers) compared to \$4.57 for the same period in the previous financial year.

9.1.3 Additional Payment to Hoist Operators

For the first six months of 2009/2010 Council has paid \$71,600 (representing 7160 hoist trips) on behalf of the Transport Agency to the Total Mobility scheme transport operators who provide hoist equipped taxis.

9.2 Total Mobility Management Committee

The next meeting scheduled for this committee is 4 March 2010.

Committee members will recall that at the 4 December 2009 Transport Committee meeting it was decided to gather more information regarding transport issues for people with disabilities. The first consultation meeting is scheduled for later this month and will involve the Total Mobility Management Sub-Committee Chairperson and council staff. More information will be provided once the consultation is completed.

9.3 Hoist Replacements

Council contributes \$35,000 to help improve the fleet of Total Mobility wheelchair hoist vehicles in the region. For this financial year to date, we have not funded any replacement or new hoists in the region.

10 **Financial Implications**

Current Budget

There are no current budget financial implications arising from this report.

Future Implications

There are no future financial implications arising from this report.

Ten Year / Annual Plan Implications

There are no Ten Year/Annual Plan implications arising from this report.

Garry Maloney
Transport Policy Manager

for Group Manager Strategic Development

4 February 2010