# Public and Active Transport Committee 6 November 2024

Meeting will be held in the Council Chamber at Level 2, Philip Laing House
144 Rattray Street, Dunedin
ORC Official YouTube Livestream

Members:
Cr Alexa Forbes (Co-Chair)
Cr Andrew Noone (Co-Chair)
Cr Gary Kelliher
Cr Michael Laws
Cr Lloyd McCall
Cr Kevin Malcolm
Cr Tim Mepham
Cr Gretchen Robertson
Cr Alan Somerville
Cr Elliot Weir
Cr Kate Wilson

Senior Officer: Richard Saunders, Chief Executive
Meeting Support: Kylie Darragh, Governance Support Officer

06 November 2024 01:00 PM

## Agenda Topic Page

1. WELCOME

2. APOLOGIES

No apologies were received at the time of agenda publication.

3. PUBLIC FORUM

No requests to speak at Public Forum were received at the time of Agenda publication.

4. CONFIRMATION OF AGENDA

Note: Any additions must be approved by resolution with an explanation as to why they cannot be delayed until a future meeting.

5. DECLARATION OF INTERESTS

Members are reminded of the need to stand aside from decision-making when a conflict arises between their role as an elected representative and any private or other external interest they might have. Councillor interests are published on the ORC website.

6. PRESENTATIONS

Otago Regional Council

# Public and Active Transport Committee
# MINUTES

**Minutes of an ordinary meeting of the Public and Active Transport Committee held in the Council Chamber, Level 2 Philip Laing House, 144 Rattray Street, Dunedin on Wednesday 7 August 2024, commencing at 10:00 AM.**

**PRESENT**

| | |
|---|---|
| Cr Alexa Forbes | *(Chair)* |
| Cr Gary Kelliher | *(online)* |
| Cr Michael Laws | |
| Cr Kevin Malcolm | |
| Cr Lloyd McCall | |
| Cr Tim Mepham | |
| Cr Andrew Noone | |
| Cr Gretchen Robertson | |
| Cr Bryan Scott | |
| Cr Alan Somerville | |
| Cr Elliot Weir | |
| Cr Kate Wilson | |

**1. WELCOME**

Chair Forbes welcomed Councillors, members of the public and staff to the meeting at 10am with a karakia. Staff present included Richard Saunders (Chief Executive), Nick Donnelly (GM Finance) online, Anita Dawe (GM Planning and Transport), Joanna Gilroy (GM Environmental Implementation), Tom Dyer (GM Science and Resilience) Tami Sargeant (GM People and Corporate) Kylie Darragh (Governance Support), and Lorraine Cheyne (Manager Transport) Jack Cowie (Transport Planner).

**2. APOLOGIES**

There were no apologies for this meeting.

**3. PUBLIC FORUM**

No requests to address the Committee under Public Forum were received.

**4. CONFIRMATION OF AGENDA**

The agenda was confirmed as published.

**5. DECLARATIONS OF INTERESTS**

Councillors were reminded of the need to stand aside if a conflict arose.

**6. PRESENTATIONS**

No presentations were held.

**7. CONFIRMATION OF MINUTES**

**Resolution: Cr Wilson Moved, Cr Somerville Seconded:**

***That the minutes*** *of the 9 May 2024 Public & Active Transport Committee meeting are confirmed as a true and accurate record.*

**MOTION CARRIED**

**8. ACTIONS FROM RESOLUTIONS OF THE COMMITTEE**

There were no open actions for this Committee.

## 9. MATTERS FOR CONSIDERATION

### 9.1. Transport Operating Environment

(YouTube 00:05:09) Chair Forbes introduced the paper, thanked Nick Sargent in abstentia, noting some highlights to the Committee. This report outlined recent activities including legislative and policy changes impacting on Council's transport operating environment. The report also updated the Committee on recent and upcoming public and active transport workstreams. Anita Dawe (GM Planning and Transport) and Lorraine Cheyne (Manager Transport) were present to respond to questions.

**Resolution PAT24-111: Cr Noone Moved, Cr Somerville Seconded**

*That the Committee:*

1. ***Notes** this report.*

**MOTION CARRIED**

*Cr Weir left the meeting at 11:06 am.*
*Cr Weir returned to the meeting at 11:08 am.*
*Cr Laws left the meeting at 11:13 am.*

### 9.2. Dunedin Bus Stop Audit Update

(YouTube 00:52.46) This paper informed the Committee on work undertaken for the Dunedin Bus Stop Audit project. Lorraine Cheyne (Manager Transport), Jack Cowie (Transport Planner), and Anita Dawe (GM Planning and Transport) were available to respond to questions on the report. Jack showed the Committee a presentation of the examples of bus stops with deficiencies and the guidelines which he described as aspiring to a high standard. There was an opportunity for questions from the Committee.

**Resolution PAT24-112: Cr Weir Moved, Cr Wilson Seconded**

*That the Committee:*

1. **Notes** this report.

**MOTION CARRIED**

*Cr Laws returned to the meeting at 11:21 am.*

### 9.3. Public Transport Network Performance Report 2023/24

(YouTube 01:21:00) The Committee was updated on the performance of Public Transport (bus and ferry) and Total Mobility services for the 2023/24 financial year, being 1 July 2023 to 30 June 2024. The report also presented a review of the new higher frequency Mosgiel services, the Mosgiel Express service, and the School Services patronage. The customer feedback monitoring results were incorporated. Julian Phillips (Implementation Lead - Transport) Grace Longson (Systems Support Transport) Kacie Kasper, Systems Support Transport, and Anita Dawe (GM Planning and Transport) were available to respond to questions.

**Resolution PAT24-113: Cr Malcolm Moved, Cr Weir Seconded**

*That the Committee:*

1. ***Notes** this summary of public transport activity in Otago for the 2023/24 financial year.*

**MOTION CARRIED**

*Cr Scott left the meeting at 12:06 pm.*
*Cr Scott returned to the meeting at 12:08 pm.*
*Cr Laws left the meeting at 12:09 pm.*
*Cr Laws returned to the meeting at 12:10 pm.*

**9.4. Regional Public Transport Plan (Scope)**

(YouTube 01:57:00) This paper was presented to approve the scope of the review of the Regional Public Transport Plan 2021-2031 (RPTP) for recommendation to Council and to inform councillors about upcoming work and topics of interest in the review of this plan. Lorraine Cheyne (Manager Transport) Jack Cowie (Planner Transport) and Anita Dawe (GM Planning and Transport) were available to respond to questions.

**Resolution PAT24-114: Cr Wilson Moved, Cr Noone Seconded**

*That the Committee:*

1. ***Notes** this report.*
2. ***Notes** the scope of the review of the 2021 – 31 Regional Passenger Transport Plan.*
3. ***Recommends to Council** the development of a new Regional Public Transport Plan.*

**MOTION CARRIED**

**9.5. Update on National Ticketing Solution**

(YouTube 02:11:30) This report was brought to the Committee to provide an update on the roll-out of the National Ticketing Solution (NTS). Paul Everett (RITS Contract Manager) Julian Phillips (Implementation Lead Transport) Lorraine Cheyne (Manager Transport) and Anita Dawe (GM Planning and Transport) were available to respond to questions.

**Resolution PAT24-115: Cr Wilson Moved, Cr Noone Seconded**

*That the Committee:*

1. ***Notes** this report.*

**MOTION CARRIED**

**12. CLOSURE**

There was no further business and Chair Forbes declared the meeting closed at 12:19 pm with a karakia.

_____ _____

Chairperson Date

**9.1. Transport Operating Environment**

| | |
|---|---|
| **Prepared for:** | Public & Active Transport Committee |
| **Report No.** | POL2427 |
| **Activity:** | Transport |
| **Author:** | Lorraine Cheyne, Manager Transport |
| **Endorsed by:** | Anita Dawe, General Manager Regional Planning & Transport |
| **Date:** | 6 November 2024 |

## PURPOSE

[1] This report updates the Committee on legislative and policy changes impacting on Otago Regional Council's (ORC) Regional Land Transport and Public Transport Planning and Operations.

[2] The report also provides an update on current workstreams of interest to elected members the wider public.

## EXECUTIVE SUMMARY

[3] Recent national level changes in the transport operating environment include:

- Publication of the National Land Transport Programme 2024- 2027 (NLTP)
- Public Transport Framework & Revenue Calculations
- New Land Transport Rule: Setting of Speed Limits 2024.

[4] Activities in the operating environment of particular interest to the public or specialist transport interest groups across the Otago regional community include:

- Regional Transport Committee Meeting, 23 September 2024;
- Commencement of New Warrington Service;
- Commencement of new Bus Hub Security Contract;
- NZTA Advisory on Bikes on Buses; and,
- E-signage roll-out.

## RECOMMENDATION

*That the Committee:*

1) ***Notes** this report.*

## DISCUSSION

### Publication of the National Land Transport Programme 2024- 2027 – National Land Transport Fund, Funding Announcement

[5] The NLTP is the programme of land transport activities that the New Zealand Transport Agency (NZTA) undertakes in conjunction with its co-investment partners, (Local Government and the Department of Conservation). The NLTP is funded from the National Land Transport Fund (NLTF). National funds for the NLTF are collected from

petrol excise duty, road user charges and vehicle registration/licensing fees. The Crown can also make contributions to the NLTF with direct contributions or loan funding. The Local Government investment (local share) comes primarily from rates**.**

[6] The $32.9 billion 2024-27 NLTP total investment includes $5.8 billion from the local government share. NLTP investments are designed to give effect to the strategic priorities outlined in the Government Policy Statement for land transport (GPS), including:

- Economic Growth and Productivity;
- Increased Maintenance and Resilience;
- Safety; and
- Value for Money.

[7] The NLTP contains all the land transport activities that NZTA anticipates funding over the three years, across 11 activity classes. For the Otago Region, the forecast spend over the three-year period is a total of $697M which includes a $102M forecast spend on public transport.

[8] The NLTF allocations for ORC land transport activities, including PT funding, for the next three years are shown below:

| Activity Class | Funding Requested | Funding Approved | Difference |
|---|---|---|---|
| **Public Transport Services** | $98,857,504 | $94,764,726 | -$4,092,778 (4.14%) |
| **Public Transport Infrastructure** | $1,958,923 | $1,958,923 | $0 |
| ***Low-Cost, Low Risk*** **Infrastructure:** | $7,152,567 | $0 | -$7,152,567 (100%) |
| **Services:** | $13,583,940 | $5,271,939 | -$8,312,001 (61%) |

[9] The implications of the NLTF/NLTP allocations on ORC's planned transport programmes and activities will be considered through the Annual Plan (Y2) process.

**Public Transport Framework & Revenue Calculations**

[10] NZTA have recently launched an updated Public Transport Framework (PTF) which consolidates their requirements, guidelines, and tools relevant to public transport into a single online location. (https://www.nzta.govt.nz/walking-cycling-and-public-transport/public-transport/public-transport-framework/)

[11] The PTF includes guidelines for the development of Regional Public Transport Plans (RPTPs). Of particular interest in the context of the current PT funding environment, is the revised method of calculating revenue. GPS 2024 stipulated that greater farebox recovery and third-party revenue (such as but not limited to advertising, tertiary institutions, or developer contributions) will be expected from Local Government. The new guidelines require RPTPs to include measures and targets for monitoring public and private revenue ratios.

[12] As previously indicated to the Committee, staff will be seeking direction on fare principles, including financial sustainability and the trade-off with social equity in the development of the RPTP. The principles will then be used in the consideration and development of potential fares structures and pricing systems.

**New Land Transport Rule: Setting of Speed Limits 2024 (the new Rule)**

[13] On 30 October 2024 the new Land Transport Rule: Setting of Speed Limits came into effect. The new Rule revokes and replaces the Land Transport Rule: Setting of Speed Limits 2022.

[14] The new Rule removes regional speed management plans and other speed management plans become optional. Other changes include:

- Requires speed limit reductions on certain types of roads made since 1 January 2020 to be reversed by 1 July 2025, with some exceptions.
- Requires variable speed limits on roads outside school gates during drop-off and pick-up times by 1 July 2026 (with some exceptions) and allows schools with electronic variable speed limit signs to put them on for up to 10 minutes at other times when there is significant activity outside their school.
- Strengthens consultation requirements, with an associated requirement to include a cost-benefit disclosure statement for each proposed speed limit change.
- Sets a new binding speed limit classification schedule, specifying speed limits for each road type.
- Enables speed limits of 110km/h and 120km/h on expressways built and which will be maintained to safely support this speed.

[15] While speed management is not in the remit of the regional council, it may be helpful to understand the driver for various on-going changes, including some reversals, that to speed limits across the region over the next 18 months. Each Road Controlling Authority will now need to consider the details in the new Rule and consider how it applies to them. Many will need to re-consult on many speed limits in their speed management plans.

[16] On-going and/or activities over recent months of particular interest to the public or specialist transport interest groups across the Otago regional community include:

**Regional Transport Committee Meeting, 23 September 2024**

[17] The Otago and Southland Regional Transport Committees met on 23 September in Dunedin. The Committees discussed the NLTP/NLTF funding allocations for the regions. A copy of the draft minutes from the meeting is provided in Attachment 1.

**Commencement of New Warrington Service**

[18] In April 2023, a morning-only service from Warrington to Dunedin was introduced to route 1 (Palmerston – Dunedin), with a head-sign route number of 1c. The service departs the Warrington School bus stop at 7:35am before rejoining the main route, following on SH1 to Dunedin. This was introduced in response to Community Board and passenger feedback regarding overcrowding on morning commuter services, primarily caused by school pupils joining the services at Warrington onwards – i.e. the bus

departing Palmerston was at capacity by the time it reached Warrington. The service only runs during school term.

[19] Since September 2023, the popularity of the 3:35pm weekday route 1 Dunedin to Palmerston service has required the regular deployment of an overflow bus immediately following the scheduled service. The overflow bus is a contractual mechanism to prevent passengers left behind on oversubscribed services having an undue wait for the next scheduled service. On 14 October a new scheduled afternoon route 1C service to Warrington was introduced. The service departs the Bus Hub at 3:40pm, 5 minutes later than the route 1 service to Palmerston. The bus service follows the morning route 1C route in reverse to Waitati, and thereafter into Warrington.

[20] The cost per contracted scheduled service trip is $75.00 less than the cost of a 'banker-bus' (overflow) trip. As with the route 1C morning service, the afternoon service only runs on school days during school terms.

**Commencement of new Bus Hub Security Contract**

[21] In 2022 Council initiated trial security services at the Dunedin Bus Hub. The trial was extended to include random on-bus security in August 2023. Provision was subsequently made in the LTP to secure permanent security services based on these trials.

[22] As required by NZTA a competitive tender was run in September/October. Since July, ORC has become a member of the Central City Advisory Group, to address key safety concerns within the Central City, including at the Dunedin Bus Hub. The work of the group is essential in shaping a model that balances the need for heightened security with the importance of fostering a sense of safety and trust within the community. The Request for Tender included scope for services to adapt to outcomes of the Advisory Group's work. Additionally, the contract provides for the continuation of existing services for an initial period of eight months with the option to continue service provision beyond that date for two 12-month extensions. This provides a performance-based contract extension intention, subject to on-going funding confirmation, and at ORC's discretion.

[23] Four conforming tenders were received. The successful tenderer was First Security. The new contract services are within budget.

**NZTA Bike Racks on Buses Industry Alert**

[24] On 22 October NZTA issued an industry alert regarding the use of Bike Racks on buses at nights. The Alert followed an investigation into compliance of a 2022 Land Transport Rule: Vehicle Dimensions and Mass 2016 (VDAM) class exemption. It was found that the carriage of bikes on buses has the potential to result in non-compliance with the Land Transport Rule: Vehicle Lighting 2004.

[25] While not all buses in our fleet are likely to be non-compliant, Council could be could liable if an injury or death occurs and it is found that the headlight illumination function of a bus carrying a bike was a contributing factor.

[26] To comply with recently released NZTA advisory, we are restricting the use of bike racks in Dunedin and Queenstown to daylight hours, for a period of up to 5 months. During this time we will work with Ritchies Transport Holdings and Go Bus Ltd to determine the compliance of the Orbus fleet vehicles with the Vehicle Lighting Rule Requirements.

[27] We have begun working with the operators and have prepared public communications.

**E-signage roll-out**

[28] The roll-out of e-signage is progressing albeit at a significantly slower pace than planned. Issues that have affected the roll-out are vandalism and a discrepancy between the installation costs between the Dunedin and Whakatipu networks.

## CONSIDERATIONS

**Strategic Framework and Policy Considerations**

[29] Council's aspiration for its transport functions is that Otago has an integrated transport system that contributes to the accessibility and connectivity of our community, reduces congestion and supports community wellbeing aspirations. The matters set out in this report are relevant to and/or will influence decision-making on Council's transport activities.

**Financial Considerations**

[30] There are no direct financial considerations as this report is for information only. The result of the NLTP allocations have financial implications for ORC. These will be workshopped with Council and reported through the Annual Plan (Y2) process.

[31] Other activities reported here are within budget or, as for the Dunedin – Warrington afternoon service, are a service delivery efficiency.

**Significance and Engagement**

[32] The report does not raise issues of significance or engagement as it is only for noting.

**Legislative and Risk Considerations**

[33] The report does not raise legislative and risk considerations.

**Climate Change Considerations**

[34] Public Transport supports the achievement of climate change aspirations across Otago.

**Communications Considerations**

[35] There are no specific communication considerations arising from the matters in this report.

**Next Steps**

[36] Report to Council on NLTP funding allocations through the upcoming Annual Plan (Y2) process.

[37] Report to Council on fare revenue principles and farebox recovery through the development of the RPTP and subsequent annual planning processes as required.

[38] Future reports to Council to provide further updates on operational activities.

**ATTACHMENTS**

1. Draft RTC Minutes 2024.09.23 [**9.1.1** - 7 pages]

Otago Southland Regional Transport Committee Minutes 2024.09.23 - DRAFT

# Minutes of the Otago and Southland Regional Transport Committees Meeting held at the Otago Regional Council Chambers, Level 2, Philip Laing House, 144 Rattray Street, Dunedin on Monday 23 September 2024 at 10:30am

**Southland:**
Cr Jeremy McPhail (ES, RTC Co-Chairperson) – Meeting Chair
Cr Phil Morrison (ES)
Cr Christine Menzies (SDC)

**Otago:**
Cr Kate Wilson (ORC, RTC Co-Chairperson)
Cr Alexa Forbes (ORC)
Cr Jim O'Malley (DCC)
Cr Jim Thomson (WDC)
Cr Bruce Graham (CDC)
Cr Stuart Duncan (CODC)
Cr Quentin Smith (QLDC)
James Caygill (Waka Kotahi)

**In attendance:**
Chad Barker (NZTA)
Chris Baker (NZTA)
Russell Hawkes (ES)
Hartley Hare (SDC)
Lorraine Cheyne (ORC)
Doug Rodgers (ICC)
Gavin Bartlett (QLDC) (online)
Murray Hasler (GDC) (online)
Paul Fleet (CODC) (online)
Helen Chapman (DCC)
Jeanine Benson (DCC)
Abbey Chamberlin (DCC)
Dan Basubas (ORC)
Jack Cowie (ORC)
Nick Sargeant (ORC) (online)
Chris Bopp (CDC)
Andi McCone (ORC)
Jen Jeffery (ORC Support)

## 1 Welcome | Haere mai

Chairperson Cr Kate Wilson welcomed everyone to the meeting, including those attending via Zoom, and opened with a karakia.

Item 9.3 of the agenda was switched to Item 9.2; Item 9.2 was switched to Item 9.3.
Moved by Cr Wilson and Cr Bruce Graham.

## 2 Apologies | Nga Pa Pouri

Kevin Gilbert (DCC); Cr Ria Bond (ICC), Tony Pickard (QLDC), Jo Stringer (Gore DC).

## 3 Public Forum, Petitions and Deputations | He Huinga Tuku Korero

Julia McLean – NZ Equestrian Advocacy Group was not in attendance.

## 4 Confirmation of Minutes | Whakau Korero – 24 June 2024

With three small amendments:

- Hartley Hare missing from Attendance
- Misspelling of Doug Rodgers
- On Page 8 of Agenda Package '25 October'.

***Resolved:***

**Moved by Cr Jim Thomson seconded by Cr Bruce Graham, that with the three amendments being made, the Minutes of the Regional Transport Committees meeting held Monday 24 June 2024 be confirmed as a true and correct record.**

**MOTION CARRIED**

## 5 Actions from Minutes of 24 June 2024

Cr Kate Wilson noted the Actions from the 24 June 2024 minutes as completed; or in the process of being completed.

## 6 Notification of Extraordinary and Urgent Business l He Panui Autaia hei Totoia Pakihi

### 6.1 Supplementary Reports

There were no supplementary reports tabled for inclusion in the agenda.

### 6.2 Other

No other items were raised.

## 7 Questions | Patai

Cr Jim O'Malley raised that the community of Waitati have presented himself and Jeanine Benson with a Change.Org petition in relation to slowing traffic down on SH1, on the bend near the Waitati Village.

**Cr Kate Wilson moved, seconded by Jim O'Malley that the RTC will receive the petition from Jeanine Benson, and will then forward the petition to NZTA.**

Cr Quentin Smith raised the concerns of the Albert Town community in regard to the Albert Town Bridge. James Caygill invited residents to attend the next RTC meeting.

**Cr Wilson noted that they would be welcome.**

Cr Alexa Forbes raised questions in relation to Item 9.2, and cycleways and active transport. James Caygill noted that they would be answered later in the meeting.

## 8 Chairman's and Councillors' Reports | Nga Purongo-a-Tumuaki me nga Kaunihera

There was nothing to note under this item (all points covered in main agenda reports).

## 9 Staff Report

### 9.1 – RLTP 2021/24 – Final Project Status Report

This report is to provide the Otago Southland Regional Transport Committees (RTCs) with an update on projects included in the adopted Otago Southland Regional Land Transport Plan 2021-2024 and their status at the end of the RLTP period being 30 June 2024

Russell Hawkes introduced the paper; Chad Barker spoke to the activity on Otago State Highways noting 'Lower Cost, Lower Risk' safety projects.

Helen Chapman reminded the Committee that the Plan was for 10 years, and we are reviewing the last three years.

Chad Barker is to deliver a report on the 'Low Cost; Low Risk' work that has been completed in 2021/2024.

Action points:
The Committee to ask NZTA to collate information on 2021/2024 Delivery using NZTA Annual Reports, to deliver at the next meeting in November.

***Resolved:***

**Moved Cr Jeremy McPhail seconded by Cr Alexa Forbes that the Combined Regional Transport Committees resolve to:**

**(1) Note the report.**

**(2) Provide direction on any actions they require, based in the information provided.**

**MOTION CARRIED**

## 9.2 – NLTP 2024/27 – Summary of Otago Southland Funding Approvals

The purpose of this report is to update the Committees on the content of the recently released National Land Transport Programme for the 2024/27 period.

Lorraine Cheyne spoke to the item. James Caygill noted the inflexibility of the Classes, the changes to the Emergency Work Policy, the challenges for Walking and Cycling improvements, and the constrained Operations Activities Classes.

***Resolved:***

**Moved by Cr Kate Wilson seconded by Cr Jim Thomson that the Combined Regional Transport Committees resolve to:**

**(1) Note the report.**

**(2) Provide any feedback the committees wish to referred to NZTA.**

**MOTION CARRIED**

## 9.3 – New Zealand Transport Agency Update

The purpose of this report is to allow the New Zealand Transport Agency Waka Kotahi (NZTA) the opportunity to provide the Committees with a verbal update on its activities.

James Caygill spoke to the Presentation, highlighting the important shift from COPTIM to the New Zealand Guide to Temporary Traffic Management (NZGTTM) to align with best practice, and the replacement of the Network Outcome Contract (NOC) with the Integrated Delivery Model (IDM).

Action Points:
James Caygill is to engage with Cr Stuart Duncan regarding risk adverse Councils in relation to the NZGTTM and share this with the Committee.

At the next RTC meeting in November, James Caygill is to provide a report on the 'Low Cost, Low Risk' and VFM, and provide information on the prioritising of bridges, including how to execute the delivery.

***Resolved:***

**Moved by James Caygill, seconded by Cr Kate Wilson that the Combined Regional Transport Committees resolve to:**

**(1) Note the report.**

**(2) Provide any feedback to the New Zealand Transport Agency on the topics included in the presentation.**

**MOTION CARRIED**

## 9.4 – Dunedin City Council – Inland Ports Project

The purpose of this report is to provide the Dunedin City Council with the opportunity to present the findings of a project on Inland Ports they have recently completed.

Helen Chapman presented for the DCC; Consultants, StanTech, have been investigating a shift from the use of trucks to rail, with a facility in Milburn, to get logs to Port Chalmers. KiwiRail have been engaged with this enquiry. Port Otago will be informed of the Final Plan.

James noted that the NZTA need to be cognitive of Rail plans in Mosgiel, due to ongoing work.

***Resolved:***

**Moved by Cr Jim O'Malley seconded by Cr Stuart Duncan that the Combined Regional Transport Committees resolve to:**

**(1) Note the report.**

**(2) Provide any feedback to the KiwiRail on the topics included in the presentation.**

**MOTION CARRIED**

## 9.5 – Proposed Project Plan – RLTP 2027 Development

The purpose of this report is to provide the Combined Regional Transport Committees with an indication of the likely timing and commitments that will be required for development of the Regional Land Transport Plan 2027 to 2037.

Russell Hawkes presented on this item; Highlighting the importance of developing robust Regional Strategy and Priorities and not waiting for the GPS to be announced.

Cr Kate Wilson reminded the Committee that with upcoming elections, members seated on the Committee may no longer be present, which signalled a loss of knowledge and expertise.

James Caygill spoke to the importance of the Committee member's flexibility to attend meetings, especially at the end of 2026 which marks the General Election.

Cr Jim O'Malley added that having as many projects listed on the LTP at the swing of the election, is important to get delivery.

***Resolved:***

**Moved by Cr Kate Wilson seconded by Cr Bruce Graham that the Combined Regional Transport Committees resolve to:**

**(1) Note the report.**

**(2) Provide any feedback on the proposed programme to allow staff to take any necessary next steps.**

**MOTION CARRIED**

**9.6 –South Island RTC Chairs – Meeting 8 July 2024 Minutes**

The purpose of this report is to update the Committees on the recent activities of the South Island RTC Chairs Group.

Cr Kate Wilson spoke to this item. RTC's are supporting KiwiRail and the connection with the North Island; Cr Wilson has made it clear that rail is pivotal to freight and people as the South Island connection to North Island.

One outcome from the RTC, with NZTA involvement, will be a Report that identifies gaps, processes and steps around resilience projects and freight. The Consultants (StanTech) will be presenting this to the Chairs on 11th November 2024.

StanTech will be aware of the DCC rail enquiries.

Russell Hawkes to ask that the two presentations that was shared at the South Island RTC Chairs group, the 'South Islands Priority Routes' and the 'Canterbury Road Status Project', be distributed amongst this Committee.

***Resolved:***

**Moved by Cr Kate Wilson seconded by Cr Christine Menzies that the Combined Regional Transport Committees resolve to:**

**(1) Note the report**

**(2) Provide any feedback to the RTCs representatives on the South Island RTC Chairs Group for consideration at their next meeting**

**MOTION CARRIED**

**9.7 – Next Meeting**

It was noted that the next meeting be held on the 25th November 2024 in Southland or Balclutha.

***Resolved:***

**It was supported by all, that:**

**Hold the next meeting of the Committee on 25th November 2024 with the intention that it be held in Southland or Balclutha pending confirmation of a venue.**

**MOTION CARRIED**

## 10 Extraordinary and Urgent Business | Panui Autaia hei Totoia Pakihi

There was no Extraordinary or Urgent Business raised.

## 11 Public Excluded Business | He hui Pakihi e hara mo te iwi

There were no public excluded business items raised.

## 12 Closure

There was no further business.

The meeting closed with a karakia at 2.30pm

### 9.2. Regional Public Transport Plan update

| | |
|---|---|
| **Prepared for:** | Public and Active Transport Committee |
| **Report No.** | POL2428 |
| **Activity:** | Governance Report |
| **Author:** | Daniel Basubas (Transport Planner), Grace Longson (Transport Planner), Jack Cowie (Senior Transport Planner) |
| **Endorsed by:** | Anita Dawe, General Manager Regional Planning and Transport |
| **Date:** | 6 November 2024 |

## PURPOSE

[1] To update the PATC on the recent progress, upcoming work and topics of interest in the Regional Public Transport Plan (RPTP) (2025-2035), and to receive feedback on the focus areas, objectives, policies and actions in the early draft of the RPTP.

## EXECUTIVE SUMMARY

[2] A regional council must renew or vary its RPTP as soon as practicable after the approval or variation of a Regional Land Transport Plan (Part 5 Section 126 of the Land Transport Management Act 2003). On 24 June 2024, Council approved the mid-term review of the Otago Southland Regional Land Transport Plan (2021-2031), triggering a renewal or variation of the current RPTP (2021-2031).

[3] As part of drafting the RPTP, Transport staff have held two Council workshops regarding key public transport challenges, opportunities and priorities in the region. Staff have also developed policies and actions and begun engaging with relevant stakeholders, including Territorial Authorities (TAs).

[4] The current work programme has the completion of a full draft of the RPTP in preparation for the PATC meeting on 3 February 2025. The draft would then go out for consultation, and Council decisions on adoption of the RPTP in May 2025 following public consultation and hearings.

## RECOMMENDATION

That the Committee:

1. **Receives** this report.
2. **Notes** the draft focus areas and objectives for the Regional Public Transport Plan, subject to feedback received from the Committee.
3. **Notes** the draft policies and actions for the Regional Public Transport Plan, subject to feedback received from the Committee.

## BACKGROUND

[5] The purpose of an RPTP is to provide a:

- Means for councils and operators to work together to develop public transport;
- Means for engaging with the public on the design and operation of the public transport network; and
- Statement of the public transport services that are integral to the region's public transport network, the policies and procedures that apply and the information and infrastructure that support those services.

[6] It is important to note that the RPTP is given effect through the ORC Long Term and Annual Plans. These Plans are the means to fund the direction (for example policies) of the RPTP. The RPTP is not a commitment to fund, nor does it provide funding.

[7] The current RPTP was adopted in 2021 amidst the COVID-19 pandemic. Many of the public transport issues discussed in the current RPTP, as well as the funding and regulatory environment, have changed since that time. Due to this, Council supported the development of a new plan at the 7 August 2024 PATC meeting.

## DISCUSSION

[8] Transport staff have developed five draft objectives to guide individual chapters in the RPTP. These draft objectives are informed by the ORC Strategic Directions and discuss specific policy areas as set out in the Land Transport Management Act 2003 (LTMA). These draft objectives will be the basis for workshopping with stakeholders as a core component of the engagement process. At this stage, the draft objectives reflect the general direction of the RPTP and stakeholder engagement is anticipated to refine these ahead of consultation in 2025. A list of policies and actions to fall under each draft objective are also in draft.

| Focus area and objective | Topics covered |
|---|---|
| 1) **A Connected and Integrated Network**<br><br>*Deliver a reliable and convenient public transport system that improves personal freedom and access to opportunities.* | Network and service design<br>Infrastructure |
| Summary: Connected and integrated networks are the foundation of a useful public transport system. This objective outlines key details of Otago's current public transport network and the diverse services that form it, including core services eligible for public subsidy and exempt services provided without subsidy. It discusses the ORC's approach to network design principles, highlighting the trade-offs between networks that prioritise ridership numbers and those prioritising covering large geographic areas. It also considers the role of targeted services, such as Total Mobility, Community Transport and event transport within this network framework.<br><br>ORC Strategic Directions: Transport (Goals 1 and 2), Communities (Goals 2 and 3) | |
| **2) Passenger Experience**<br><br>*Provide useful public transport services that respect the safety and wellbeing of passengers, particularly for people experiencing transport-disadvantages.* | Service and vehicle standards<br>Ticketing system<br>Customer service and information |
| Summary: Passenger experience is a defining aspect of a public transport network's quality. This objective describes the service elements comprising passengers' experiences and the policies and actions to improve them. Core topics of discussion include infrastructure accessibility, wayfinding options and approach to major events. This objective also examines the ways we build loyalty with existing customers and attract new ones. Notably, it emphasises accessibility and safety as priorities for our public transport service delivery.<br><br>ORC Strategic Directions: Communities (Goals 1 and 3), Resilience (Goal 1) | |
| **3) Value for Money**<br><br>*Provide public transport services in a manner that represents good value for money.* | Fares and revenue<br>Procurement approach<br>Performance monitoring and evaluation |
| Summary: Public transport should be of high quality but is constrained by cost, so it is crucial that our services are delivered in a way that delivers value for money. This refers both to the benefits of public transport services and the costs they incur, and key topics include fare policy (balancing affordability for the ORC and customers), optimisation of services (ensuring that services are delivered in a way that minimises inefficiency) and procurement (maintaining a competitive market and ensuring consistent delivery of services).<br><br>ORC Strategic Directions: Resilience (Goal 2), Communities (Goal 1) | |
| **4) Build Trust**<br><br>*Proactively engage with communities and organisations, including iwi, to foster trust and ensure public transport projects align with community priorities.* | Improving stakeholder engagement processes<br>Promoting equity in public transport |
| Summary: Trust is the foundation for effective decision-making, and the ORC must actively build and maintain trust with communities and organisations to ensure public transport investments align with community priorities. The first main topic discussed is the ORC's engagement processes, which outlines commitments to developing strong partnerships with | |

<table>
<tr><td colspan="2">stakeholders and outline actions to that effect. The second main topic discussed relates to how the ORC commits to improving access for people experiencing transport disadvantages through an equity-focused approach, with the aim to invest in areas historically underserved by transportation and consider the needs of people facing transport disadvantages in decision-making.<br><br>ORC Strategic Directions: Partnerships (Goals 1, 2 and 3), Communities (Goals 1 and 2)</td></tr>
<tr><td>5) Environmental Sustainability</td><td rowspan="2">Decarbonising our bus fleet<br>Integrating land-use planning with public transport</td></tr>
<tr><td>Invest in a public transport system that promotes the best possible environmental outcomes regarding greenhouse gas emissions, pollutants and land use.</td></tr>
<tr><td colspan="2">Summary: Public transport plays an important role in promoting environmental sustainability and reducing carbon emissions. The first key topic discussed is decarbonising our bus fleet—a zero emission fleet will emit fewer greenhouse gas emissions than a diesel fleet, with additional environmental and health benefits such as noise and particulate matter reduction. The second key topic discussed is integrating land-use planning with public transport—greenhouse gas emissions from the broader transport sector can be significantly reduced when urban form follows basic principles, such as short distances between key destinations and higher average density. If (re)development is undertaken in a way that is consistent principles of proximity, linearity, connectivity and land use intensity, public transport can play a major role in supporting environmentally sustainable cities.<br><br>ORC Strategic Directions: Transport (Goals 2 and 3), Climate (Goals 1 and 2)</td></tr>
</table>

[9] Two Council workshops - on 3 September 2024 and 22 October 2024 have provided Councillors with information about network design principles that form the core of the first objective, focusing on the trade-offs between ridership-oriented networks and coverage-oriented networks, and information on draft objectives, policies and actions for the draft RPTP.

## CONSIDERATIONS

### Strategic Framework and Policy Considerations

[10] This RPTP is developed under the Otago-Southland Regional Land Transport Plan (RLTP), whose priorities are to:

- "Optimise an efficient and accessible transport network through enhanced mode choice provision across the regions;
- Promote safety and wellbeing outcomes across the regional transport network; and
- Enhance network maintenance and resilience to ensure community access and connectivity."

[11] The RPTP is consistent with the 'Transport' Strategic Direction set by Council for *an integrated transport system that contributes to the accessibility and connectivity of our community, reduces congestion and supports community wellbeing aspirations.*

**Financial Considerations**

[12] Development of the RPTP is a required activity by the LTMA. Funding of up to $200,000 is included in Council 2024/25 budget for RPTP work through the LTP and includes staff time, consultant support, stakeholder engagement and communications. It is expected that the development of the RPTP will be 51% funded by the National Land Transport Fund.

[13] Policies and investment objectives in the Plan should guide future investment decisions, but do not in their own right commit ORC to funding specific projects and interventions. However, if the Plan steers towards an enhanced level of service and increased capacity over time, then future investment in the network will be required.

**Significance and Engagement**

[14] In accordance with Council's He Mahi Rau Rika; Significance, Engagement and Māori Participation policy the review of the RPTP is deemed to be significant due to its "impact on community include costs [directly or] indirectly to the community or part of the community, whether though rates, fees or otherwise" and due to:

- Potential impacts on the delivery of outcomes of Council's policies and strategies;
- The degree to which the policies set out in the RPTP will contribute to the promoting of achieving particular community outcomes through public transport;
- Any inconsistency of new public transport policy, plans or levels of service with those as specified in the existing RPTP; and
- The level of community interest in the proposals, issues or decisions in the RPTP.

[15] Engagement and consultation is required and to be undertaken in accordance with s125 LTMA (including s82, s83 and s87 of the LGA 2002). More details about stakeholder engagement were outlined in the Discussion section above.

[16] Transport staff have developed a stakeholder engagement plan where collaborative partners (TAs and Mana Whenua) and other stakeholders (advocacy groups, organisations, people experiencing transport disadvantages, government agencies) will have multiple opportunities to contribute to the development of these objectives and their related policies and actions prior to public submission through workshops, one-on-one meetings and surveys.

[17] Transport staff identified roughly 100 stakeholders who may be interested in participating in the engagement process, with the understanding that stakeholders will have varying degrees of interest in the development of the RPTP, and thus varying degrees of participation.

**Legislative and Risk Considerations**

[18] The RPTP is the core statutory instrument for public transport planning under the Land Transport Management Act 2003. While the current RPTP is operational until 2031, having recently approved the public transport service components of the mid-term review of the Regional Land Transport Plan, ORC is now required to review its RPTP. From the review it was determined the RPTP requires a comprehensive update.

[19] Transport staff have also identified strategic, operational, financial, reputational and regulatory risks in a risk register. Examples of these risks include stakeholders lacking capacity for full collaboration, challenges securing NLTF funding, and overlapping consultation between the RPTP and Annual Plans. Transport staff have also put controls in place to manage these risks and plan to review them throughout the process.

**Climate Change Considerations**

[20] Public transport is a key element in reducing Otago's transport emissions. The RPTP will develop policies that will influence the effectiveness of Otago's public transport network by providing an alternative to private car travel, decarbonising the public transport fleet and integrating land use planning with public transport.

**Communications Considerations**

[21] The consultation and engagement proposed to be undertaken is supported by a full communications plan. It outlines the challenges, goals, key messages and message channels and task details associated with renewing the RPTP.

**NEXT STEPS**

[22] A consultation-ready-draft, and consultation materials, to be submitted to the PATC meeting in February next year, with public consultation in February/March 2025.

[23] Consultation feedback to be implemented with the final RPTP for endorsement by June 2025.

**ATTACHMENTS**

1. RPTP v0 4 1 Clean Copy 50 [**9.2.1** - 64 pages]

Otago Regional Council

# Otago Regional Public Transport Plan 2025-2035

## 1 Contents

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# 2 Chairperson's foreword

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# 4 Introduction

**Public transport is a system for taking people from one place to another via vehicles such as buses, trains and ferries, that usually operate on fixed routes at scheduled times or frequencies.**

## 4.1 Why is this Regional Public Transport Plan (RPTP) Important?

This Regional Public Transport Plan (RPTP) is important because it guides how the ORC will spend money and effort on public transport over the next 10 years. It outlines our priorities for public transport through policies and actions. These policies and actions were formulated in collaboration with dozens of stakeholders throughout Otago including iwi, local communities, territorial authorities, advocacy groups and bus operators. While these policies and actions are not legally binding commitments, they provide a framework for our public transport decisions and investments.

This RPTP has been developed in accordance with guidelines outlined by Waka Kotahi and meets the requirements outlined in the Land Transport Management Act (2003). Its purpose is to:

- Describe the public transport services that are integral to Otago's public transport network
- Define the policies, procedures and actions that apply to those public transport services
- Identify the information and infrastructure that support Otago's public transport services

We acknowledge that amendments to this RPTP may be required over time as and when regulatory requirements change.

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## 4.2 Our vision and objectives for public transport


**ORC Vision**: Our environment and communities are healthy and connected ki uta ki tai (from the mountains to the sea).

### *4.2.1 ORC Strategic Directions*

**Transport:** Otago has an integrated transport system that contributes to the accessibility and connectivity of our community, reduces congestion and supports community wellbeing aspirations.

**Communities:** Otago has cohesive and engaged communities that are connected to the environment and each other.

**Climate:** Otago is a climate-resilient region that plans for and invests in initiatives that reduce emissions and help us adapt to our changing climate.

**Partnership**: Otago Regional Council has effective and meaningful partnerships with mana whenua, creating better outcomes for our region.

**Environment:** Otago has a healthy environment ki uta ki tai (from mountains to the sea), including thriving ecosystems and communities, as well as flourishing biodiversity.

**Resilience:** Otago builds resilience in a way that contributes to community and environmental wellbeing through planned and well-managed responses to shocks and stresses, including natural hazards.

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### *4.2.2 This Plan's Focus Areas and Objectives*

| Focus Areas | Objective |
|---|---|
| 1) A Connected and Integrated Network | Deliver a reliable and convenient public transport system that improves personal freedom and access to opportunities. |
| 2) Passenger Experience | Provide useful public transport services that respect the safety and wellbeing of passengers, particularly for people experiencing transport-disadvantages. |
| 3) Value for Money | Provide public transport services in a manner that represents good value for money. |
| 4) Build Trust | Proactively engage with communities and organisations, including iwi, to foster trust and ensure public transport projects align with community priorities. |
| 5) Environmental Sustainability | Invest in a public transport system that promotes the best possible environmental outcomes regarding greenhouse gas emissions, pollutants and land use. |

## 4.3 Challenges and Aspirations

[under development]

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# 5 Focus Area 1: A Connected and Integrated Network

**Objective: Deliver a reliable and convenient public transport system that enhances personal freedom and access to opportunities.**

**Reliable:** The service is available when we say it will be

**Convenient:** The service fits with people's lives

**Access to opportunities:** The service allows people to participate in education, employment, and other activities

**Personal freedom:** The service allows people to travel to meet not just essential needs such as education, employment, medical care, and shopping, but to live their lives as they wish in all respects

## 5.1 Otago's PT network

Otago's current public transport network consists of:

- The Orbus Dunedin network, consisting of 23 bus routes
- The Orbus Queenstown network, consisting of 5 bus routes and 1 ferry service
- Total Mobility services in Dunedin, Oamaru, Queenstown, Wanaka, and Balclutha
- "Exempt" services across the region, which are run without subsidy
- Ministry of Education school services, which primarily connect rural areas to their closest available schools

Services in Otago have undergone significant changes in the last 10-15 years. Key changes have been:

- A shift between 2015-2017 to a redesigned Dunedin network, removing many complex service patterns to create a simple, navigable network with improved frequencies and more direct trips;
- The creation of an affordable, subsidised service in Queenstown in 2017, resulting in a significant increase in service levels and patronage compared to the previous commercial service;
- A shift to a more affordable flat-fare model in Dunedin in 2020, coinciding with the implementation of the interim Bee Card ticketing system across many small and medium-sized regions;
- Service improvements in both Queenstown and Dunedin, since 2020, to improve network capacity – for example, direct services between Lake Hayes Estate and central Queenstown, and increased peak services between Mosgiel and Dunedin; and
- The electrification of a number of bus services in Dunedin for the Unit 3 contract (2023). Further electric buses are scheduled to enter service in 2025 for the Unit 5 contract.

However, in the same period public transport in Otago was significantly affected by the Covid-19 pandemic and its aftermath. During the height of the pandemic in 2020, we focused on

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maintaining service for essential workers and ensuring public safety on-board services. The post-pandemic economy resulted in a range of issues, which are not unique to Otago:

- Driver shortages: low wages had already created pressure on driver numbers, and although we had already provided support in increasing these wages, the closure of international borders meant that it became very difficult for bus operators to maintain sufficient driver numbers. This was especially severe in Queenstown, where the cost of living makes it very difficult for lower-wage workers to live in the long-term.
- Behaviour issues: there has been a significant uptick in antisocial behaviour relating to our services: for example, abuse of drivers, and several severe incidents in Dunedin.

Public transport in Otago, as with the rest of the country, is moving out of a time of crisis management from the pandemic. It is now an appropriate time to take stock and consider the future of public transport in our region.

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## 5.2 Service design principles

The design of public transport requires a great level of care. A change to a public transport service could change whether people can get to work, school, or a medical appointment. Services need to be consistent and easy to understand; they also need to be reliable. Service outcomes need to be achieved with limited resources: vehicles, drivers, and ultimately, money. Public transport cannot perfectly meet every need but must be designed in a way that achieves the greatest public benefit possible.

Several service design principles guide how we design our region's public transport network:

1. Ready-made service design
2. Balanced ridership and coverage outcomes
3. Mode-neutrality

### *5.2.1 Service design principle: Ready-made service design*

*"Ready-made, not tailor-made"*

A public transport network consists of services and infrastructure that is organised in a way to best deliver customer outcomes. There are a wider variety of potential public transport trips that customers could wish to make. We could aim to undertake a **tailor-made** approach where we go into detail in considering and analysing the very complex needs of many passengers. However, a tailor-made approach is difficult to scale up: with limited resources (funding, staff time, and so on) it is not practical or sensible to deliver tailor-made public transport at a wide scale. Instead, we aim to operate **ready-made** services that are designed to support many travel patterns in a simple, legible network. We achieve this by:

- **Avoiding unnecessary duplication:** it is better to have one high-quality, frequent service along a corridor, instead of two weaker services that are poorly coordinated with each other
- **Creating easy connections:** although users will prefer to have a single-seat ride between their origin and destination, they will also prefer to have a two-seat ride (changing vehicles at an intermediate point) than no option at all. Although service design should aim to eliminate *unnecessary* transfers, it should also attempt to make the experience of connecting between services as seamless as possible, through service frequency, timed connections, and the design of infrastructure.
- **Long service hours and consistent service levels:** Although the highest levels of demand for public transport are in the morning and afternoon peaks, ready-made service design also understands that good all-day service levels and long service hours gives customers the freedom to travel when they chose. Even people who typically travel at peak times will benefit from strong all-day and evening service levels: they can go home early, or stay in town after work/school.

A "ready-made" approach is essential to delivering value for money and wider-scale community outcomes. However, there are some users whose transport needs are very different, and to accommodate these needs within a "ready-made" approach risks creating too many compromises to service design. For this reason, a more "tailor-made" approach can be appropriate to achieve equity for high-need, transport-disadvantaged groups, or to support highly specific passenger flows. These demands can be met through targeted services.

### *5.2.2 Service design principle: Balanced ridership and coverage outcomes*

*"Be truthful in what we value – and understand the consequences"*

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We have many aspirations for public transport. For example, we want to reduce the congestion and environmental harm on our roads by reducing congestion; we also want to support sustainable development and efficient land use; but we also want public transport services to be available to as many communities as possible, and to minimise the effort that people – particularly disabled people – have in accessing public transport.

In public transport planning, most of the outcomes of public transport can ultimately be placed under the headings of **ridership** and **coverage**.

A service designed only around **ridership** would be designed in such a way that, for a given budget, the level of usage is the highest. This will mean not serving areas where a lot of resources are required to serve a very small number of passengers, and focusing service on areas with high actual or potential demand. A ridership-focused service may still serve a large part of an urban area but will avoid making compromises to reach the hardest-to-serve areas. It may be less equitable.

A network designed only around **coverage** would have significant compromises of frequency and directness of service; it may also include more bus stops, closer together but of lesser quality. Fully coverage-oriented service may be regarded as meeting goals of equity or geographic fairness, but would be of insufficient quality to provide an adequate transport option for most users.

**Coverage and ridership are both important** and understanding how to balance the two is a fundamental question in the design of public transport. Most public transport networks are designed with both in mind; typically, areas with weaker public transport fundamentals (population, density and urban form, etc) are forced to put a larger proportion of resource into delivering a basic level of coverage.

**Unstructured decision-making tends to prioritise coverage by default.** Therefore, there is a tendency for public transport networks to drift towards a more coverage-oriented design over time. As such, we need to give some emphasis to the benefits of ridership-focused decisions, and we must understand that, when coverage-oriented decisions are made, they should not be expected to generate improved ridership outcomes.

### *5.2.3 Service design principle: Mode-neutrality*

*"Don't put the cart before the horse"*

Public transport debates can often centre on modes: buses vs trains vs trams vs ferries, and so on.

Different modes of public transport have different capabilities. For example, trains can move a much larger number of people per vehicle than buses, and can be significantly more comfortable for longer-distance travel. Ferries, although they can only serve a limited geographic area around the water's edge, can provide connections across water that are not available by road.

We aim to take a mode-neutral approach to thinking about public transport: specifically, we do not inherently prefer one mode over any other. In practice, bus transport is the dominant public transport mode in Otago (with only minor exceptions such as the Queenstown Ferry), and any study of alternative modes needs to address how another mode could deliver the same (or better) outcomes for an equivalent (or less) cost as a bus.

We acknowledge that there may be potential places for alternative modes in Otago at some point in the future, but at present, these are not central to our Plan.

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| Service Design Policies | |
|---|---|
| SD P1 | A public transport network that delivers a balance of ridership and coverage outcomes. |
| SD P2 | Coverage of the public transport network is based off a 500 metre walking distance. |
| SD P3 | Public transport services are designed in a ready-made way that includes:<br>• Avoiding unnecessary duplication of service<br>• Creating easy connections between services<br>• Long hours of service and consistent level of service |
| SD P4 | Public transport in Otago will primarily be delivered using buses (fixed-route or, in some cases, on-demand). |

| Service Design Actions | |
|---|---|
| The Council will: | |
| SD A1 | Design service improvements in a manner that focuses on maximising ridership, but:<br>• Avoids reducing the existing level of coverage<br>• Considers enhancements to existing coverage as a secondary benefit |
| SD A2 | From a starting point of 500 metres, our understanding of coverage should also consider factors including, but not limited to:<br>• Steepness of streets used to access stops<br>• The quality of the walking infrastructure<br>• The ability to make return trips<br>• Cycling access to bus stops in flat areas<br>• Private vehicle access to bus stops for longer-distance trips<br>• Hours of service |
| SD A3 | Design services under the following principles (where these principles come into conflict, a reasonable balance should be sought):<br>• Services should be direct, with travel times as competitive with private vehicle travel times as practical |

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| Service Design Actions | |
|---|---|
| | • Services should maximise access and travel options to destinations such as employment, retail, shopping, and other services<br>• Services should operate through the heart of communities, rather than the edges, in order to maximise the number of people and destinations within walking distance of the service<br>• Services should operate on suitable streets, avoiding diverting around narrow back streets and staying on wider main roads<br>• Service design should minimise the number of unnecessary transfers customers need to make<br>• Services should be designed to support seamless transfers where this supports the network's efficient functioning<br>• Services should be designed to support connections with other modes of transport, including walking for all trips, cycling (particularly in areas with strong identified demand or potential demand for cycling), and private vehicles (in the cases of longer trips, or to divert carparking away from central areas)<br>• Services that overlap for significant sections of their route should be designed and timetabled in such a way that they act as a more frequent combined service in their common section |

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## 5.3 Network form and function

Public transport in Otago can be viewed as consisting of several urban networks, along with a wider regional network.

Services can be delivered as **integral** services under contract to ORC (such as our Orbus services), as **exempt** services by the initiative of a private operator (such as various services between cities), or as **excluded** services that are not legally public transport, but fulfill some public transport functions (such as Ministry of Education school services).

For the purposes of this plan, integral services are the most important as these are the services that we control directly, but it is important to put these services in the context of a wider public transport network.

### *5.3.1 Urban network service types*

For the purposes of this plan, integral services are the most important as these are the services that we control directly, but it is important to put these services in the context of a wider public transport network.

Urban networks in Otago primarily consist of integral services operating under subsidy. Services are classified according to their function in the network as **rapid, frequent,** or **connector** services, supplemented by **targeted** services in special cases. In places, multiple services may branch and merge from in each in a coordinated way, where the combined service falls into a higher service class, while the separate branches fall in a lower service class.

| Service type | Service description | Aspirational service levels |
|---|---|---|
| **Rapid service** | Moves a very high volume of people<br>Strongly shapes the urban area's public transport network, urban form and development<br>Turn-up-and-go frequencies – no need to check the timetable<br>High level of separation from private vehicle traffic: routinely able to fully bypass congestion<br>Mostly delivers ridership outcomes<br>Multiple frequent and/or connector services may combine in such a way as to fulfil a rapid service function in their common section.<br>*No current or planned services in Otago can be considered as fully rapid in nature, but there is long-term interest in a rapid solution for Queenstown that could meet these standards.* | Fixed-route service<br>4am-12am service hours, 7 days a week<br>10 minute all-day frequencies or better<br>[if delivered by bus] Bus lanes<br>Generally premium or intermediate-quality stops/stations |

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| Service type | Service description | Aspirational service levels |
|---|---|---|
| **Frequent service** | Moves a significant volume of people<br>Influences the shape of the public transport network in its catchment area, and urban form / development<br>High frequency: the wait for the next service is rarely an inconvenience<br>Priority for PT over private vehicle traffic: reduced impact of traffic congestion<br>Mostly delivers ridership outcomes<br>Multiple connector services may combine in such a way as to deliver a frequent service function in their common section | Fixed-route service<br>6am-12am service hours, 7 days a week<br>15 minute all-day frequencies; extra peak frequency where needed to meet capacity<br>Buses operate in regular traffic but with priority measures at key pinch-points<br>Generally standard or intermediate-quality bus stops |
| **Connector service** | Moves an identifiable flow of people that cannot be served at higher service levels<br>Completes the local public transport network<br>Supports but does not shape urban form and development<br>Regular, clockface frequencies: users may have to plan ahead, but service should be available when needed, and the timetable is easy to understand<br>Limited priority measures<br>Delivers a mix of ridership and coverage outcomes | Fixed-route service for most routes; on-demand service where this model meets local needs<br>6am-12am service hours, 7 days a week<br>30-minute all-day frequencies depending on level of demand, with extra peak frequency where needed to meet capacity<br>Buses operate in regular traffic with limited priority measures<br>Standard bus stop quality |
| **Targeted service** | Meets a specific, identified need whose nature is such that it is better to serve separately from the regular network. | Specific to the service |

### *5.3.2 Regional network service types*

Most regional services are exempt services, which are not under ORC's direct control, although the Dunedin to Palmerston service is an integral service. Regional services are classified according to their function as **Regional Link** or **City Link** services at **primary**, **regular**, or **daily** service levels, along with targeted services.

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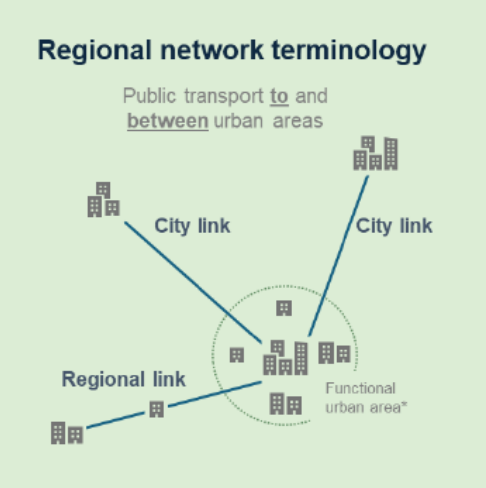


| | | |
|---|---|---|
| **City Link**<br>Connects major urban areas to each other | | **Regional Link**<br>Connects smaller urban areas to a larger city |
| **Primary (City Link or Regional Link)**<br>Same service aspirations as Frequent urban services<br>No examples in Otago | **Secondary (City Link or Regional Link)**<br>Similar service aspirations to Connector services, but frequency could be reduced below hourly service level to 3-6 trips per day | **Daily (City Link or Regional Link)**<br>1-2 trips per day |
| **Targeted service**<br>Meets a specific, identified need whose nature is such that it is better to serve separately from the regular network. Could include City Link or Regional Link services that run less than daily. | | |

{Table with Target service levels for each location defined]

### *5.3.3 Otago regional network*

[current map – highlighting locations of current urban networks, current TM services, and exempt city-link services]

[10 year conceptual map – highlighting desired and potentially fundable service improvements at regional level]

[30 year conceptual map – highlighting aspirational regional services)

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### 5.3.4 *Dunedin urban network*

[current map – two colours, showing only frequent and connector service areas, plus dashed lines for]

[future map – Fares and Frequencies option showing further frequent service]

### 5.3.5 *Whakatipu urban network*

[current map]

[stage 1 business case map]

[stage 2 business case map]

[stage 3 business case map]

### 5.3.6 *Connectivity with the active transport network*

### 5.3.7 *Targeted services*

Targeted services exist to meet specific transport needs that support the public transport network but do not conform to the usual form and function of a ready-made public transport network. These services often resolve the limitations of the ready-made network, or of existing land use. For example:

- Total Mobility is needed because even the most accessible bus cannot support all the needs of disabled people;
- Services targeting school students may be needed because some schools are located in places that cannot be effectively served by all-day public transport

### 5.3.8 *Integral services table*

Rationale and general principles for how these were identified/determined.

Table of integral services

Include nationally consistent service descriptors

Interregional services operated as exempt services integral?

### 5.3.9 *Network Form and Function policies and actions*

| **Network Form and Function Policies** | |
|---|---|
| NF P1 | A public transport services in Otago is identified as integral to the network on the basis of any of the following:<br>• It is an existing service contracted to ORC, including Total Mobility; or<br>• It is a potential service that would form a part of a future networks in this plan, and ORC's Long Term Plan or Annual Plan willing to contract and provide subsidy for; or<br>• It is an existing exempt service that delivers a part of current or future networks identified in this Plan and does not compete with current ORC-subsidised services in doing so |

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| | |
|---|---|
| NF P2 | School services – Support services targeting school travel only in instances where there is a significant identified demand, or potential demand, that cannot be reasonably met on the public network |

**Network Form and Function Actions**

| | |
|---|---|
| The Council will: | |
| NF A1 | Fund and deliver integral public transport services consisting of urban and regional services outlined on the integral services table [reference]:<br>• With forms and functions levels outlined in sections **Error! Reference source not found.** and **Error! Reference source not found.**<br>• In networks as outlined in sections **Error! Reference source not found.**, **Error! Reference source not found.**, and **Error! Reference source not found.** |
| NF A2 | Develop and design service improvements in line with future network structures outlined in sections **Error! Reference source not found.**, **Error! Reference source not found.**, and **Error! Reference source not found.**. |
| NF A3 | Support the provision of targeted services, subject to value for money considerations, in cases where a transport need cannot be reasonably met by ready-made services. This may include:<br>• Commuter-hour services to meet peak demand from workers<br>• School-travel services where a significant flow of school students exists<br>• Total Mobility services for people with impairments preventing them from using public transport<br>• Event transport |
| NF A4 | Dunedin Network review – extent and timeline still to be worked up |
| NF A5 | Support Otago's regional public transport network by:<br>• Coordinating with central government agencies, territorial authorities and local communities to identify opportunities where there is willingness to financially support feasible regional and inter-regional services<br>• Implement regional services which are funded<br>• Provide financial and logistical support that supports Community Transport operators across the region<br>• Identifying and promoting exempt public transport services which form an integral part of the regional network |

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| | |
|---|---|
| NF A6 | Work with territorial authorities to ensure that supporting physical infrastructure is in the right places to support easy and safe access to the public transport network. Develop a Joint Work programme to align capital projects. |
| NF A7 | Design timetables in a manner that:<br>• Has timing points and accurate running times to avoid early or excessively late running<br>• To the extent that is practical, adheres to a repeating clockface structure<br>• Has sufficient, but not excessive, layover between trips so that:<br>○ There is sufficient recovery time between trips to ensure recovery from late running<br>○ The timetable represents value for money<br>○ Drivers have sufficient breaks to meet Employment Relations Act requirements |

## 5.4 Infrastructure

Public transport services are only as good as the supporting infrastructure and people's ability (irrespective of their needs) to reach a location to access our services easily and safely. If any of the links in the end-to-end trip (from origin to destination and back) are weak, this may affect a person's decision as to whether to use public transport.

### *5.4.1 Bus stops (integral services)*

Bus stops and stations in Otago are key pieces of the strategic network infrastructure. The comfort, convenience, and safety (perceived and real) of these waiting areas has a significant impact on how users interact with public transport. In developing our network of bus stops, we will consider:

- **How far apart should stops be?** Close-together stops make public transport more accessible, but will significantly slow down service, and the increased number of stops will mean that investment in the quality of stops needs to be spread more thinly.
- **How do we prioritise investment in stops?** We want to deliver high-quality stops for all users, but with limited resources we need to set realistic and achievable targets, putting the greatest resources into locations where we get the greatest value for money in our investments
- **How do we improve accessibility?** The design of bus stops and their surrounding environments have a disproportionate impact on disabled and transport-disadvantaged people. Improving accessibility features can be expensive and take time, but there may be some "quick wins".
- **Maintaining or enhancing public transport's** place on streets: Public transport infrastructure shapes the urban environment of the streets it runs on, particularly at higher service levels where the infrastructure is significant. Such infrastructure also gives public transport a sense of permanence.

Bus stops are classified based on levels of service as shown in **Error! Reference source not found.** below. Most stops in Otago will be at the Standard and Intermediate service levels, and higher service levels will typically be seen on frequent routes and corridors.

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Universal Design principles are applied to the planning and composition the infrastructure environment so that it can be accessed, understood and used to the greatest extent possible by all people regardless of their age, size, ability or disability" (NZTA 2024).

*Table 1 Bus stop descriptions*

| Bus stop type | Description | Typical bus stop design |
|---|---|---|
| Interchange | Key network location where many services meet and connections between services across a wide area of the network are available. An interchange will be used by many buses at once, and sees a very high level of foot traffic, requiring a sophisticated design with significant facilities which are given strong priority. Otago's urban networks will not have more than 1-2 interchanges. | [diagram] |
| Premium | A very heavily used bus stop, operating in a place with very high amenity. The quality of the facilities is of high priority. May operate as an interchange for a small set of services. Only a small number of premium stops are expected across the network. | [diagram] |
| Intermediate | A heavily used bus stop, operating in a place with high amenity. Facilities are of increased quality. A minority of stops, but not an insignificant number, are expected to be Intermediate. | [diagram] |
| Standard | A moderately used bus stop with a standard level of service. Infrastructure is of a standard design. Most stops are expected to be standard. | [diagram] |
| Basic | A very lightly used stop with a low level of service and requiring minimal infrastructure. Only a minority of stops are at a Basic level. | [diagram] |

[bus stop elements table from Bus Stop Audit]

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*Bus stops (exempt and excluded services)*

We will coordinate with road controlling authorities to support the provision of stops for exempt and excluded services. For these stops, we are interested in ensuring:

- Sufficient capacity for vehicles and passengers on the street
- Safety
- Connectivity between integral and exempt/excluded services

*Priority measures*

*On-street charging*

### *5.4.2 Enabling infrastructure*

*Depots*

| **Infrastructure Policies** | |
|---|---|
| IN P1 | A **collaborative and coordinated approach** with territorial authorities and partner agencies will be taken to improve the planning and delivery of public transport infrastructure and services. |
| IN P2 | Public transport infrastructure and facilities, as well as supporting infrastructure like footpaths, are designed and constructed in a way that **prioritises accessibility**, safety and comfortable of all passengers. |
| IN P3 | Provision of infrastructure supports a high-quality **end-to-end journey experience** that is accessible, safe and simple for everyone. This includes following best practice quality and safety standards for all components of the journey. (eg vehicles, stops, shelters, footpaths and crossings). |
| IN P4 | Encourage **sustainable** infrastructure investment choices such as:<br>• maintaining and repurposing existing infrastructure over acquiring it new where possible.<br>• when purchasing new, we will favour sustainably made and renewable energy-reliant physical infrastructure. |

| **Infrastructure Actions** | |
|---|---|
| The Council will: | |
| PI A1 | Implement Waka Kotahi NZTA public transport **design guidance** and New Zealand Crime Prevention Through Environmental Design guidelines when planning and designing public transport infrastructure and facilities. |

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| | |
|---|---|
| PI A2 | Ensure that all infrastructure is **accessible** to disabled people and the transport disadvantaged community by following Universal Design Principles |
| PI A3 | **Partner** with territorial authorities and NZTA to improve the design, implementation and maintenance of physical infrastructure necessary for a safe and easy-to-navigate end-to-end journey for all passengers. |
| PI A4 | **Partner** with Dunedin City Council to study central-city bus operations and future interchange requirements. |
| | [Electric bus depot Queenstown] |

## 5.5 Integral Infrastructure

Table of integral infrastructure (if this makes sense)

Include how and who will provide will provide identified enabling infrastructure and assets to support services.

## 5.6 Parking Management

Importance of parking management including supply and pricing to support use of public transport.

Include how we will partner with TAs in this area.

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# 6 Focus Area 2: Passenger Experience

**Objective: Provide useful public transport services that respect the safety and wellbeing of passengers, particularly for people who are transport-disadvantaged.**

Our goal is to drive positive passenger experience to attract more users to use public transport more often. We strive to deliver passengers journeys, from origin to destination, that embody the following principles:

**Useful:** The service is well-functioning and reliable

**Safety:** The service induces passengers to feel both real and perceived safety

**Wellbeing:** The service enables passengers to travel with comfort and dignity

**Transport disadvantaged**: The service enables people who are less able to get around easily a suitable way to travel

## 6.1 Service and Vehicle Standards

### *6.1.1 Service Performance Standards*

We know reliability and punctuality are two of the most important traits of good public transport. To be willing to use our services, passengers must trust that the bus will get them where they want to go on time every time.

The reliability of public transport depends on a wide range of factors functioning well, such as:

- Data-driven timetabling that realistically predicts trip duration;
- Explicit contract provisions surrounding reliability so service operators are incentivised to run trips reliability and punctually.
- Well-trained drivers who use established methods to stay on-schedule; and
- Good real-time information so passengers know when their trip will start and end, even if the trip is off-schedule.

Reliable and punctual services increase the service quality without increasing frequency. In this way, improving service reliability is a low-cost way to improve passenger experience.

| **Service Performance Standards Policies** | |
|---|---|
| SPS P1 | Public transport is reliable and punctual to build passengers' trust in the service and induce mode shift. |

**Service Performance Standards Actions**

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| The Council will: | |
|---|---|
| SPS A1 | **Timetables:** Develop, monitor and evaluate data-driven and resource-efficient timetables that support reliable journey times. |
| SPS A2 | **Contracts:** Ensure that measurable and enforceable reliability provisions are included in all public transport service contract. (ORC 2021) |
| SPS A3 | **Driver training:** Work with service operators to train drivers in best practices of reliability and punctuality. |
| SPS A4 | **RTI:** Maintain, optimise and promote accurate real-time information so passengers can predict trip times and durations. |
| SPS A5 | **Advocacy:** Advocate for public transport priority measures known to improve reliability and punctuality with territorial authorities. |

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### *6.1.2 Vehicle Quality Standards*

Delivering our public transport service with high-quality vehicles directly improves passenger safety, accessibility, sustainability and comfort. Features like high visibility handrails, minimum aisle widths, defined seating standards and telematics providing drivers with real-time feedback on the quality of their driving ensure are vehicles meet our passengers needs.

We work closely with our operators to meet the Waka Kotahi NZTA Requirements for Urban Buses (2022). These NZTA requirements outline best practices for urban buses, the vehicle type that currently make up 99% of our general public transport network. We strive to meet these requirements across as many bus services as possible for our passengers' wellbeing and to be eligible for Waka Kotahi NZTA funding.

| **Vehicle Quality Standards Policies** | |
|---|---|
| VQS P1 | All vehicles and vessels used to operate contracted services are of high quality and compliant with industry and regulatory standards. |

| **Vehicle Quality Standards Actions** | |
|---|---|
| The Council will: | |
| VQS A1 | Enforce bus operators to meet Waka Kotahi NZTA's Requirements for Urban Buses (2022) with all contracted vehicles where possible. |
| VQS A2 | Incentivise higher vehicle quality and seating capacity, improved technology and lower emissions through contract procurement. |
| VQS A3 | Enforce all existing ferries on contracted services to comply with required Maritime NZ standards and encourage using established best practices. |

## 6.2 Safety

Delivering a secure and comfortable service is crucial to our passengers' wellbeing and our ability to attract new passengers. We strive to minimise antisocial behaviour and dangerous driving while improving passenger comfort through a range of measures, including:

- Bright street and stop lighting to improve visibility;
- Traffic calming and protected pedestrian infrastructure around stops and surrounding areas;
- Full closed-caption television (CCTV) coverage on all buses, both inside and outside and bus hubs;
- Rigorous driver training, including safe driving and de-escalation components;

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- Security presence at the Dunedin Bus Hub;
- Direct collaboration with schools;
- Bus safety communication campaigns; and
- Vehicle safety standards enforcement mechanisms.

Through these proven measures, we strive for every passenger to have a safe experience through all parts of the public transport journey whether that be travelling to or from, waiting for, or onboard our services.

| **Safety Policies** | |
|---|---|
| S P1 | Public transport services, vehicles and infrastructure both are, and feel, safe and secure for all passengers and staff. |

| **Safety Actions** | |
|---|---|
| The Council will: | |
| S A1 | Enforce passenger compliance with the Orbus code of conduct. |
| S A2 | Work with territorial authorities to deliver safe stop and street infrastructure. |
| S A3 | Work with contracted operators to support rigorous driver training. |
| S A4 | Address the safety of vulnerable populations and the transport-disadvantaged directly. |

## 6.3 Public Information

Our services are only as good as the public information we provide for them. We are committed to providing public information including wayfinding, fares, ticketing, code of conduct, timetable, accessibility and real-time information that:

- Is easy for users and the wider community to understand;
- Is accurate and up to date, so users can make transport choices with confidence; and
- Is accessible for people of all abilities.

We use a range of methods to communicate with users and the wider community including social media, the Transit wayfinding app, on-bus posters, electronic real-time signage, 24-hour customer experience phone and the Orbus website.

**Wayfinding**, the process of passengers selecting routes, evaluating travel times and navigating the journey is a core part of the journey experience and requires consistently

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accurate information to be successful. We prioritise providing reliable wayfinding information with digital mapping tools, real-time alerts and physical electronic real-time bus timetables.

**Exempt service info:** In addition to providing information on our contracted/integral services, we know exempt (and excluded?) services are essential to the wider region's public transport network. We will promote information about these services to improve passengers understanding of all transport options in Otago where they do not compete with our integral services.

**New technology** to communicate/share public transport information poses exciting opportunities for improving our passenger experience. We will continue to explore investing in new technology where it adds meaningful value to our services.

### Case study: Our Orbus Website

We launched in an Orbus-specific website in 2024 to improve the ease of use, accessibility and brand identity of our online public information. The website makes leaps in navigational ease, prioritising most frequently searched topics and mobile usability. Being specifically Orbus branded, it enables our public information to be easy to find and distinct from the ORC's other activity areas.

| **Public Information Policies** | |
|---|---|
| PI P1 | Clear, accurate and accessible public information is provided through up-to-date channels. |

| **Public Information Actions** | |
|---|---|
| The Council will: | |
| PI A1 | **Work with territorial authorities and stakeholders** to provide public and wayfinding information related to the public transport network that is:<br>• Intuitive and easy to understand;<br>• Accessible and widely available;<br>• Accurate and up-to-date; and<br>• Meets ORC and Orbus' branding and communication standards. |
| PI A2 | **Exempt services:** Provide relevant public information about exempt services that form a part of Otago's regional network. where they do not compete with our integral services. |
| PI A3 | **Technology:** Explore technologies that meaningfully improve the accuracy, clarity and accessibility of public information. |

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| | |
|---|---|
| PI A4 | **RTI:** Continue optimising our real-time passenger information system to improve wayfinding and reliability. |

## 6.4 Ticketing System

An accessible and easy to use public transport service is dependent on an intuitive and integrated ticketing system. Since 2020, we have implemented and optimised our Bee Card ticketing system, a simple smartcard system shared among ten other public transport networks across the country. The Bee Card system has provided passengers with benefits like tagging on and off trips, topping up money to the card online, and managing multiple cards through one online account.

In the coming years, a National Ticketing Solution, Motu Move, will be implemented in Otago. Motu Move will bring more convenience and integration to passengers through features including:

- Contactless debit or credit card on-board payment;
- A mobile app;
- Immediately available top-ups;
- Integration across all public transport networks in New Zealand Aotearoa; and
- Locally set fares to achieve the greatest outcomes for both users and the community.

As we transition from the Bee Card to Motu Move, we will provide a well-communicated and simple transition for passengers. We will continue to champion the following ticketing system principles before, during and after the transition:

- Be rapid and easy for customers and bus drivers to use;
- Provide a robust administrative platform for operational control of the network;
- Provide a network banking system for distributing fares amongst operators;
- Provide a suitable platform for further improvements to the network and any new fare arrangements that the ORC might decide from time to time;
- Be capable of providing a good understanding of passenger travel patterns, to aid planning and managing the public transport network; and
- Support use of an integrated fare structure.

| **Ticketing System Policies** | |
|---|---|
| TS P1 | The public transport service will use an integrated, accessible and intuitive ticketing system to streamline all passengers' experience. |
| TS P2 | The implementation of the integrated National Ticketing Solution, Motu Move, across the public transport network is intuitive and beneficial to users. |

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| Ticketing System Actions | |
|---|---|
| The Council will: | |
| TS A1 | Provide a common integrated ticketing system that is simple, easy to use, and allows integrated fares. |
| TS A2 | Work with external partners to implement Motu Move in a convenient and intuitive way for users. |

## 6.5 Customer Service

Customer service shapes the public perception of public transport in ways branding, marketing and service performance cannot. When passengers feel respected and well-served, they are more likely to use public transport more often and recommend it to others. We strive for all drivers, ticketing retailer staff, and ORC staff to deliver consistently outstanding customer service to build trust with existing passengers and attract new ones. Read more about our collaboration with contracted operators to deliver the best service possible in *Section 8.3: Working relationships with stakeholders.*

Any instances of poor customer service reported to us are recorded and addressed as soon as possible to prevent further issues and restore trust. Passengers and the public can provide feedback on our website, by phone, by email and in-person. We record all public transport-related complaints, requests, enquiries and compliments received and continuously analyse them to inform improvements in our services.

| Customer Service Policies | |
|---|---|
| CS P1 | All staff involved in public transport deliver outstanding customer service to meet passengers' needs and expectations. |

| Customer Service Actions | |
|---|---|
| The Council will: | |
| CS A1 | **Training:** Ensure that operators train both management and service staff in customer service, including specialised training in:<br>• Assisting passengers with different access and mobility requirements, including those with disabilities, mobility aids, prams, or strollers;<br>• De-escalating anti-social behaviour or customer dissatisfaction, where safe to do so; and<br>• Providing route and wayfinding assistance, especially to passengers unfamiliar with the public transport network. |

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| | |
|---|---|
| CS A2 | **Bee card retailers:** Work with Bee Card retailers, including drivers, to provide up-to-date training on ticketing system processes to improve passenger understanding of fares and the Bee Card system. |
| CS A3 | **Customer feedback:** Continually monitor customer service feedback and annual surveys to understand and improve our services' customer service. |

## 6.6 Special Events

Supporting special events are a great opportunity to bring people and revenue to our region. The ORC is committed to working with event organisers and venues to provide detours, additional services and ticketing agreements when it is logistically and financially feasible to do so.

By providing targeted event travel, we make events more accessible, safer, less disruptive to other road users including other public transport services, and more sustainable. They also encourage new users to our services.

| **Special Events Policies** | |
|---|---|
| SE P1 | Public transport supports access to events to reduce congestion, improve safety, and maintain the operational performance of the transport network |

**Special Events Actions**

| The Council will: | |
|---|---|
| SE A1 | Where funding for targeted public transport services is secured by event organisers, **support special events** by:<br>• Contracting and managing service provision on behalf of event organisers,<br>• Providing discounted fares for use of the existing public transport network; and<br>• Undertaking promotional/marketing activities. |
| SE A2 | Financially contribute to the provision of public transport services for **large scale special events**, subject to:<br>Sufficient public funding being available.<br>• The event is expected to have more than 10,000 attendees on any one day;<br>• The event takes place within Otago Regional Council boundaries; and<br>• The wider community would meaningfully benefit from event-related public transport services. |

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| | |
|---|---|
| SE A3 | **Work with territorial authorities, event organisers and other relevant groups** to plan and implement targeted services for special events in a way that reduce congestion, improve safety, and maintain the operational performance of the transport network. |
| SE A4 | **Maintain an annual calendar** of planned events to assist with the planning and provision of public transport. |

## 6.7 Branding and Marketing

Maintaining an easily identifiable, unified and highly regarded brand is essential to retaining existing passengers and attracting new ones. The Orbus brand has enabled our services to be consistent and marketable, as well as to create a sense of place and public transport identity in our region. Notably, the launch of our Orbus branded website in 2024 was a major step in making our public information easier to access and understand. We will continue to develop our branding and marketing to promote the benefits of public transport and the Orbus network. Our goal is to encourage increased use of Orbus services in a way that aligns with ORC values.

| **Branding and Marketing Policies** | |
|---|---|
| BM P1 | **Branding:** Public transport services operate under a strong, consistent and regionally integrated brand. |
| BM P2 | **Marketing:** The Otago Regional Council engages in strategic marketing campaigns to improve public awareness and perception of public transport services. |

| **Branding and Marketing Actions** | |
|---|---|
| The Council will: | |
| BM A1 | **Branding:** Work with external partners to implement and maintain a strong and regionally aligned Orbus brand so that it is consistently applied across public transport services and supporting infrastructure. |
| BM A2 | **Marketing:** Design and execute strategic marketing campaigns to promote and improve public awareness of Orbus services. |

## 6.8 Accessibility for the Transport-Disadvantaged

Public transport systems often fail to meet the needs of everyone due to physical access issues, cost, safety or other factors, depriving people of access to life-enhancing opportunities

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such as work, healthcare, education and social connections. People who may experience transport disadvantages include:

- People with accessibility needs;
- People with mobility impairments;
- People who do not have driver licenses, including children;
- People with low incomes;
- People in isolated rural locations; and
- People with inadequate access to private vehicles.

The ORC is committed to delivering a public transport system that meets the needs of people experiencing transport disadvantages and ensure all passengers feel respected and valued, ultimately benefiting everyone. For more information on the ways in which we engage and serve these members of our community, see *Section 8.2: Our equity-focused approach for improving access for people experiencing transport disadvantages*.

### *6.8.1 General Public Transport Network Accessibility*

| **General Public Transport Network Accessibility Policies** | |
|---|---|
| GPTNA P1 | **Accessibility:** Public transport is accessible and safe for passengers experiencing transport disadvantages. |

| **Actions** | |
|---|---|
| The Council will: | |
| GPTN A A1 | Deliver accessible services for passengers experiencing transport disadvantages through providing:<br>• Accessible public information, vehicles and physical infrastructure;<br>• A safe and comfortable end-to-end journey experience;<br>• Affordable fares and concessions to access life-enhancing opportunities; and<br>• Resources towards investigating and trialling Community Transport. |
| GPTN A A2 | **Public information:** Develop accessible formats of public transport information like NZ Sign Language, Easy Read, Braille, large print and audio. |
| GPTN A A3 | **Planning:** Examine socio-economic demographics when evaluating current services and planning new ones. |

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### *6.8.2 Total Mobility*

Total Mobility is the most general paratransit service in New Zealand, and is administered in Otago by the ORC. Total Mobility gives disabled people access to discounted travel through taxi and mobility operators. The subsidy is 75% of the full fare, capped to a discount of $37.50 (or 75% of a $50 fare). This is an increase from a previous 50% / $25 maximum subsidy. The ORC provides financial support for the costs of fitting wheelchair hoists or ramps to operator vehicles. There is also an ongoing government review of Total Mobility, so the nature and details of the scheme are subject to change in the near future. In the context of these changes, there could be value in including an ORC perspective on national policy in the RPTP, which would give stronger guidance in how ORC engages with higher-level changes.

| **Total Mobility Passenger Experience Policies** | |
|---|---|
| TMPE P1 | **Total Mobility** services are accessible, useful and available for people with impairments that make access to regular public transport impractical. |

| **Total Mobility Passenger Experience Actions** | |
|---|---|
| The Council will: | |
| TMPE A1 | Support the Ministry of Transport review of the Total Mobility review and represent the best interests of the Otago community in the review. |

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# 7 Focus Area 3: Value for Money

**Objective: Provide public transport services in a manner that represents good value for money.**

## 7.1 Understanding value for money

Public transport costs money to operate. Historically, much of this cost could be recovered through passenger fares, and many public transport services were able to pay for themselves, or at least operate with a low level of subsidy. However, the operating environment of public transport has, over time, made this increasingly challenging due to:

- Competing modes of transport, especially private car travel, have significantly impacted the level of demand for public transport services and the cost-effectiveness of infrastructure
- Urban forms have become less optimal for public transport
- The most significant cost of operating public transport is the cost of labour, and New Zealand has a highly developed, and high-wage, economy. Fuel costs have also increased significantly.

Providing public transport services that represent value for money requires understanding the value proposition and benefits of investment for passengers, funding partners and the community.

Some of the benefits of public transport are **societal**: for example, if someone chooses to take the bus instead of driving, this is a car off the road, with a positive environmental and economic impact: less emissions, less congestion, more capacity for other travel, less need to upgrade the road; economic impacts from any employment or retail activities they travel to. On the basis of societal benefits, it makes sense for government (central or local) to subsidise public transport.

However, travelling on public transport is not purely a societal benefit. Good quality public transport benefits the user, by giving them the freedom to access jobs, education, and other activities. For this reason, it is fair that the user, who benefits from the service, should pay a fair share of the cost. Furthermore, we consider that **public transport should be of sufficient quality to be worth paying for.**

Finally, public transport has benefits to third parties. For example, businesses are more connected to staff and use less land for parking; educational institutions can be available to students, and the land values of developers are enhanced. In many cases these benefits may be felt through the rates and taxes paid by these organisations, which feeds into central and local government funding, but where there are organisations who benefit from public transport is especially high, it is fair to search for ways in which they can contribute. For example, an employer may help to pay for their employee's travel costs, or a developer may support early implementation of services or infrastructure in their community.

## 7.2 How public transport is funded

Funding for public transport in Otago comes from several sources:

1. **Private revenue** refers to revenue from non-public sources. This includes:
    - **Fare revenue:** as paid by passengers

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- **Third party revenue:** other sources of non-public revenue specific to public transport, such as advertising or employer contributions.

2. **Public revenue** refers to revenue from local and central government, including
   - Central government funding through the **National Land Transport Programme** (NLTP).
   - **Crown revenue:** central government funding through special Crown funding sources
   - **Local government revenue** through a mix of general and targeted rates, as set out in the Otago Regional Council Long-Term-Plan and Annual Plan.

### *7.2.1 Fare substitutes*

Fare substitutes consist of revenue sources which pay fares instead of the user. This includes central-government funded fare substitutes such as free off-peak travel for Super Gold Card holders, or 50% fares for Community Service Card holders. It also includes third-party fare substitutes such as a workplace travel policy that pays or subsidises employee's use of public transport, because the employer would be paying fares in place of their employee.

### *7.2.2 Public revenue*

The current Government Policy Statement on Land Transport (GPS 2024) sets out the government's strategic direction and co-investment in land transport activities through the National Land Transport Programme (NLTP). Activities must align with the priorities outlined in the most recent GPS to be eligible for funding.

ORC have received sufficient funding in the 1 July 2024 – 30 June 2027 NLTP to maintain existing service levels, and also progress Stage 1 of Queenstown Public Transport Service Business Case service improvements. However, approximately $15 million of other improvements from the ORC's Long Term Plan, including service improvements in Dunedin, a variety of service trials across the region, and infrastructure improvements in Dunedin and Queenstown, were not allocated funding.

For most public transport activities, 51% of the net cost (excluding public revenue) is paid through the NLTP (or alternative Crown funding sources), and 49% is paid through local government rates. If there is no central government funding available, the ORC may elect to fund an activity purely using local-share funding. This has an immediate value-for-money impact: ratepayers are effectively paying twice as much for the same level of service. As such, we will only seek to fund activities without central government funding when:

- The value for money is considered so high that it is still worthwhile without central government funding
- Undertaking the activity as a trial is considered to provide a strong evidence base for the next National Land Transport Programme bid.

Demonstrating value for money is critical to maintain funding for existing services and position ourselves for future funding bids, where we will be able to access funding for improvements, to support our community's aspirations.

### *7.2.3 Private revenue*

With regards to public transport, the GPS 2024 sets an expectation to progressively increase the private share of funding to support rising public transport expenditure and reduce pressure on ratepayers and taxpayers.

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Government-funded fare substitutes such as Super Gold present a challenge to private share targets, as they inherently reduce the private share percentage achieved by the public transport network. This puts us in a difficult position – we wish to support our community by taking up government funding sources, but we know that a lower private share will affect future funding bids, and potentially make it more difficult to fund service improvements.

| **Public Transport Funding Policies** | |
|---|---|
| PTF P1 | Alternative revenue streams fund a growing share of our public transport system. |

| **Public Transport Funding Actions** | |
|---|---|
| The Council will: | |
| PTF A1 | Work with territorial authorities, NZTA and other stakeholders to develop alternative opportunities and methods to fund the public transport network |

## 7.3 Fares

**Fare level** refers to the typical cost of public transport trips, for any user. A higher fare level results in greater revenue for ORC, which reduces the overall cost of public transport to ratepayers and taxpayers that fund it; this reduced cost may create new opportunities to improve service levels. However, higher fares make public transport less attractive and less cost-competitive with other modes of transport and will be a burden to people with less ability to pay.

**Fare structure** refers to how different trips cost different amounts. There are various elements of fare structure:

**Concessions:** Affordability is especially important to transport-disadvantaged people, including disabled people, young people, and elderly people as well as people with limited financial means, such as beneficiaries or low-wage workers. We therefore seek to balance general affordability (for all users) with high affordability for targeted users through concessions.

**Distance structure:** Longer distance trips are more expensive to operate, and offering such travel for the same price as short-distance trips could be seen to subsidise outer-suburban locations at the expense of inner-suburban and central locations. On the other hand, over short distances, public transport competes with even more sustainable transport options (notably cycling and walking) as well as private travel.

**Time of day:** Peak-hour travel is expensive, as public transport vehicles can fill up, and meeting this capacity with extra trips can be expensive. Commuters can also be less price-sensitive than other public transport users, and may have more ability to pay, so it could be fair to offer different peak and off-peak fares.

**Transfers:** Some journeys cannot be met using one bus: users need to change vehicles at an intermediate point of the journey, with two- or even three-seat rides. As

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this makes travel more difficult to the rider and supports a simpler network structure, there should be no difference in cost regardless of how many vehicles were used to make a trip.

**Repeated use:** Even affordable fares can add up when a user is travelling often. Although this is reasonable – people using the service more should pay more – fare capping incentivises and rewards regular use by limiting the cost of public transport over a given period – for example, there might be a cap of a certain number of trips per day, per week, or per month.

**Cash:** Increased cash fares, relative to stored-value fares, are near-universal in public transport in New Zealand. This is because cash handling slows services down, subjects bus drivers to increased risk of robbery and does not provide passengers the means to 'tag off' their trip. As a result, cash fares decrease on-board safety and valuable data collection. The elimination of cash fares is challenging, as a minority of passengers may be disproportionately affected, and many new users or tourists may use cash for a few trips before acquiring a Bee Card. However, the incoming National Ticketing System will allow users to pay for public transport with bank cards, which will eliminate most remaining cash transactions.

| **Fare Policy** | |
|---|---|
| FP 1 | Public transport fares are simple and affordable to support ridership growth. Those who benefit from public transport (including its users) contribute a fair share towards the overall cost of the service. |

| **Fare Actions** | |
|---|---|
| The Council will: | |
| FA 1 | Set a base fare level that is affordable to most users, and allows a reasonable recovery of operating costs. |
| FA 2 | Structure fares in a way that is simple, and:<br>• Allows free transfers<br>• Reduces the cost of travel for passengers with less ability to pay<br>• Supports sustainable land-use patterns<br>• Encourages regular use |
| FA 3 | For valid Total Mobility trips, subsidise the first $50 of a full customer fare by 75%, plus $11.50 per valid hoist. |
| FA 4 | Review the base fare level annually as a part of Annual Plan and Long Term Plan processes. |

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| | |
|---|---|
| FA 5 | Review the region's fare structure on a cost-neutral basis every three years to ensure it remains fit for purpose. |

## 7.4 Procurement approach

| **rocurement Policy** | |
|---|---|
| P P1 | [In development] |

| **Procurement Actions** | |
|---|---|
| The Council will: | |
| PA 1 | [In development] |

## 7.5 Service optimisation

| **Service Optimisation Policy** | |
|---|---|
| SOP 1 | [In development] |

| **Service Optimisation Actions** | |
|---|---|
| The Council will: | |
| SO P1 | [In development] |

## 7.6 Allocation of services into units

| **Unit Design Policy** | |
|---|---|
| UD P1 | Contractual units are designed to effectively meet network outcomes, be operationally and financially efficient, and support long-term competitive and efficient markets. |

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| Unit Design Actions | |
|---|---|
| The Council will: | |
| UD A1 | Establish units based on:<br>• logical groupings of routes<br>• attractiveness to the market<br>• minimising dead running<br>• aligning units with depot locations to maximise infrastructure utilisation. |

## 7.7 Total Mobility

### *7.7.1 Eligibility interpretations*

| Total Mobility Policies | |
|---|---|
| TM P1 | [In development] |

| Total Mobility Actions | |
|---|---|
| The Council will: | |
| TM A1 | Define eligibility for Total Mobility according to the criteria of NZTA, along with specific interpretations by ORC. |
| TM A2 | Continue to provide funding and champion substantial national funding in the Total Mobility Scheme. |

## 7.8 Workforce sustainability

| Workforce Sustainability Policies | |
|---|---|
| WS P1 | [In development] |

| Workforce Sustainability Actions |
|---|
| The Council will: |

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| | |
|---|---|
| WS A1 | [In development] |

## 7.9 Innovation

| Innovation Policies | |
|---|---|
| I P1 | [In development] |

| Innovation Actions | |
|---|---|
| The Council will: | |
| I A1 | [In development] |

## 7.10 Performance monitoring and evaluation

| Performance Monitoring and Evaluation Policies | |
|---|---|
| TM P1 | [In development] |

| Performance Monitoring and Evaluation Actions | |
|---|---|
| The Council will: | |
| TM A1 | Support network optimisation through the use of available technology, such as GPS and other mechanisms; |
| TM A2 | Share monitoring data with territorial authorities and partner agencies to enable appropriate enhancements to the public transport network. |

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# 8 Focus Area 4: Build Trust

**Objective: Proactively engage with communities and organisations, including iwi, to foster trust and ensure public transport investments align with stakeholder priorities.**

ORC Goals: Partnership Goals 1, 2 and 3; Communities Goals 1 and 2

Otago's public transport system is managed by numerous groups and organisations across various sectors, including the ORC, territorial authorities, bus operators, local communities and NZTA. For this system to function effectively, these groups and organisations must cultivate strong working relationships to coordinate their efforts. Trust is the foundation of these relationships; without it, we will struggle to navigate challenges and deliver the efficient public transport system Otago communities deserve.

We aim to build trust with these groups and stakeholders through three mechanisms: embracing meaningful stakeholder engagement processes, adopting an equity-focused approach for improving access for people experiencing transport disadvantages, and developing strategic partnerships with academic institutions.

## 8.1 Our stakeholder engagement processes

Government decision-makers often engage with stakeholders on a superficial level, focusing on optics rather than genuinely considering peoples' inputs and addressing their concerns. This shallow form of engagement undermines trust and leads to decisions and investments that lack buy-in from those most affected.

Our public transport decisions should be informed through meaningful engagement processes that involve open and honest dialogue with stakeholders. Through this dialogue we hope to build the trust necessary to deliver a successful public transport system now and in the future.

| **Stakeholder Engagement Policies** | |
|---|---|
| SE P1 | Strong partnerships with diverse stakeholders, including iwi, territorial authorities, communities and people experiencing transport disadvantages are developed and maintained so our public transport priorities and investments align with stakeholder needs and interests. |
| SE P2 | Our stakeholder engagement processes are accessible and transparent and will inform the decisions we make around public transport investments and service provision. |

**Stakeholder Engagement Actions**

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| The Council will: | |
|---|---|
| SE A1 | Engage in meaningful dialogue with diverse stakeholders interested in public transport to understand their transport needs. |
| SE A2 | Encourage the sharing of information and data with and between our territorial authorities, operators and partner agencies to support future planning, transport trends, changing demands, growth and technological change, amongst others. |
| SE A3 | Establish a collaboration framework and joint work programmes with territorial authorities to integrate public transport projects and investments that align with each party's respective priorities and capabilities. |
| SE A4 | Regularly review and improve our stakeholder engagement strategies based on feedback and evolving needs. |

## 8.2 Our equity-focused approach for improving access for people experiencing transport disadvantages

The ORC employs an equity-focused approach in delivering public transport, allocating resources fairly to improve access to opportunities for people experiencing transport disadvantages. This differs from an 'equality' approach, where resources are allocated on an equal basis for all but may not adequately address the specific needs of people experiencing transport disadvantages (**Error! Reference source not found.**).

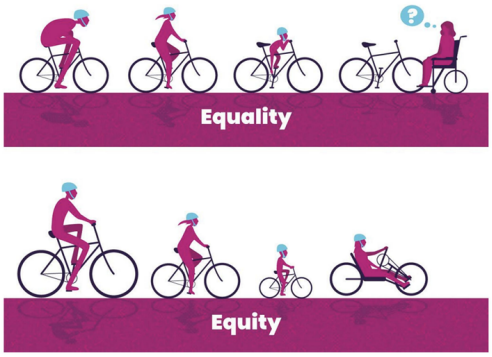


Figure 1 The difference between equality, which treats everyone the same regardless of their specific circumstances, and equity, which involves addressing individual needs to achieve fairness. (Source: Robert Wood Johnson Foundation, 2017)

The ORC's equity-focused approach is based on three principles:

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1. **Community Engagement:** The ORC will be proactive to engage communities that may be underrepresented in decision-making processes regarding public transportation.
2. **Access:** Residents across Otago can safely access multiple transportation options to reach their destination.
3. **Address Historical Disinvestment**: The ORC will invest in areas that are historically underserved by transportation funding and projects that improve safety for people walking, biking and using mobility assistance.

These three equity principles are put into practice through the following policies and actions:

| **Equity Policies** | |
|---|---|
| EQ P1 | Equity will be at the forefront of public transport decision-making. |

| **Equity Actions** | |
|---|---|
| The Council will: | |
| EQ A1 | Review and analyse public transportation data, including patronage statistics, service frequency and coverage, to identify patterns of inequity in service provision. |
| EQ A2 | Leverage technology, such as mobile apps and GIS, to conduct spatial analysis and identify areas in need of transportation investments. |
| EQ A3 | Collect data on diversity of participation on streets and public transport services to understand the barriers communities face in accessing public transport as their primary mode of urban travel. |
| EQ A4 | Conduct meaningful engagement with people experiencing transport disadvantages that goes beyond requesting feedback, encouraging them to articulate their public transport needs and co-create solutions through workshops, meetings, focus groups and surveys. |
| EQ A5 | Engage with social service organisations to review programmes, projects and decisions to refine public transport investment options to address inequities. |

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| | |
|---|---|
| EQ A6 | Prioritise public transport investments and policies to boost patronage for people experiencing transport disadvantages, such as improving affordability through concessions and increasing service frequency and coverage in underserved areas. |

**Case study: Ōamaru**

[text to come]

## 8.3 Working relationships with stakeholders

Our stakeholders play diverse roles in delivering public transport services. Mana whenua and local communities provide crucial insights to guide the decisions we make about public transport investments and priorities. Other stakeholders, such as operators and territorial authorities, are involved in both the strategic decision-making and daily operations of our public transport services. Developing strong partnerships with these latter stakeholders is essential for our public transport system to function effectively, as their activities influence the success of our daily services.

**Mana whenua**

**Service operators**

**Territorial Authorities**

**Academic Institutions**

…

**Working Relationships Policies**

| | |
|---|---|
| WR P1 | Strategic partnerships are developed with stakeholders, including operators, territorial authorities, mana whenua, and academic institutions, to improve the operational efficiency of our public transport systems. |

**Strategic Partnerships Actions**

| The Council will: | |
|---|---|
| WR A1 | Engage in open and regular collaboration with service operators to align expectations, identify and address inefficiencies and optimise the operation of our services. |

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| | |
|---|---|
| WR A2 | Frequently and proactively collaborate with territorial authorities to align interests, coordinate work programmes and share knowledge. |
| WR A3 | Collaborate with academic institutions on public transport projects and programmes that mutually benefit students, academic institutions and the ORC. |

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# 9 Focus Area 5: Environmental Sustainability

**Objective: Invest in a public transport system that promotes the best possible environmental outcomes regarding greenhouse gas emissions, pollutants and land use.**

ORC Strategic Directions: Transport Goals 2, 3; Climate Goals 1, 2; Environment Goals 1, 3

Transportation is a major source of Otago's greenhouse gas emissions, especially in the densely populated urban areas of Dunedin and Queenstown where many residents are forced to use private vehicles as their primary mode of transport. Dependence on private vehicles has significant impacts on our environment and communities. For example, it exacerbates the climate emergency which damages our homes, increases the cost of doing business and threatens our places of cultural significance. Additionally, the competition for road space among private vehicles leads to increased congestion and the emission of harmful pollutants, resulting in poor air quality and an elevated risk of respiratory illnesses in our communities.

The ORC is committed to supporting a public transport system that achieves the best possible environmental outcomes regarding greenhouse gas emissions, pollutants and land use. Achieving these outcomes will require us take a holistic view of the transport sector's environmental impacts. This means we must consider not just the environmental impact of our public transport system's assets and operations, but also the various factors impacting how Otago's communities travel, including urban design. We aim to achieve the best possible environmental outcomes through two mechanisms: decarbonising our public transport fleet and improving the integration of land-use planning with public transport systems.

## 9.1 Decarbonising our bus fleet and related infrastructure

Decarbonising our bus fleet and related infrastructure is a crucial step toward achieving our environmental goals. By transitioning from diesel buses to zero-emission electric buses, we can significantly reduce our environmental impact by limiting harmful pollutants and carbon emissions, contributing to improved air quality and reduced noise in our communities.

Central Government policy requires all fossil-fueled public transport buses to be replaced with electric buses by 2035. In 2021, the ORC trialed one electric bus on select routes in Dunedin, travelling 3148 km and carrying over 3000 passengers. The trial yielded promising results and was estimated to have saved 2511 kg of $CO_2$ emissions[1], a more-than-90% reduction in $CO_2$ emissions compared to diesel buses. This successful trial paved the way for the complete electrification of our bus fleets in Dunedin and Queenstown by 2030, which will occur in phases as we sign new contracts with bus operators.

| Urban Area | 2025 | Expected (2026) | Expected (2030) |
|---|---|---|---|

[1] Otago Regional Council (2021) Electric Bus Popular with Passengers, Produced Fewer Carbon Emissions. (online: https://www.orc.govt.nz/your-council/latest-news/news/2021/december/electric-bus-popular-with-passengers-produced-fewer-carbon-emissions/)

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| | | | |
|---|---|---|---|
| Dunedin | 27 electric buses (37% of fleet) | X buses (?% of fleet) | X buses (100% of fleet) |
| Queenstown | 0 electric buses (0% of fleet electric) | X buses (?% of fleet electric) | X buses (100% of fleet) |

Transitioning to an electric bus fleet will also require careful infrastructure planning, as electric buses are generally heavier and have a shorter range than diesel buses. The ORC will follow NZTA guidelines for charging design principles when planning the necessary infrastructure to support the fleet. Additionally, we will monitor and evaluate the longevity of roads and bridges and conduct regular maintenance and upgrades necessary to ensure the fleet operates efficiently. To further minimise our environmental impact, we will also ensure charging infrastructure is powered by renewable energy when feasible.

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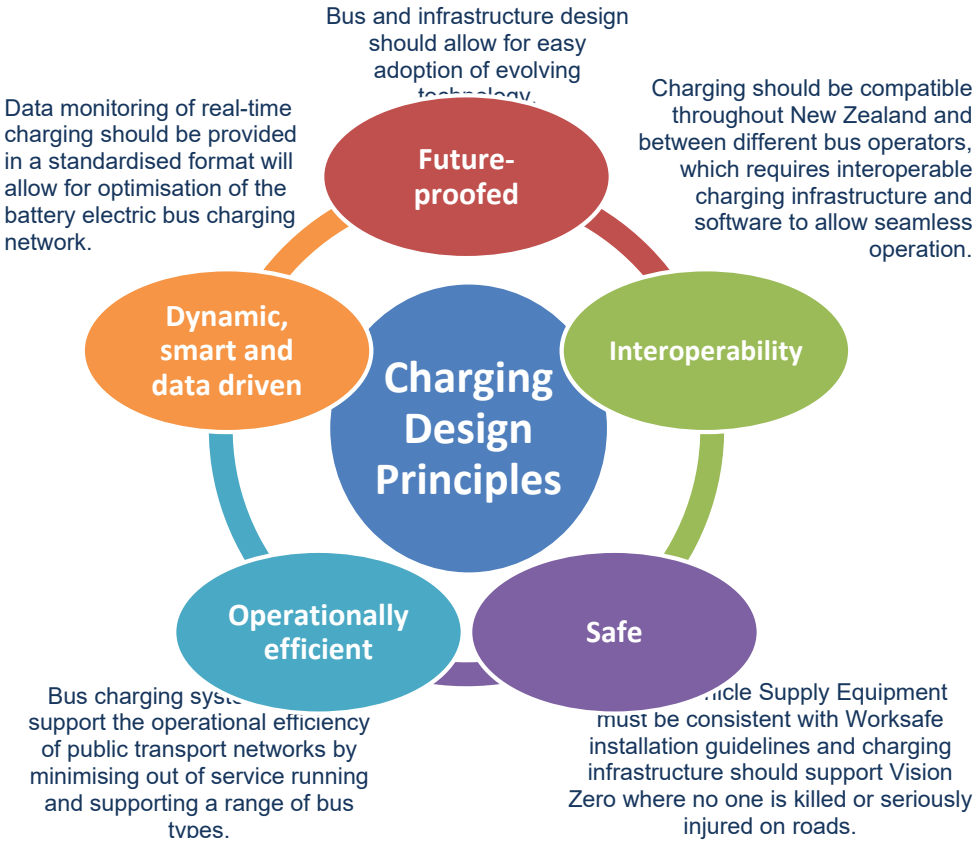


| Decarbonisation Policies | |
|---|---|
| DC P1 | From 2024 onwards, all buses newly introduced to the public transport fleet will be zero emission electric buses. |
| DC P2 | New and existing charging infrastructure will align with NZTA charging design principles and, when feasible, be powered by renewable energy sources. |
| DC P3 | Supporting infrastructure, such as roads and bridges, will be upgraded and maintained to a standard that safely accommodates the electric bus fleet. |

**Decarbonisation Actions**

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| The Council will: | |
|---|---|
| DC A1 | Negotiate with bus operators to facilitate the phasing out of diesel buses to zero emission electric buses from 2024 onwards. |
| DC A2 | Coordinate with service operators, territorial authorities and other relevant stakeholders, including through procurement processes, to ensure the bus fleet, charging stations and supporting infrastructure, including roads and bridges, are strategically planned in a way that maximise operational efficiencies. |
| DC A3 | Investigate and implement strategies to ensure the electricity used for charging stations is sourced from renewable energy. |

## 9.2 Integrating land-use planning with public transport systems (this section still being significantly worked on)

For Otago's cities to endure, the ORC must make sure land use is productive and efficient, which involves public transport. For that reason, one of the most urgent needs related to public transport is to help people make smarter decisions about where to locate their homes and businesses, depending on the level of transport mobility that matters to them.

We want to promote urban form that is conducive for public transport. When we sprawl, it is bad for public transport and the environment. If we have particular types of urban form, they will be good for public transport, and hence the environment.

Integrating transport and land-use planning will have an enormous impact on transport emissions reductions and other sustainable transport outcomes. Compact, connected and clean cities with consistent densities use less land, materials and energy than sprawling cities. Similarly, higher densities make infrastructure investments more economically feasible, whether its district heating and cooling or a metro system. This strategy also direct benefits disadvantages communities—those with the poorest access to affordable housing, high-quality transit, economic opportunity and essential services. Better integration of land use and transport to support quality urban living will include:

- Prioritising transport investment that supports Otago's growth and improves connections between newly developing areas and the main urban areas in Otago
- Designing and managing streets in a way that creates vibrant and inclusive places, reflects local character and our Māori identity, and uses good design to manage any trade-offs between vehicle movement and place making functions.

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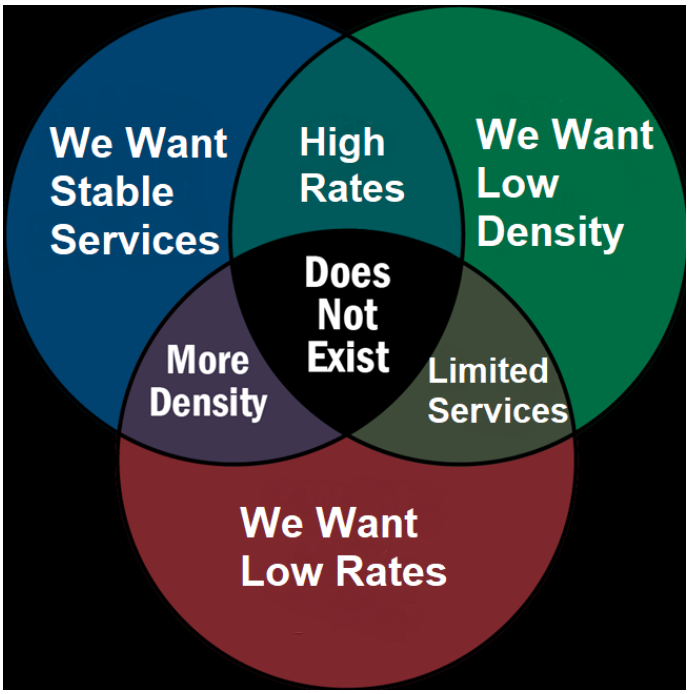


| Land-use planning policies | |
|---|---|
| LU P1 | Development of new urban areas, redevelopment and/or the expansion of existing urban areas should be undertaken in a way that acknowledges the unique characteristics and challenges of places and is consistent with the urban form and transport design factors such as proximity, linearity, connectivity and land use intensity, as outlined in Appendix D. |
| LU P2 | The Council will not provide public transport services sufficient to enable well-functioning urban areas where the nature and location of the proposed urban development is inconsistent with the urban form and transport design factors outlined in Appendix D. |

| Land-use planning actions | |
|---|---|
| The Council will: | |
| LU A1 | Proactively engage with relevant stakeholders, including developers and territorial authorities, to ensure decisions regarding land-use, the development of new urban areas, redevelopment and/or the expansion of existing urban |

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| | |
|---|---|
| | areas are well integrated with existing and potential public transport services and infrastructure in line with the urban form and transport design factors outlined in Appendix D. |

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# 10 Implementation

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# 11 Making changes to this plan - Significance policy

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# 12 Acknowledgements

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# 13 Appendices

## 13.1 Appendix A: ORC Strategic Directions and Goals

## 13.2 Appendix B: List/table of procured units

## 13.3 Appendix C: Our Stakeholder Engagement Process for this RPTP

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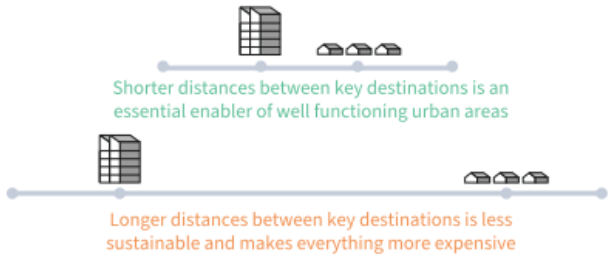
## 13.4 Appendix D: Urban form factors

| Urban form factor | | Macro-urban implications |
|---|---|---|
| **Proximity:** What is the distance between key destinations? | • Shorter distances between key destinations **enables** well-functioning urban areas<br>• Longer distances between key destinations **reduces** transport affordability for all transport modes<br>  | |

| Proximity | Shorter distances | Longer distances |
|---|---|---|
| Congestion | Lower | Higher |
| GHG emissions | Lower | Higher |
| Active transport viability | Higher | Lower |
| Energy demand | Lower | Higher |
| Consumption of land | Lower | Higher |
| Impact on nature | Lower | Higher |
| Economic productivity | Higher | Lower |

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<tr><td>Access to opportunities</td><td>Higher</td><td>Lower</td></tr>
<tr><td>Equity for people experiencing transport disadvantages</td><td>Higher</td><td>Lower</td></tr>
<tr><td>Cost of infrastructure</td><td>Lower</td><td>Higher</td></tr>
<tr><td>Cost of transport</td><td>Lower</td><td>Higher</td></tr>
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<tr>
<td>inearity: Are key destinations<br>cated ‘on the way’ to one<br>nother?</td>
<td>
<ul>
<li>Reasonably direct paths between key destinations improves travel time and affordability for all transport modes</li>
<li>Indirect paths between key destinations makes public transport less time efficient, less affordable and makes walking and cycling less attractive, leading to higher car use.</li>
</ul>
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<tr><th>Proximity</th><th>Shorter distances</th><th>Longer distances</th></tr>
<tr><td>Congestion</td><td>Lower</td><td>Higher</td></tr>
<tr><td>GHG emissions</td><td>Lower</td><td>Higher</td></tr>
<tr><td>Active transport viability</td><td>Higher</td><td>Lower</td></tr>
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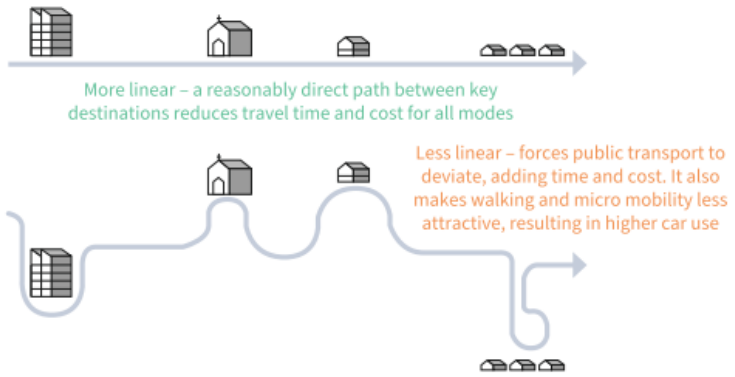
<td> 
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<tr><td>Consumption of land</td><td>Lower</td><td>Higher</td></tr>
<tr><td>Impact on nature</td><td>Lower</td><td>Higher</td></tr>
<tr><td>Economic productivity</td><td>Higher</td><td>Lower</td></tr>
<tr><td>Access to opportunities</td><td>Higher</td><td>Lower</td></tr>
<tr><td>Equity for people experiencing transport disadvantages</td><td>Higher</td><td>Lower</td></tr>
<tr><td>Cost of infrastructure</td><td>Lower</td><td>Higher</td></tr>
<tr><td>Cost of transport</td><td>Lower</td><td>Higher</td></tr>
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<tr>
<td>Connectivity: are local street networks easily connected</td>
<td>• Well-connected areas are…<br>• Less connected areas are…</td>
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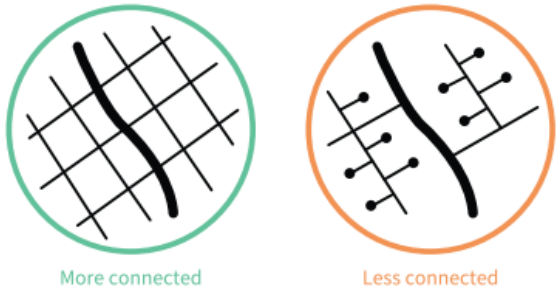
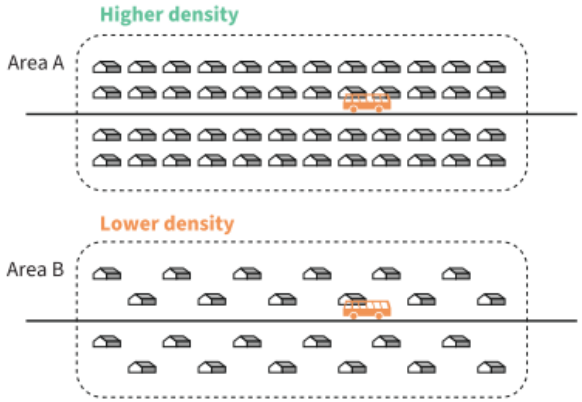



**Density**: are a diversity of key destinations densely or sparsely located?

- Higher density of mixed used…
- Low density is…




-

| Density | More dense | Less dense |
|---|---|---|
| Congestion | Lower | Higher |
| GHG emissions | Lower | Higher |
| Active transport viability | Higher | Lower |
| Energy demand | Lower | Higher |
| Consumption of land | Lower | Higher |

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| | | |
|---|---|---|
| Impact on nature | Lower | Higher |
| Economic productivity | Higher | Lower |
| Access to opportunities | Higher | Lower |
| Equity for people experiencing transport disadvantages | Higher | Lower |
| Cost of infrastructure | Lower | Higher |
| Cost of transport | Lower | Higher |

*NOTE: Key destinations refer to diverse locations within an urban area that attract high volume of people and activities. These include, but are not limited to, housing, supermarkets, healthcare facilities, recreational areas, retail, major employment hubs and public transport infrastructure.

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| Viability for frequent public transport services |
| --- |
| Is the new development area within close proximity to the existing built urban area? |
| Is the new development area situated 'on the way' to other existing key destinations via a direct route alignment?; Or<br>Can the area be serviced by way of a short linear extension to an existing or planned public transport line? Or<br>Does the area justify the creation of a new frequent line that connects to multiple other key locations in a way that aligns well with the assessment criteria outlined in this table? |
| Will the new development area have a highly connected and safe walking and active transport network?<br>Will the street layout and design enable the efficient movement of public transport vehicles?<br>Will on street public transport infrastructure enable the safe and efficient boarding and alighting of people of all abilities during all weather conditions? |
| Does the new development area include density that warrants frequent service provision? |

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# 14 Glossary

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# 15 List of acronyms

| | |
|---|---|
| DCC | Dunedin City Council |
| LTMA | Land Transport Management Act |
| LTP | Long Term Plan |
| NLTP | National Land Transport Programme |
| NZTA | New Zealand Transport Agency Waka Kotahi |
| ORC | Otago Regional Council |
| PT | Public Transport |
| QLDC | Queenstown Lakes District Council |
| RLTP | Regional Land Transport Plan |
| RPTP | Regional Public Transport Plan |
| RUB | Requirements for urban buses |
| TAs | Territorial Authorities |

# 16 Table of policies and actions

### 9.3. Public Transport Network Performance Report Q1 2024/25

| | |
|---|---|
| **Prepared for:** | Public and Active Transport Committee |
| **Report No.** | OPS2439 |
| **Activity:** | Transport: Public Passenger Transport |
| **Author:** | Julian Phillips, Implementation Lead Transport<br>Gemma Wilson, Senior Transport Operations Analyst<br>Laura Faulkner, Transport Officer |
| **Endorsed by:** | Anita Dawe, General Manager Regional Planning and Transport |
| **Date:** | 6 November 2024 |

## PURPOSE

[1] To update the Committee on the performance of Public Transport (bus and ferry) and Total Mobility services for Q1 of the 2024/25 Financial Year, being July-September 2024.

[2] This report also summarises Customer Feedback and includes an expanded focus on the Total Mobility scheme.

## EXECUTIVE SUMMARY

[3] Dunedin bus patronage for Q1 2024/25 is 919,982 trips – representing an increase of 8% from Q1 2023/24.

[4] Queenstown bus patronage for Q1 2024/25 is 495,994 trips – representing an increase of 9% from Q1 2023/24.

[5] Queenstown ferry patronage for Q1 2024/25 is 14,672 trips – representing a decrease of 23% from Q1 2023/24.

[6] Total Mobility patronage for 2024/25 is 36,217 trips – representing an increase of 17.7% from Q1 2023/24.

[7] Across the whole network for the quarter, 99.8% of scheduled services were operated (115,455 trips). Missed trips, 0.2% of the total, are related to driver availability, late running, mechanical breakdowns, and accidents.

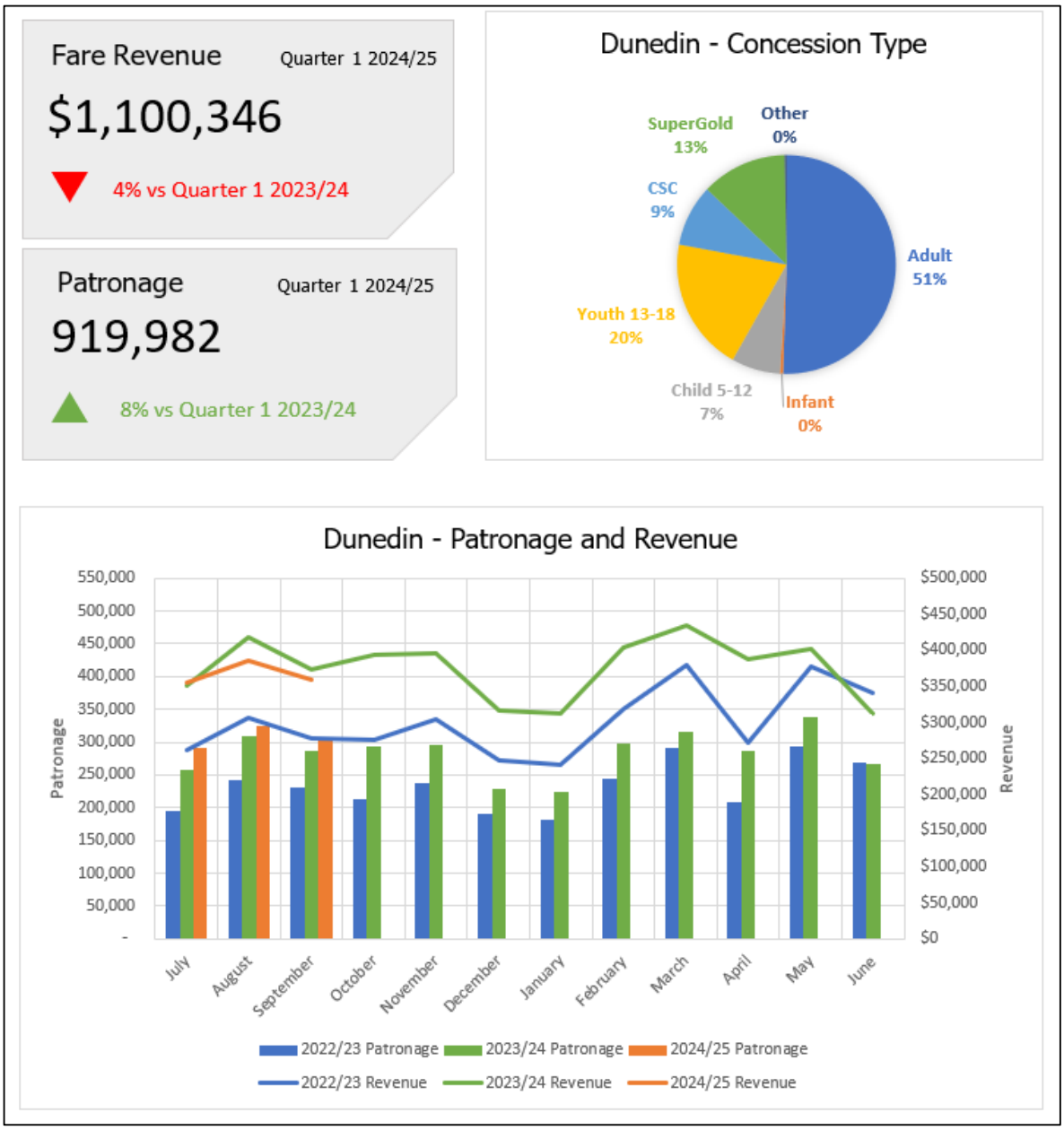
## RECOMMENDATION

*That the Committee:*

1) ***Notes** this summary of public transport activity in Otago for Q1 2024/25.*

## DISCUSSION - DUNEDIN

[8] Figure 1 details the patronage, revenue and concession split for Q1 2024/25.




| Dunedin | July | August | Septembe | October | November | December | January | February | March | April | May | June | Totals |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2018/19 Patronage | 195,272 | 235,930 | 221,438 | 212,965 | 223,894 | 177,520 | 172,142 | 213,992 | 246,593 | 198,745 | 245,477 | 204,362 | **2,548,330** |
| 2019/20 Patronage | 220,652 | 235,666 | 230,329 | 224,285 | 226,692 | 182,910 | 181,525 | 228,477 | 175,526 | 26,802 | 68,709 | 197,681 | **2,199,254** |
| 2020/21 Patronage | 293,294 | 278,162 | 209,278 | 224,799 | 223,263 | 190,821 | 160,848 | 201,611 | 250,266 | 195,795 | 243,550 | 234,783 | **2,706,470** |
| 2021/22 Patronage | 231,082 | 144,505 | 170,397 | 196,538 | 223,952 | 185,219 | 156,857 | 190,746 | 213,639 | 185,831 | 246,438 | 221,895 | **2,367,099** |
| 2022/23 Patronage | 194,544 | 242,825 | 229,954 | 213,011 | 237,385 | 189,812 | 181,899 | 244,977 | 291,825 | 208,030 | 294,188 | 268,850 | **2,797,300** |
| 2023/24 Patronage | 256,596 | 310,050 | 285,998 | 293,805 | 294,909 | 229,261 | 224,020 | 297,223 | 314,954 | 286,690 | 337,078 | 266,661 | **3,397,245** |
| 2024/25 Patronage | 291,655 | 323,847 | 304,480 | | | | | | | | | | |

*Figure 1: Dunedin 2024/25 Patronage and Revenue*

[9] August and September patronage data are both monthly record highs, with July patronage higher than all previous years, bar 2020/21.

[10] Patronage continues to exceed previous years to date, noting that year-on-year growth is anticipated to be at a lower level that 2023/24 due to the very high rate of growth in that Financial Year.

[11] The primary reason for the drop in revenue appears to be due to the Council-funded child fare category (free fares for 7-12 year olds). Transport staff are investigating year-on-year fare category comparisons and other factors that may contribute to reduced revenue.

[12] Figure 2 tracks individual PTOM Unit information for the year.

*Note: PTOM stands for Government's Passenger Transport Operating Model. The model requires Council to provide and contract public transport services in Units. Each Unit is a group of routes and timetables. Council contracts each Unit exclusively to a transport operator*.

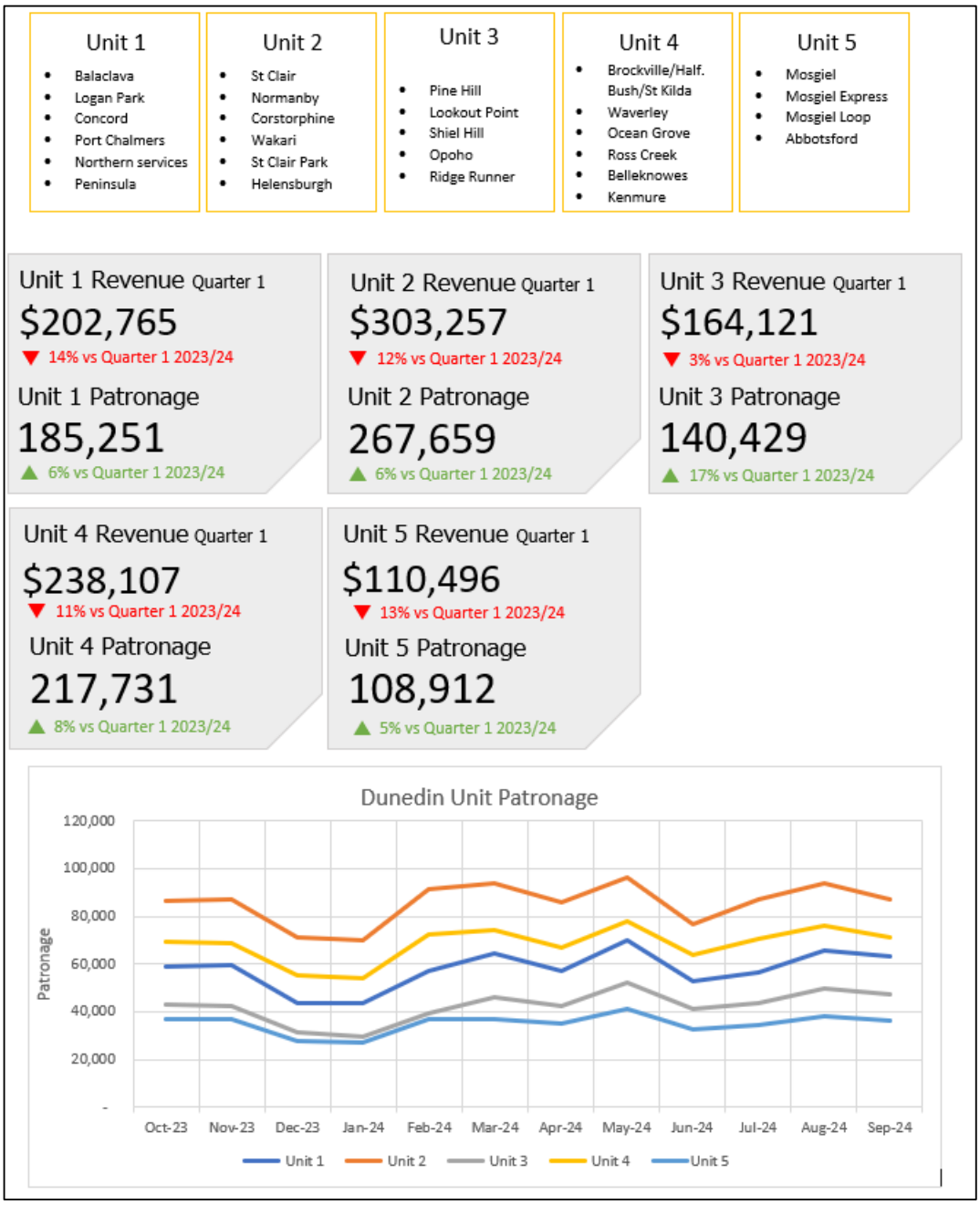
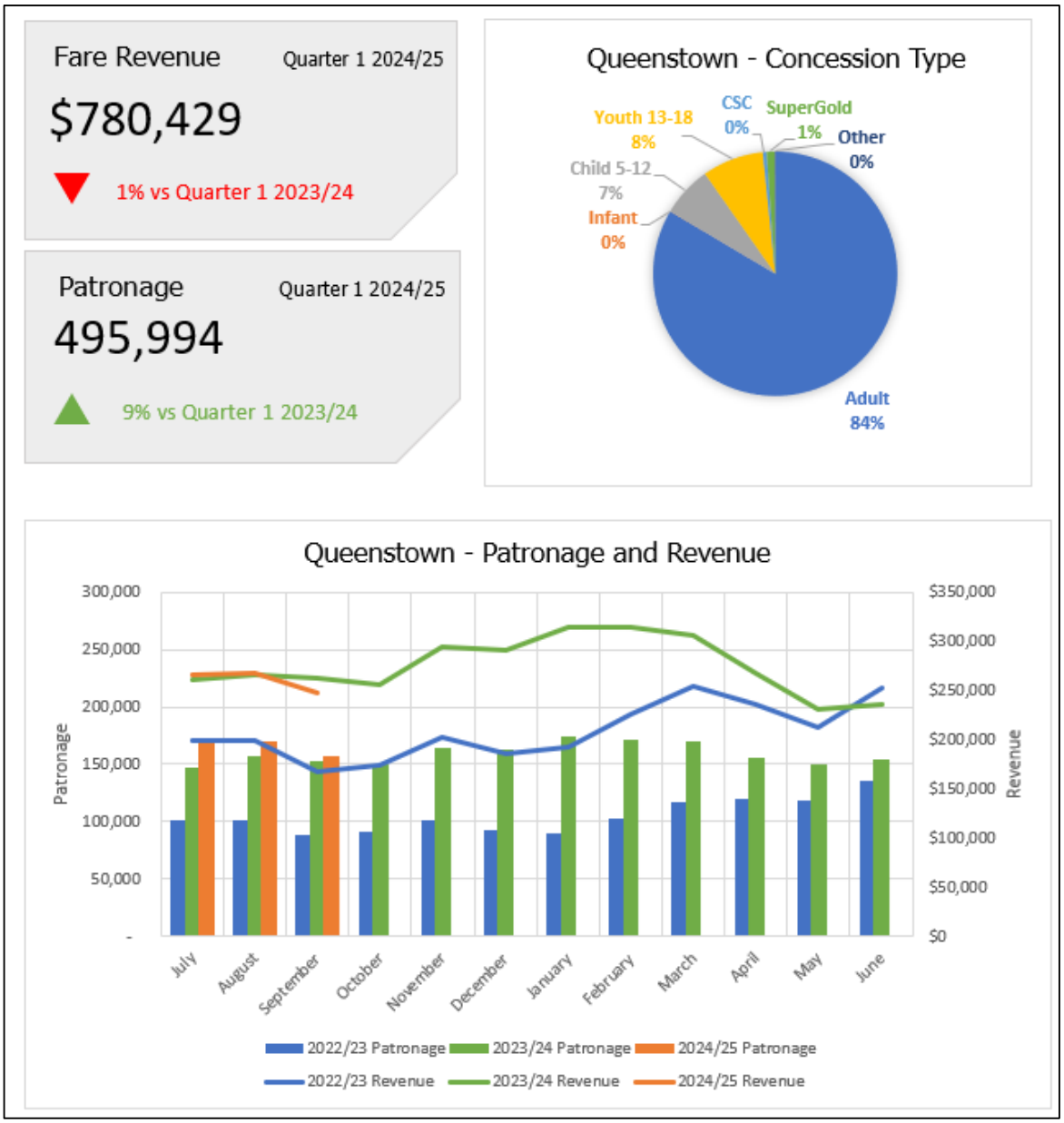



*Figure 2: Dunedin PTOM Unit performance*

## DISCUSSION - QUEENSTOWN

[13] Figure 3 details the patronage, revenue and concession split for Q1 2024/25.




| Queenstown | July | August | Septembe | October | November | December | January | February | March | April | May | June | Totals |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2018/19 Patronage | 122,752 | 117,442 | 103,974 | 111,657 | 125,600 | 118,997 | 136,055 | 129,439 | 134,084 | 125,244 | 118,077 | 124,736 | **1,468,057** |
| 2019/20 Patronage | 136,766 | 129,011 | 121,416 | 120,662 | 128,440 | 128,282 | 136,985 | 131,102 | 90,746 | 9,919 | 42,577 | 73,597 | **1,249,503** |
| 2020/21 Patronage | 100,951 | 98,102 | 72,143 | 73,385 | 71,464 | 69,096 | 68,550 | 60,717 | 62,613 | 65,928 | 66,863 | 79,251 | **889,063** |
| 2021/22 Patronage | 95,248 | 51,010 | 51,987 | 66,690 | 64,895 | 66,507 | 69,147 | 52,471 | 53,524 | 68,158 | 73,786 | 93,367 | **806,790** |
| 2022/23 Patronage | 100,966 | 100,668 | 88,268 | 91,277 | 100,579 | 91,940 | 89,306 | 102,118 | 116,667 | 118,955 | 117,645 | 134,593 | **1,252,982** |
| 2023/24 Patronage | 145,759 | 155,936 | 152,621 | 148,964 | 163,182 | 161,886 | 173,398 | 170,018 | 168,881 | 154,766 | 148,606 | 153,183 | **1,897,200** |
| 2024/25 Patronage | 168,957 | 169,976 | 157,061 | | | | | | | | | | |

*Figure 3: Queenstown 2024/25 Patronage and Revenue*

[14] Patronage data for each month in this quarter represents a record high for the Queenstown network.

[15] In summary, patronage continues to exceed previous years to date, noting that year-on-year growth is anticipated to be at a lower level that 2023/24 due to the very high rate of growth in that Financial Year.

[16] The primary reason for the drop in revenue appears to be due to the Council-funded child fare category (free fares for 7-12 year olds). Transport staff are investigating year-on-year fare category comparisons and other factors that may contribute to reduced revenue. It is important to note that the drop in revenue for Queenstown is considerably lower than the drop in revenue for Dunedin.

[17] Figure 4 tracks individual PTOM Unit information for the year.


*Figure 4: Queenstown PTOM Unit performance*

*Note: PTOM stands for Government's Passenger Transport Operating Model. The model requires Council to provide and contract public transport services in Units. Each Unit is a group of routes and timetables. Council contracts each Unit exclusively to a transport operator.*

**DISCUSSION – QUEENSTOWN FERRY**

[18] Figure 5 details Queenstown Ferry patronage and revenue for the 2023/24 Financial Year.

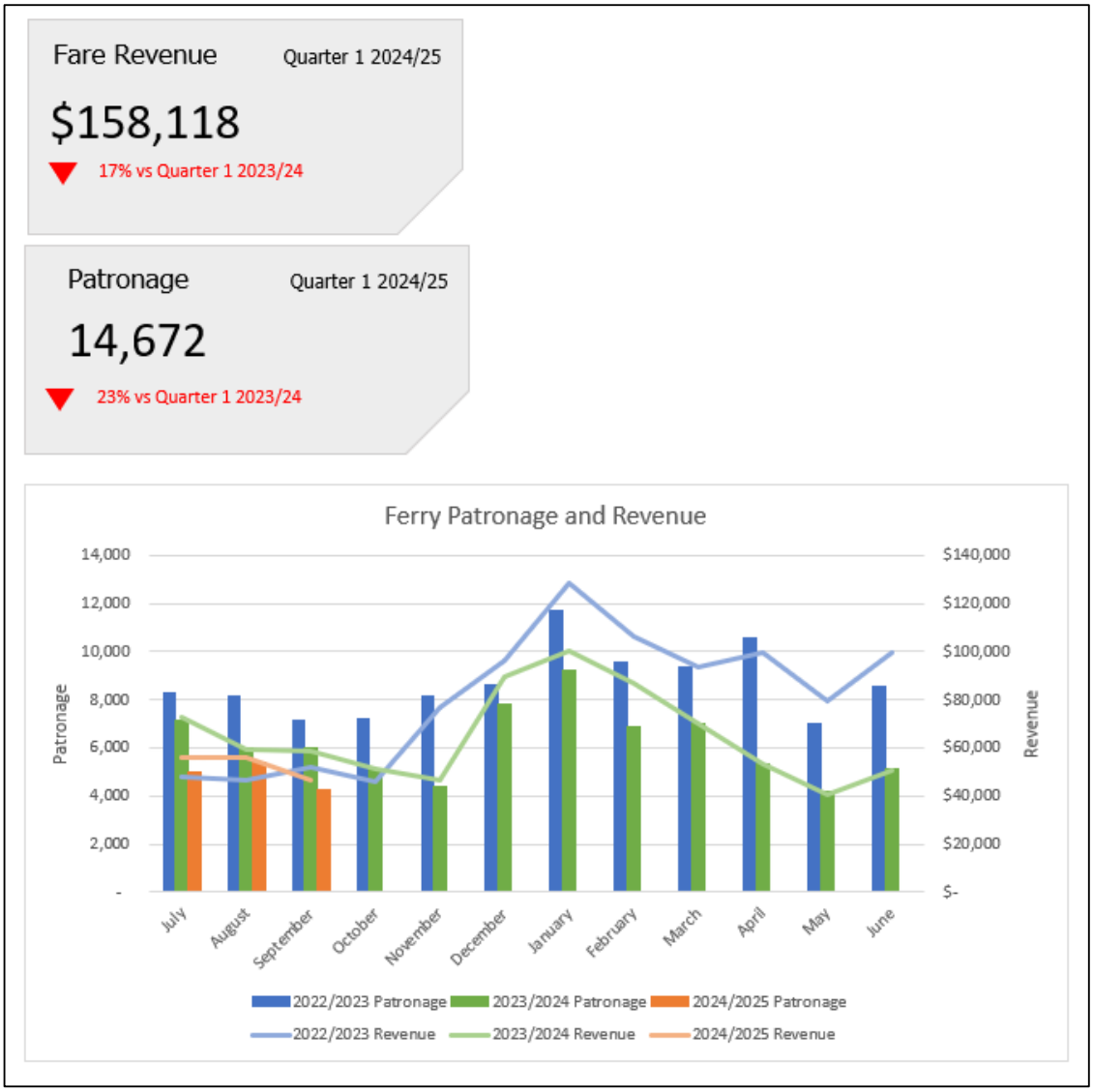



*Figure 5: Queenstown Ferry Patronage and Revenue*

[19] Total Queenstown Ferry patronage for Q1 2024/25 is 14,672 which is a 23% decrease from the same period in 2023/24.

[20] The reasons for this result are likely the resumption of full priced fares in July 2023, together with Community Connect fare concessions not being applicable to Ferry services.

[21] Bee Card fares on the Ferry have been fixed at $10 since July 2023, following most of the previous Financial Year at the 50% reduced price of $5. Cash fares are $14, having previously been $7. Therefore, the impact of the return to full fares is more keenly felt in dollar terms on the ferry service than the bus service.

## DISCUSSION – TOTAL MOBILITY

[22] Patronage for the Total Mobility scheme continues to track ahead of previous years.

[23] Figure 6, below, shows quarterly data since the current dataset began in 2017. The first chart shows the usage: boardings (hoist and non-hoist), and the average trip length. The second chart shows the total cost of Total Mobility trips, and how the cost is shared between the user, the ratepayer, and the taxpayer. The third chart shows the same figures on a per-trip basis.

[24] 'Hoist' refers to trips that require a wheelchair accessible vehicle to travel, for which suppliers receive a separate reimbursement.

[25] For the three months to September 2024, the total number of trips was 36,217 (12,072 per month, a 17.7% increase from Q1 2023/2024), of which 5,700 required a hoist (1,900 per month, a 26.16% increase).

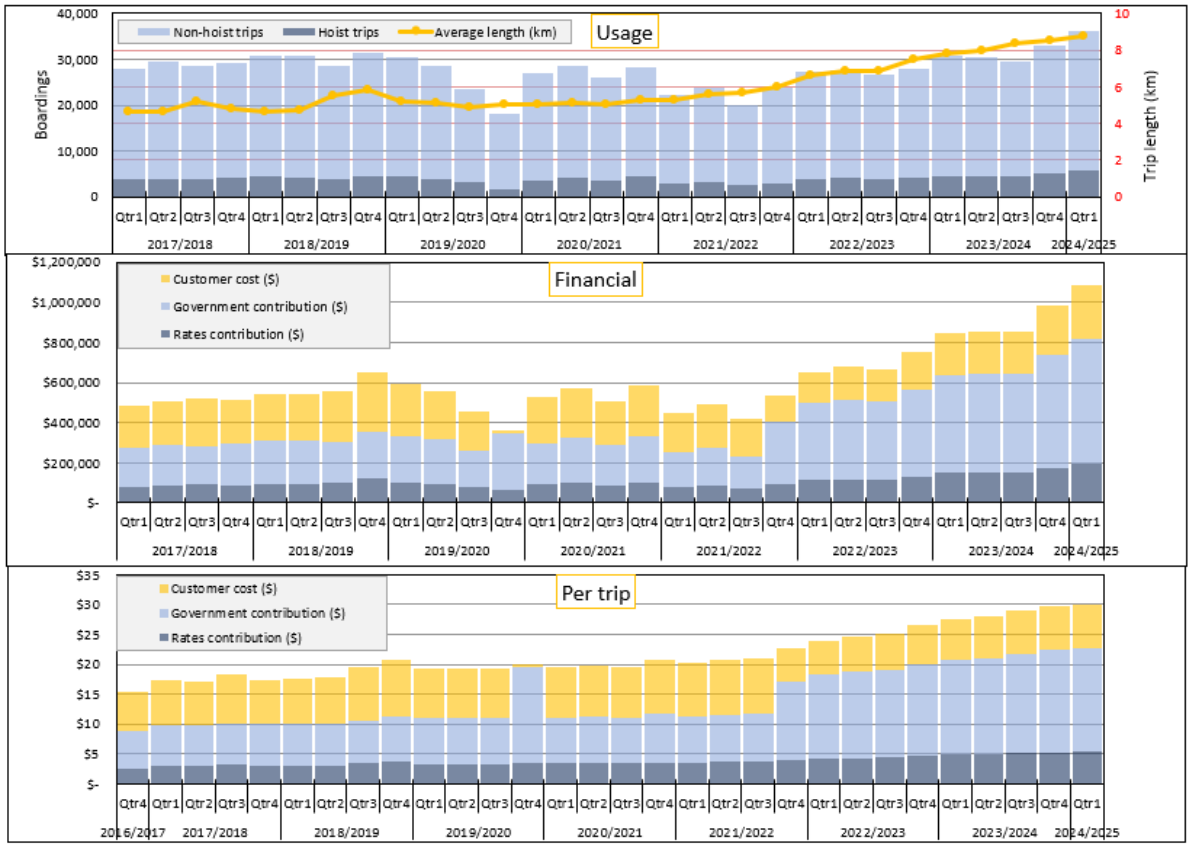



*Figure 6: Total Mobility patronage and cost to September 2024*

**Focus on Total Mobility**

[26] Total Mobility operates as a nationwide scheme to assist eligible people with long term impairments who are unable to use public transport. The system strives to ensure access to safe transport independently and with dignity.

[27] With origins back to 1981, Total Mobility is not limited to accessing medical or social services. Instead, it promotes community participation and the same access to society as those without an impairment, to public transport.

[28] The current number of registered clients is 8,660, with 1,398 hoist users.

[29] Eligibility is via an assessment by an approved agency and once approved, users are able to get a 75% subsidy for approved taxi trips up to a cap of $50.

[30] Total Mobility throughout New Zealand is continuing to see an increasing level of demand. This is likely due to a combination of the 75% subsidy being introduced by New Zealand Transport Agency in 2022, and an aging population – in Otago, this Otago is Age Concern.

**Hoist vehicles / WAV's (Wheelchair Accessible Vehicles)**

[31] Having wheelchair accessible vehicles available under the scheme remains a challenge throughout New Zealand. This is due to the significant financial investment required by taxi operators for vehicle adaptations.

[32] While Otago's urban areas currently have a suitable number of hoists available, there is a lack of financial feasibility in smaller centres.

[33] To encourage taxi operators to invest in wheelchair accessible vehicles, a funding pool of $50,000 is available each year to help cover the hoist installation costs, covering approximately three hoist installations. This is 100% funded by New Zealand Transport Agency (NZTA).

[34] Additionally, each hoist trip operated is compensated $11.50 (GST inclusive), to support the time and labour required to operate hoists. This is also 100% funded by NZTA.


*Figure 7: Driving Miss Daisy Dunedin WAV demonstration at Philip Laing House.*

[35] Figure 8, below, shows the current service areas for Total Mobility in Otago, including the number of wheelchair accessible vehicles or 'hoists' available.

| | Dunedin | Oamaru | Balclutha | Wanaka | Queenstown | Totals |
|---|---|---|---|---|---|---|
| **Operators** | 9 | 3 | 1 | 2 | 1 | 16 |
| **Hoists** | 23 | 3 | | | 1 | 27 |

*Figure 8: Total Mobility service area and hoists*

[36] The Total Mobility scheme is currently under review, led by the Ministry of Transport.

[37] The purpose of this review is to establish how the scheme could be improved for better outcomes for transport disadvantaged people. The review will also be investigating sustainable funding mechanisms and the operations of Total Mobility.

[38] Since the implementation of the 75% subsidy, user behaviours have changed, seeing a significant increase in usage, hoist trips and trip distances.

## DISCUSSION – CUSTOMER FEEDBACK

### Overall network

[39] For Q1 2024/25, we have recorded 875 points of feedback relating to the Orbus Network, representing ~0.7% of the number of trips operated during this period.

[40] Figure 9 provides an overview of customer feedback received by the Transport Team for Q1. This chart represents the combined feedback for the Orbus network split by month and feedback type (suggestion, praise, incident).

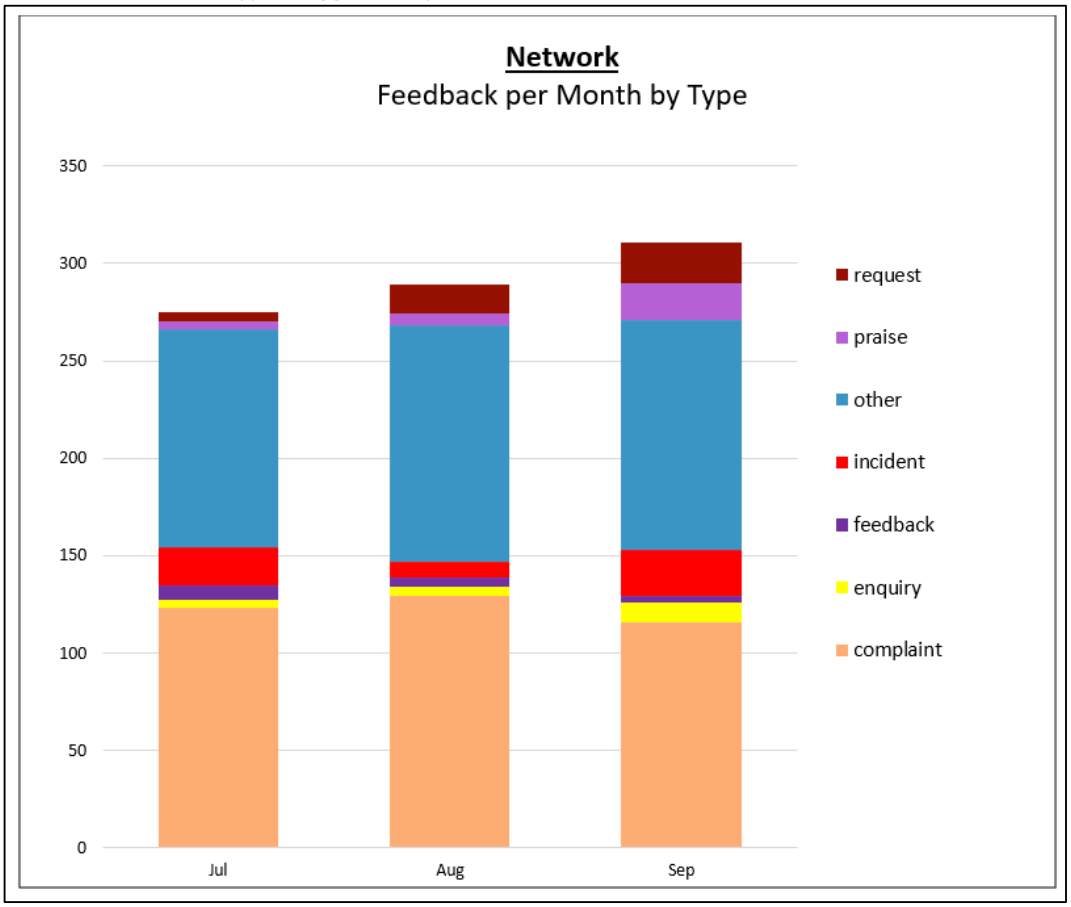
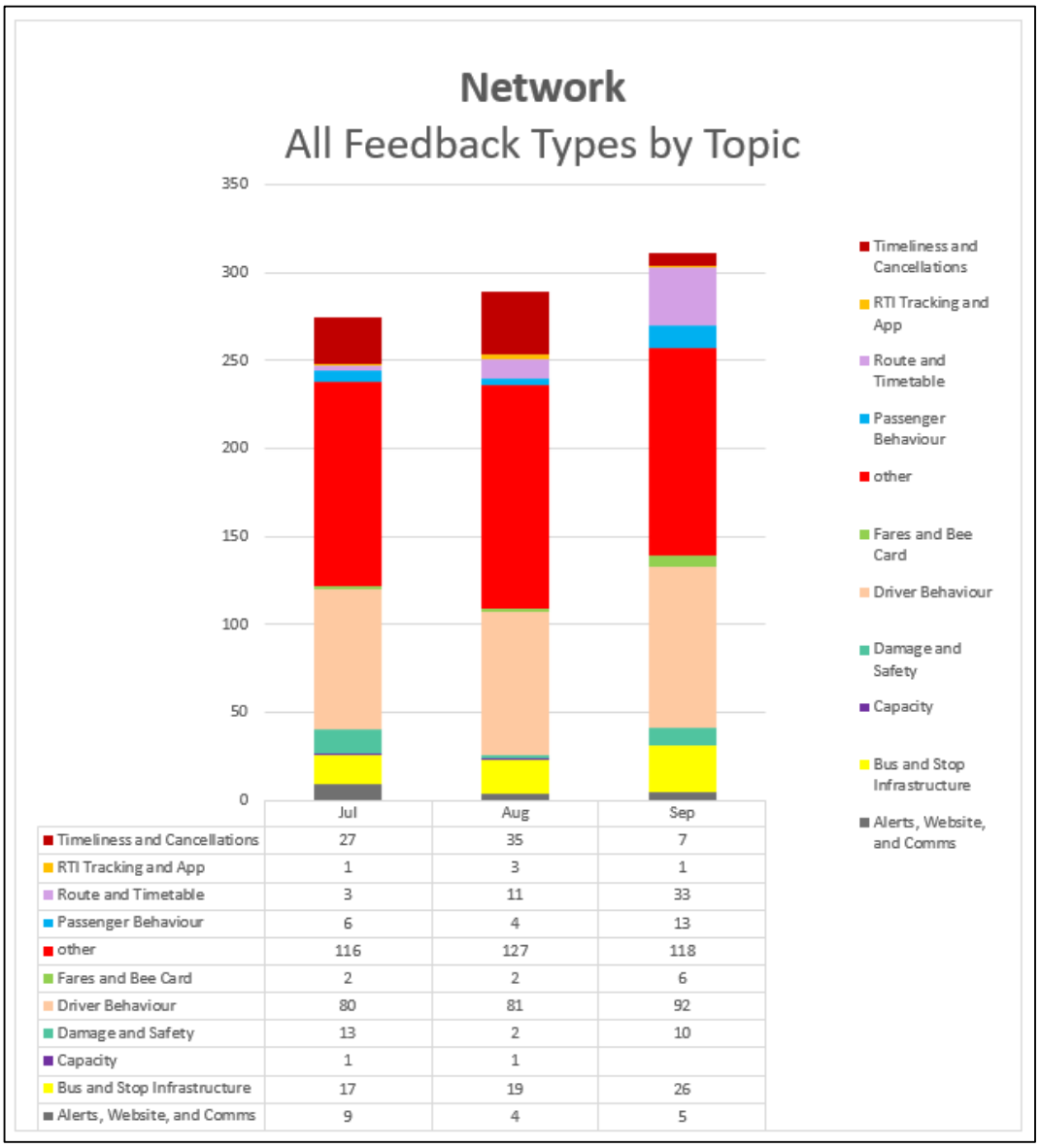



*Figure 9: Combined network customer feedback by contact type - July to September 2024*

[41] Figure 10 highlights this feedback split by topic for the same period.




| | Jul | Aug | Sep |
|---|---|---|---|
| Timeliness and Cancellations | 27 | 35 | 7 |
| RTI Tracking and App | 1 | 3 | 1 |
| Route and Timetable | 3 | 11 | 33 |
| Passenger Behaviour | 6 | 4 | 13 |
| other | 116 | 127 | 118 |
| Fares and Bee Card | 2 | 2 | 6 |
| Driver Behaviour | 80 | 81 | 92 |
| Damage and Safety | 13 | 2 | 10 |
| Capacity | 1 | 1 | |
| Bus and Stop Infrastructure | 17 | 19 | 26 |
| Alerts, Website, and Comms | 9 | 4 | 5 |

*Figure 10: Combined network customer feedback by topic - July to September 2024*

[42] Across the network overall driver behaviour is the dominant category.

[43] Driver behaviour covers specific data points such as perceived driving errors, customer service – including praise, and general conduct.

[44] Factors such as congestion and significant road works continue to contribute towards complaints and feedback.

[45] Driver feedback was also the top topic of praise, representing 87% of compliments received.

[46] The “Other” category comprises general points of feedback that do not fit in other categories and the vast majority of these are lost property reports.

**Dunedin Network**

[47] Figures 11 and 12 provide feedback split by type and category for Dunedin.

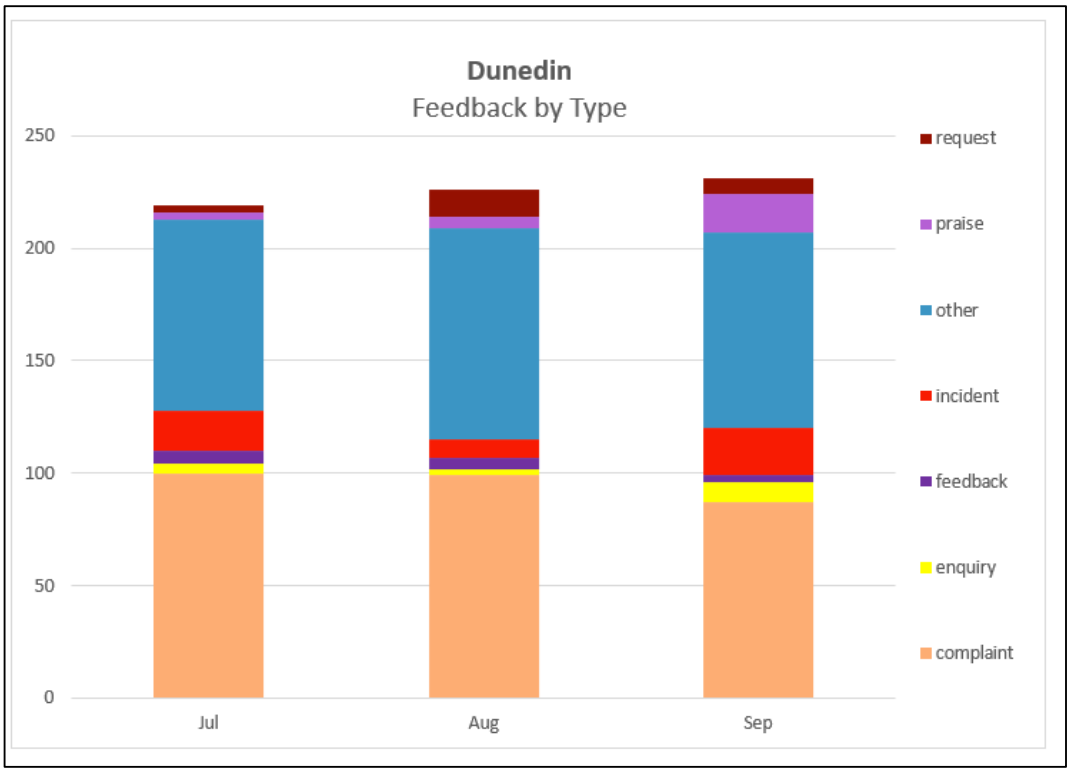



*Figure 11: Dunedin network feedback by contact type – July to September 2024*

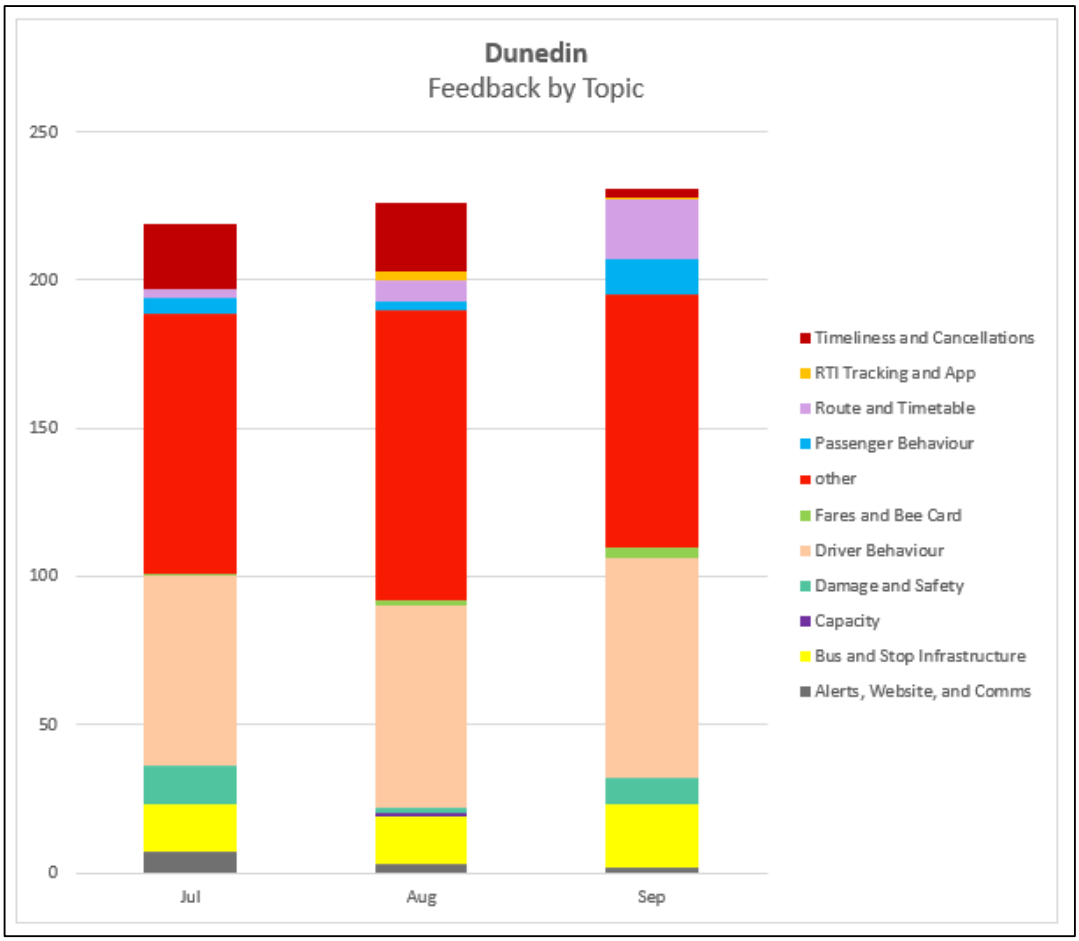



*Figure 12: Dunedin network feedback by topic – July to September 2024*

**Queenstown Network**

[48] Figures 13 and 14 provide feedback split by type and category for Queenstown.

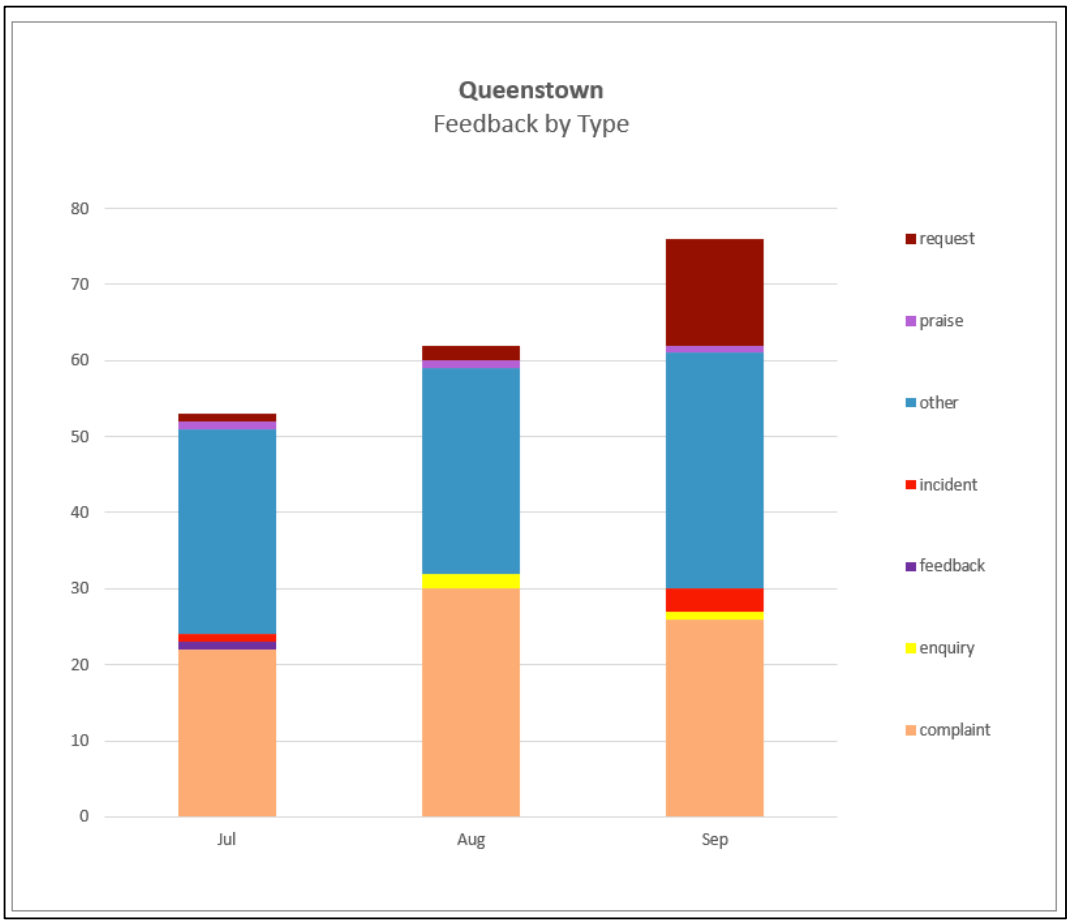



*Figure 13: Queenstown feedback by contact type – July to September 2024*

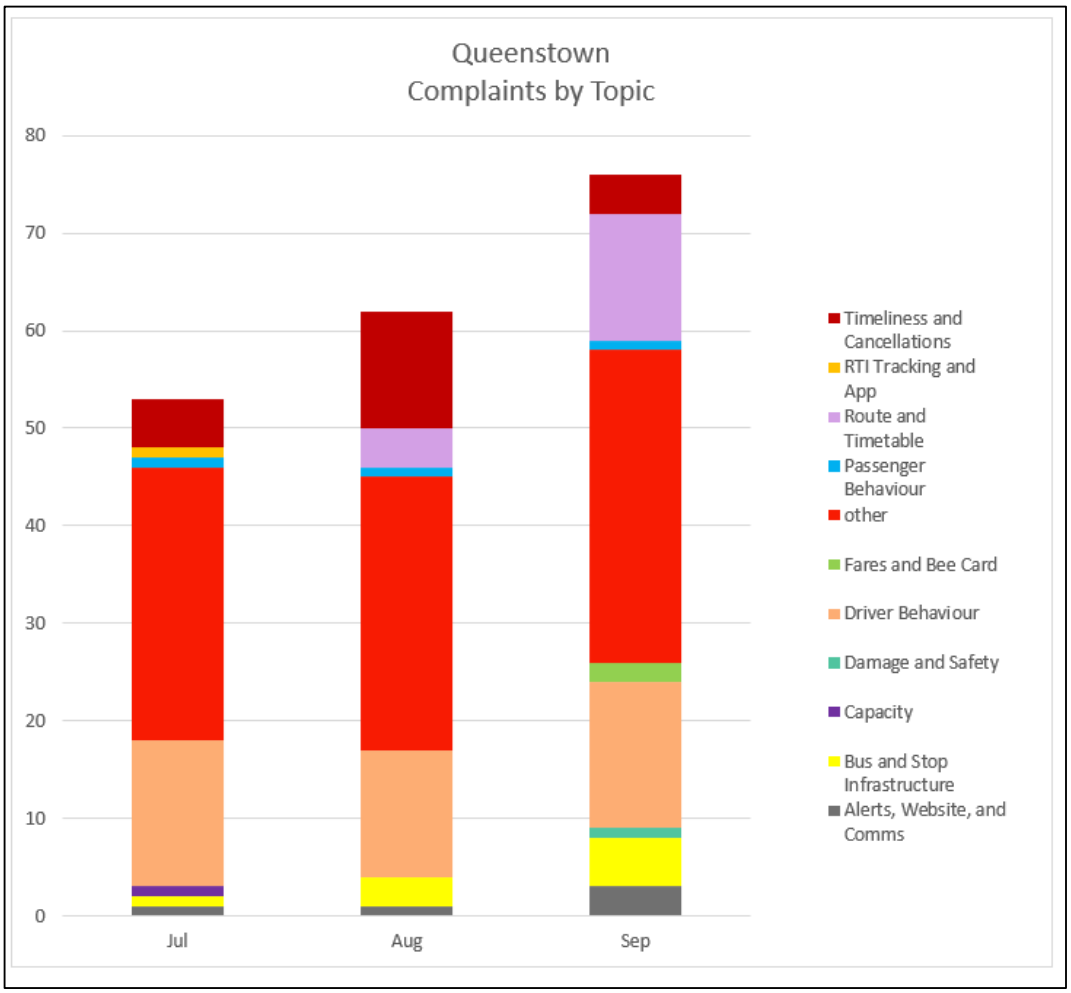



*Figure 14: Queenstown customer feedback by topic category - July to September 2024*

[49] There is a notable increase in feedback related to routes and timetables through September 2024. This is likely a result of the significant long-term roadworks in the Frankton area, which affect the Frankton Interchange in the evenings, together with ongoing Gorge Road bypass works.

[50] The expectation is that this trend may continue due to the duration and scope of the significant roading changes in the Queenstown area.

## CONSIDERATIONS

### Strategic Framework and Policy Considerations

[51] The provision of public transport services in Otago is consistent with Council's aspirations for an integrated transport system that contributes to the accessibility and connectivity of our community, reduces congestion and supports community wellbeing aspirations.

**Financial Considerations**

[52] There are no direct financial implications however, monitoring of network performance informs decision making for transport activities.

**Significance and Engagement**

[53] Not applicable.

**Legislative and Risk Considerations**

[54] Not applicable.

**Climate Change Considerations**

[55] Public Transport supports climate change aspirations within Otago.

**Communications Considerations**

[56] Not applicable.

**NEXT STEPS**

[57] A review of the first half of the 2024/25 year will be provided to the next Public and Active Transport Committee.

**ATTACHMENTS**

Nil

### 9.4. On-Demand Public Transport in Mosgiel

| | |
|---|---|
| **Prepared for:** | Public and Active Transport Committee |
| **Report No.** | OPS2435 |
| **Activity:** | Transport - Public Passenger Transport |
| **Author:** | Julian Phillips, Implementation Lead - Transport |
| **Endorsed by:** | Richard Saunders, Chief Executive |
| **Date:** | 6 November 2024 |

## PURPOSE

[1] To provide an overview of future on-demand public transport services in Mosgiel.

## EXECUTIVE SUMMARY

[2] On 28 August 2024, Council approved the award of public transport contract Unit 5 to Go Bus Transport.

[3] The key features of the Go Bus submission are a fleet of six large electric buses to meet peak demand requirements and allow for further growth, six medium electric buses to serve less capacity-constrained trips, and one small electric bus to be the basis for an on-demand service, with software supporting the system provided by Liftango.

[4] On-demand is a new offering for Orbus public transport services and on-demand can take various formats. This paper summarises the proposed service and the benefits it will deliver to passengers.

[5] A representative from Go Bus will deliver a presentation to Council.

## RECOMMENDATION

*That the Committee:*

1. ***Notes** this report, which presents the on-demand service to be introduced as part of the forthcoming Unit 5 contract, replacing Mosgiel routes 80 and 81.*

## BACKGROUND

[6] ORC recently completed a tender process to provide public transport services for the communities of Mosgiel, Fairfield, Green Island, Abbotsford, and Brighton.

[7] The existing contract expires on 30 June 2025.

[8] A Request for Tender (RFT) was released in May 2024, the tender providing the opportunity for suppliers to proposed innovative solutions to traditional public transport. Both tenders provided an on-demand alternative proposal.

[9] Tenders were evaluated using the price-quality method, with a 60% weighting on price. The Tender Evaluation Team (TET) evaluates the quality of the tenders, and any

additional value of alternative proposals, without knowledge of their price, and these values are converted to dollar values and finalised, before receiving pricing information.

[10] Transport staff recommended the award of the contract to Go Bus, and this was endorsed by Council on 28 August 2024.

[11] Routes 80 and 81 are the local Mosgiel loop services. These are coverage-focused services run by a single bus between the two East and West routes, operating every 40 minutes on weekdays only.

[12] Although the routes do not perform well in ridership terms, the coverage they provide does still have value and they are locally well regarded. In total the area of Mosgiel not within 500m of route 77 bus stops, but within 500m of East Loop or West Loop stops, has a catchment of around 3500 people, mostly in the north-west and south-east of the town.

[13] On-demand has the ability to improve the coverage area of these route compared to fixed-route services, and the TET noted that the recent Long Term Plan consultation process showed interest in widening the area of public transport coverage in Mosgiel.

[14] Go Bus' on-demand offering will expand public transport coverage to areas which are currently not serviced, such as Wingatui, North Mosgiel (North of Factory and Bush Roads) and East Taieri (see Figure 1, below).

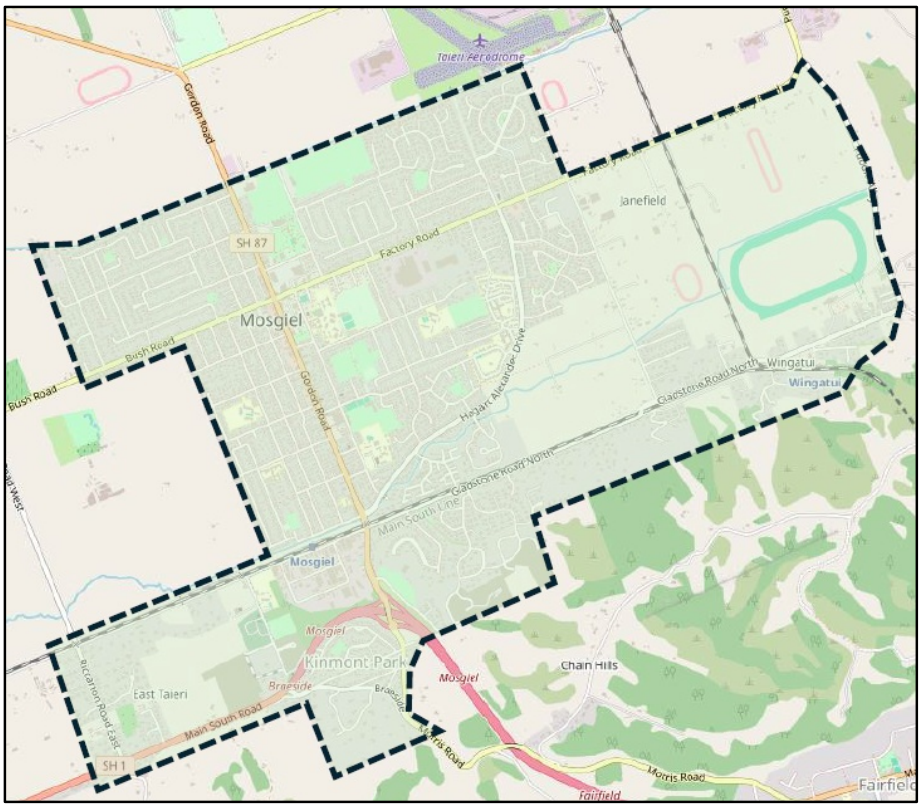



*Figure 1: Proposed coverage area*

[15] The new service delivers an innovative solution to public transport coverage in Mosgiel, and is the first on-demand service for the Otago network.

[16] Compared to the existing fixed routes, this will deliver a focus on accessibility with flexible routes and flexible pick up/drop off locations.

[17] Customers will engage with the service using an app or telephone, for an 'Uber like' customer experience provide by a supplier called Liftango.

## DISCUSSION

[18] The detail of how the on-demand service will operate will be shared in the presentation from Go Bus.

## OPTIONS

[19] Not applicable.

## CONSIDERATIONS

### Strategic Framework and Policy Considerations

[20] The services and approach applied in the contracting of Unit 5 are consistent with the Regional Public Transport Plan 2021-2031, and the Transport Activities Procurement Strategy.

[21] The provision of public transport services in Otago is consistent with Council's aspirations for an integrated transport system that contributes to the accessibility and connectivity of our community, reduces congestion and supports community wellbeing aspirations.

### Financial Considerations

[22] Approved contract funding is included in the LTP, and funding from the NLTP is also confirmed.

### Significance and Engagement

[23] The decisions sought in this report do not trigger additional engagement requirements.

### Legislative and Risk Considerations

[24] The procurement of the Unit 5 services was conducted in alignment with the Land Transport Management Act 2003, the NZTA Procurement Manual, and government procurement rules. Members of the TET took consideration of any potential or perceived conflicts of interest.

**Climate Change Considerations**

[25] The specific vehicle to be used for the on-demand component of Unit 5, which is a 'small' (22 seats, wheelchair accessible, eight standing spaces) RUB compliant bus, is fully electric.

**Communications Considerations**

[26] Media communications will emphasise both the introduction of on-demand services in Mosgiel along with the continued electrification of the Dunedin bus network.

[27] The Unit 5 procurement was undertaken with a significantly longer lead time than previous procurements, which will support the introduction of the on-demand service on or around July 1, 2025.

**NEXT STEPS**

[28] ORC will work with Go Bus, including communications, to support the roll out of the new contract in July 2025.

**ATTACHMENTS**

Nil

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:

- OPS2337 October 2024 Lake Whakatipu Ferry Services Update

| General subject of each matter to be considered | Reason for passing this resolution in relation to each matter | Ground(s) under section 48(1) for the passing of this resolution |
|---|---|---|
| *3.1 OPS2337 October 2024 Lake Whakatipu Ferry Services Update* | To enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations) – Section 7(2)(i) | Section 48(1)(a); 7(2)(i) |

This resolution is made in reliance on section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by section 6 or section 7 of that Act or section 6 or section 7 or section 9 of the Official Information Act 1982, as the case may require, which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public.