

Notice is given that an ordinary meeting of the Joint Nelson Tasman Regional Transport Committee will be held on:

Date: Friday 9 August 2024
Time: 1:00 PM
Meeting Room: Tasman Council Chamber
Venue: 189 Queen Street, Richmond
Zoom conference link: <https://us02web.zoom.us/j/82842609484?pwd=jDoYDjydQZ8PesO2mjW4qQVwkkzPav.1>
Meeting ID: 828 4260 9484
Meeting Passcode: 043187

Joint Nelson Tasman Regional Transport Committee

Komiti Te Kawenga Rohe o Nelson Tasman

AGENDA

MEMBERSHIP

	Chairperson	Deputy Chairperson
	Deputy Mayor S Bryant (Tasman District Council)	Mayor N Smith (Nelson City Council)
Members	Cr B Dowler (Tasman District Council)	Deputy Mayor R O'Neill-Stevens (Nelson City Council)
NZTA Waka Kotahi Alternate Members	Ms E Speight Cr C Butler (Tasman District Council)	Cr M Courtney (Nelson City Council)
	Cr J Ellis (Tasman District Council)	Cr J Hodgson (Nelson City Council)

(Quorum 3 members)

Contact Telephone: 03 543 8524
Email: tdc.governance@tasman.govt.nz
Website: www.tasman.govt.nz

AGENDA

- 1 OPENING, WELCOME, KARAKIA
- 2 APOLOGIES AND LEAVE OF ABSENCE

Recommendation

That apologies be accepted.

- 3 PUBLIC FORUM
 - 3.1 New Zealand Equestrian Advocacy Network, Julia McLean..... 4
 - 3.2 Target for Reducing Emissions from Transport, Kate Malcolm..... 5
- 4 DECLARATIONS OF INTEREST
- 5 LATE ITEMS
- 6 CONFIRMATION OF [MINUTES](#)

That the minutes of the Joint Nelson Tasman Regional Transport Committee meeting held on Tuesday, 9 July 2024, be confirmed as a true and correct record of the meeting.

- 7 REPORTS
 - 7.1 NZ Transport Agency Waka Kotahi Update 6
 - 7.2 Public Transport Update 16
- 8 CONFIDENTIAL SESSION
Nil
- 9 CLOSING KARAKIA

3 PUBLIC FORUM

3.1 NEW ZEALAND EQUESTRIAN ADVOCACY NETWORK, JULIA MCLEAN

Report To:	Joint Nelson Tasman Regional Transport Committee
Meeting Date:	9 August 2024
Report Author:	Kelsey McLean, Democracy Services Advisor
Report Authorisers:	Elaine Stephenson, Team Leader - Democracy Services
Report Number:	RNTRTC24-08-1

1. Public Forum / Te Matapaki Tūmatanui
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Julia McLean, will speak on behalf of NZ Equestrian Advocacy Network, in public forum regarding New Zealand horse riders being formally recognised as a vulnerable road user.

2. Attachments / Tuhinga tāpiri
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Nil

3.2 OUR TARGET FOR REDUCING EMISSIONS FROM TRANSPORT

Report To:	Joint Nelson Tasman Regional Transport Committee
Meeting Date:	9 August 2024
Report Author:	Libby Omlo, Democracy Services Support Officer
Report Number:	RNTRTC24-08-4

1. Public Forum / Te Matapaki Tūmatanui

Kate Malcolm will speak in public forum regarding Our Target for Reducing Emissions from Transport.

2. Attachments / Tuhinga tāpiri

Nil

7 REPORTS

7.1 NZ TRANSPORT AGENCY WAKA KOTAHI UPDATE

Report To:	Joint Nelson Tasman Regional Transport Committee
Meeting Date:	9 August 2024
Report Author:	Tara Fifield, Executive Assistant - Service and Strategy
Report Authorisers:	John Ridd, Group Manager - Service and Strategy
Report Number:	RNTRTC24-08-2

1. Presentation / Whakatakotoranga

Ms Emma Speight, NZ Transport Agency Waka Kotahi Director Regional Relationships, Greater Wellington and Top of the South, will provide an update.

2. Attachments / Tuhinga tāpiri

- | | |
|---|---|
| 1. NZ Transport Agency Waka Kotahi presentation | 7 |
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Regional Transport Committee

Presentation to combined Tasman /
Nelson Regional Transport
Committee

9 August 2024



New Zealand Government

2024-27 NLTP Development

- The Government released the final GPS - 2024/34 in June 2024
- You can read it online at: www.transport.govt.nz/GPS2024
- GPS 2024 signals investment of \$22 billion in the land transport system during 2024-27
- The overarching priority for transport investment will be supporting economic growth and productivity to deliver greater prosperity
- The other three priorities are increased maintenance and resilience; safety; and value for money
- GPS 2024 identifies 17 Roads of National Significance and 11 Roads of Regional Significance to prioritise for investment during the 2024-27 NLTP
- We've finalised our Investment Prioritisation Method (IPM) – and are now prioritising improvement activities
- Our Board will adopt the 2024-27 NLTP at the end of August, for publication early September

Government
Policy Statement
on land transport
2024-34

June 2024



Roads of National Significance (RoNS)

- The RoNS will support economic growth.
- All RoNS projects remain subject to investment decisions and funding.
- While awaiting finalisation of GPS 2024 and confirmation of the 2024-27 NLTP, we're establishing each project's scope, estimate costs and timelines, and better understanding the inter-dependencies with other state highway activities.
- Initial conversations with industry are underway to understand market capability and capacity, ahead of procurement beginning later this year.
- The SHIP 2024-34 proposes staging individual projects over 3 NLTP periods.
- Planning is underway to set up a 10-year pipeline of work for all projects.
- To inform the pipeline, we have grouped projects into 3 waves to indicate the likely NLTP period where each of the projects could commence construction.
- Pending confirmation of funding (under the 2024-27 NLTP), we'll begin early planning for all projects by June 2025 and construction on some of the RoNS within the next 3 years.



Consultation on setting speed limits

Draft Land Transport Rule: Setting of Speed Limits 2024

- Public consultation was open until 11 July 2024.
- The draft rule sets out criteria, requirements and procedures to be followed by RCAs when reviewing and setting speed limits for roads within their jurisdictions.
- It proposes an approach to setting speed limits that seeks to ensure economic impacts – including travel times – and the views of local road users and communities are considered, alongside safety, when setting speed limits.
- The proposed rule and the consultation document are available on the Ministry of Transport website.
- Feedback and questions can be sent to speedrule@transport.govt.nz.



Emergency works policies review

- More frequent and intense weather-related events are putting increasing pressure on the funding available for emergency works response and recovery.
- In recent years, emergency works funding has significantly exceeded its National Land Transport Fund (NLTF) allocation.
- We've had to rely on substantial Crown funding for severe nationally significant weather events that overwhelm the NLTF.
- We've reviewed our current emergency works policies and Funding Assistance Rates (FAR) to make sure the policies are fit for purpose and the NLTF can sustainably fund emergency works in 2024-27.
- We've consulted on the proposed changes and are currently analysing the submissions.
- Policy and process changes will be published in July 2024. Decisions on FAR will be made by the end of 2024. If approved, they would take effect on 1 July 2025.



Nelson/Tasman Regional Update

August 2024



New Zealand Governm

Regional M&O overview

- SH 60 Takaka Hill underslip
 - Investigation, then design & procurement of resources – aim for opening pre-Christmas
- Pothole Prevention
 - 24hr response - enhanced fixes
 - 24/25 Programme - renewals sites being ratified
- SH Operations
 - Revised levels of service for cyclic activities to reflect our renewed focus on pavements



Nelson/Tasman Regional Update

Activity	Commentary on near to short-term State Highway components
RoNS – Hope Bypass	<ul style="list-style-type: none"> • The Hope Bypass designation lapse date has been extended until 1 November 2038. • We have contacted affected landowners to inform them of the lapse date extension and what it means for them. • Once the National Land Transport Programme is confirmed we will be able to update on next steps around scope and design timing. • Construction is unlikely to start until 2030+.
SH63 The Wash Flooding (Crown Resilience Funded)	<ul style="list-style-type: none"> • SH63 is the key detour route for the strategically important SH1 and SH6 routes but floods regularly at 'The Wash'. • SH63 has a low point on the approach to 'The Wash' bridge that is inundated when the Wairau River extends across the flood plain. The solution has have been tabled and currently under review.
SH6 Rai Saddle Underslip Protection (Crown Resilience Funded)	<ul style="list-style-type: none"> • Ongoing underslips have been occurring on the route over the last decade. • We are currently developing a list of priority sites to be treated to prevent future underslips. Note this project is for the portion of the route ii within the Marlborough region.
SH6 Kawatiri to Owen River Erosion Protection (Crown Resilience Funded)	<ul style="list-style-type: none"> • The Buller River is undermining SH6 in several locations between Kawatiri Junction and the Owen River Bridge. This project is to prevent the regression.
SH63 Windy and Narrows Rockfall (Crown Resilience Funded)	<ul style="list-style-type: none"> • SH63 is the key detour route for the strategically important SH1 and SH6 routes but is subject to rockfall at 'Windy Point' and the 'Narrows' which can result in unplanned road closures and at worst, rocks striking road users. • This project seeks to develop treatment solutions to the identified sites. Rockfall hazard assessments are currently being conducted.
SH65 Higgins Rockfall (Crown Resilience Funded)	<ul style="list-style-type: none"> • SH65 is the key detour route for the strategically important SH1 and is subject to rockfall at 'Higgins' which can result in unplanned road closures and at worst, rocks striking road users. This project seeks to install a rockfall retention solution to reduce these risks. Optioneering is currently underway.
SH60 Birds Hill (Crown Resilience Funded)	<ul style="list-style-type: none"> • An ancient landslip has reactivated resulting in large debris humps being deposited onto SH60. Options report has been completed.
SH6 Dellows Bluff Rockfall Protection	<ul style="list-style-type: none"> • Currently working through treatment solutions, costs, and programme.

Hei konā mai



New Zealand Government

7.2 PUBLIC TRANSPORT UPDATE

Report To:	Joint Nelson Tasman Regional Transport Committee
Meeting Date:	9 August 2024
Report Author:	Lyndon Hammond, Team Leadert -Transport Activity Managment, Nelson City Council
Report Authorisers:	Dwayne Fletcher, Strategic Policy Manager
Report Number:	RNTRTC24-08-3

1. Purpose of Report

- 1.1 To update the Joint Nelson and Tasman Regional Transport Committee on public transport services including patronage, revenue reporting and other matters.

2. Recommendation

That the Joint Nelson Tasman Regional Transport Committee

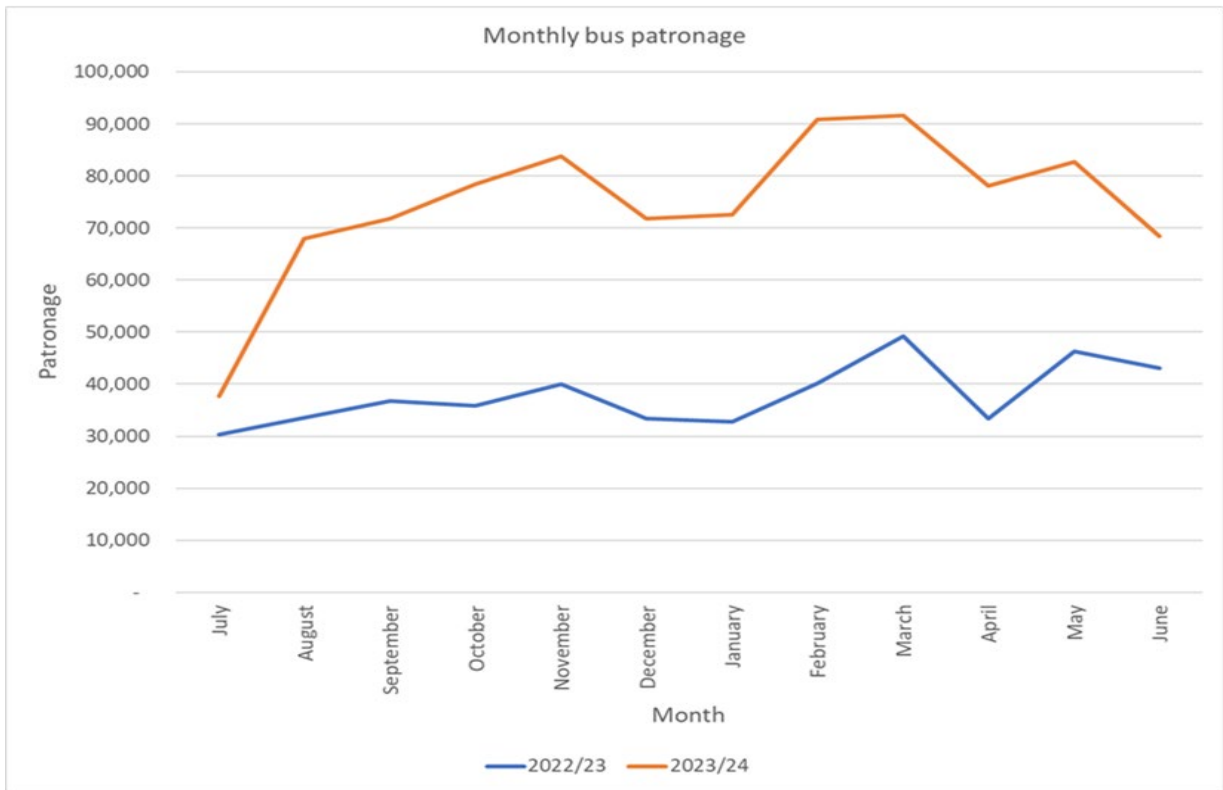
- 1. receives the Public Transport Update and its attachment (1862260321-71163) report RNTRTC24-08-3; and*
- 2. notes the New Zealand Transport Agency review scope and the draft Project Outline for the Public Transport Review (attachment 1 to the agenda report); and*
- 3. approves an extension of the dogs on buses trial until the full public transport review is completed.*

3. Background and Discussion

Patronage Update

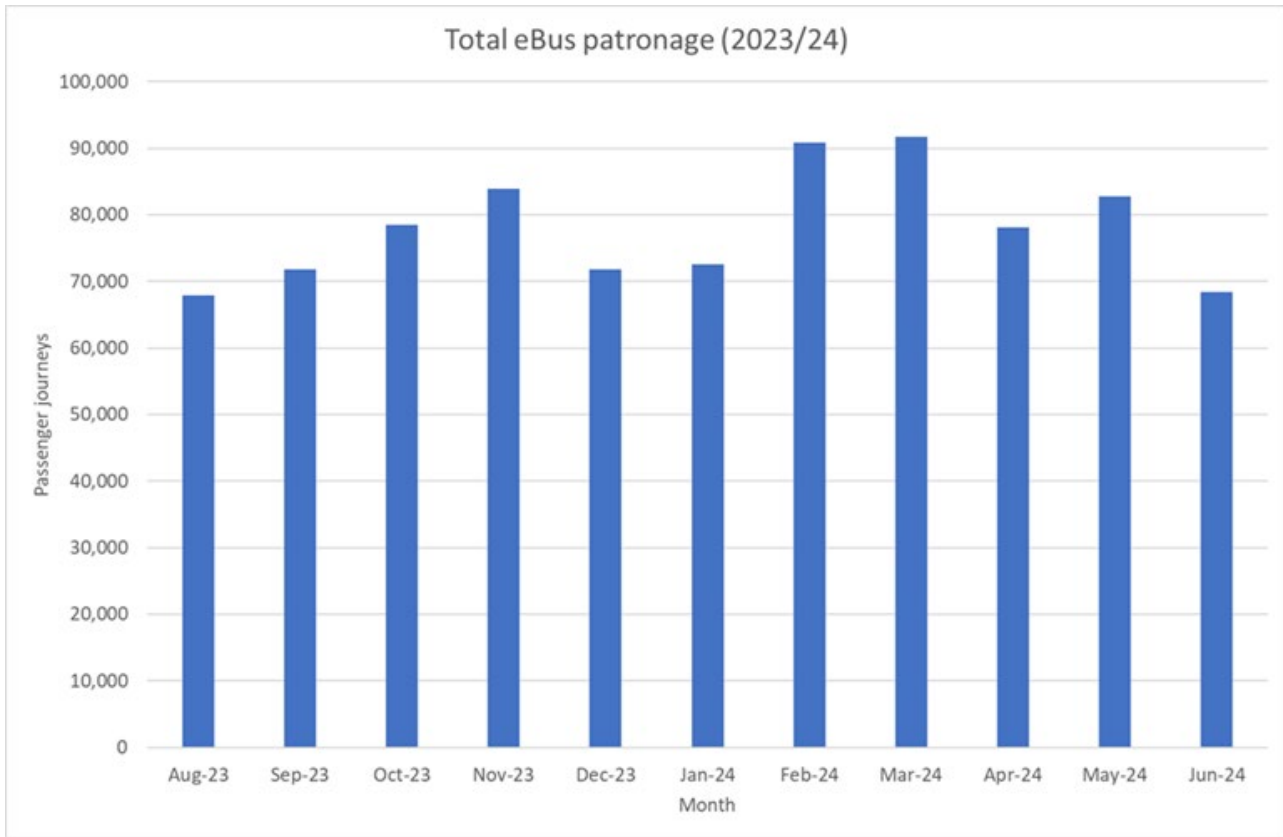
- 3.1 Total bus patronage for the last 24 months is shown in figure 1:

Figure 1: Total Patronage



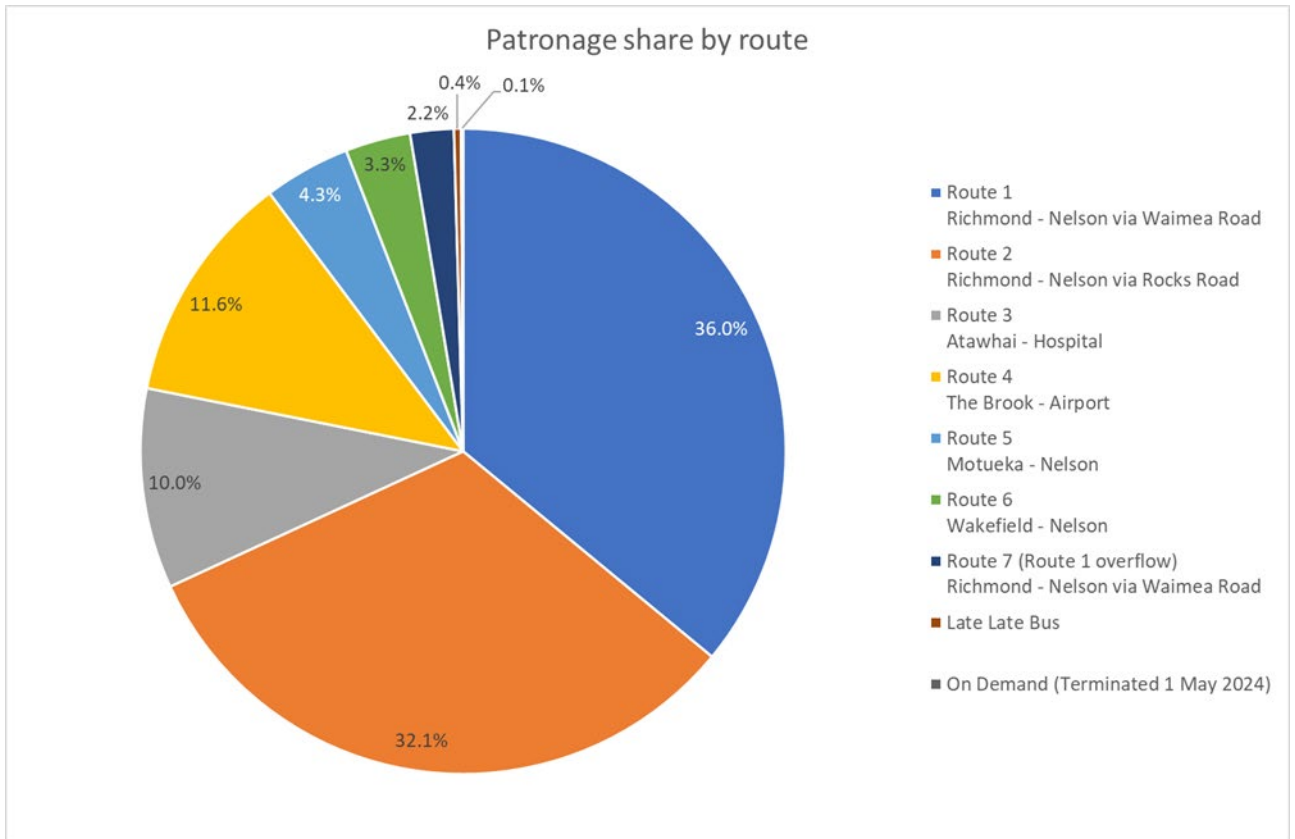
3.2 Monthly bus patronage has varied significantly over the last six months. January patronage was lower, as expected due to the summer holidays for schools and many workplaces. This was followed by much higher patronage in February and March as schools returned and parents fully returned to work to a peak of over 90,000 passenger trips in March. Following the general trend of bus patronage over the last few years, patronage has dropped again in April through to June.

Figure2: Total patronage 23-24 by month



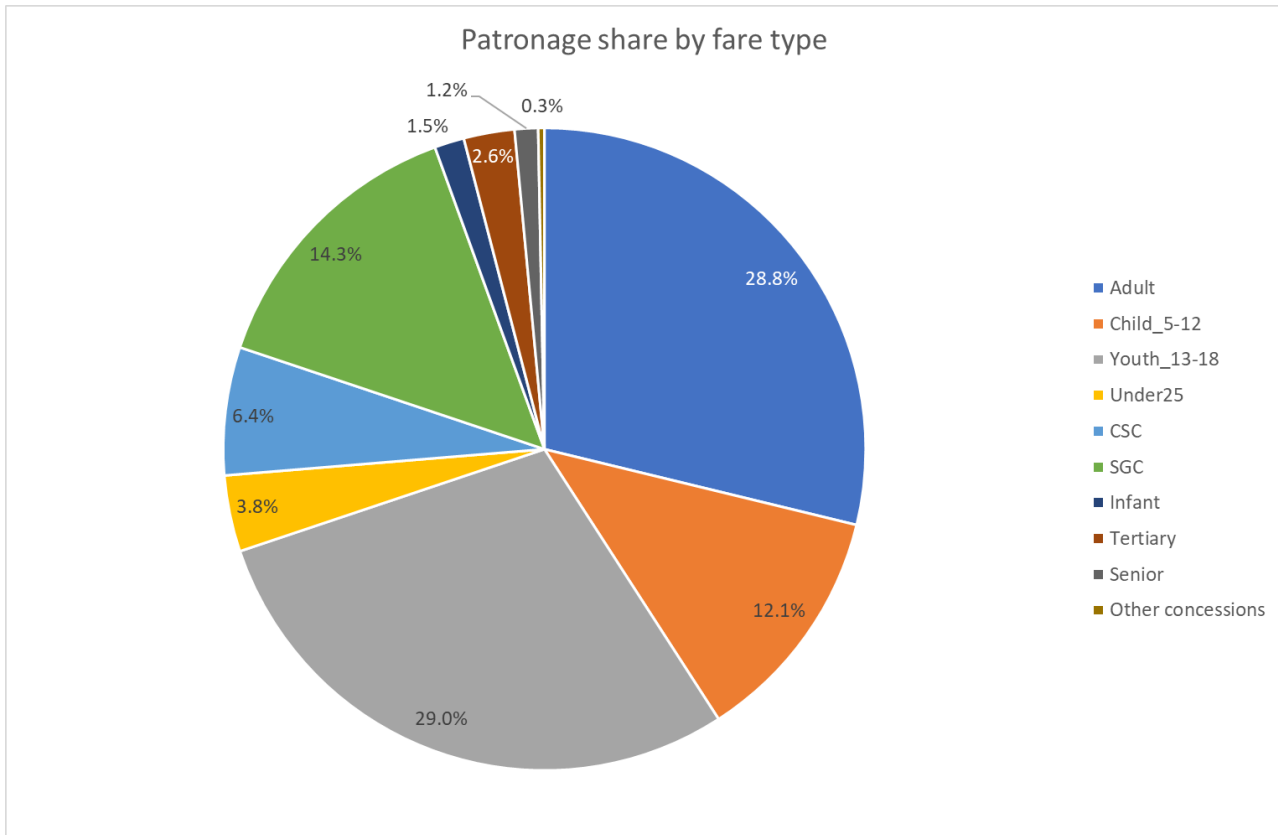
3.3 Each of the bus routes has seen monthly increases and decreases roughly proportional to the busyness of the route. This has resulted in the two Richmond bus routes seeing the largest increases and decreases over the last three to four months in particular. Patronage on Route 1 still requires overflow buses at peak times.

Figure 3 Total Patronage by route



- 3.4 The Community Connect subsidies for non-Community Service Card holders ended on 1 May 2024 which significantly altered the cost of child and adult fares. Children under 12 travelled for free under Community Connect and the removal of the subsidy reintroduced fares. This change had an immediate effect on the number of children using the service with a drop of almost 60% in child patronage between April and May.
- 3.5 A seasonal variation is expected with a traditional increase in patronage in May. This year's increase was smaller than in past years (6% compared to 39% in May 2023). There was also a drop in patronage in June of 17% (average across all fare types) and this drop is larger than the drop of 7% in June last year.
- 3.6 With the smaller increase in May and larger decrease in June it is apparent that, as expected, the removal of the subsidies has had a cooling effect on patronage on the eBus system. With Bee card fares increasing by a small amount (5%) in July, staff will be carefully monitoring any further changes.

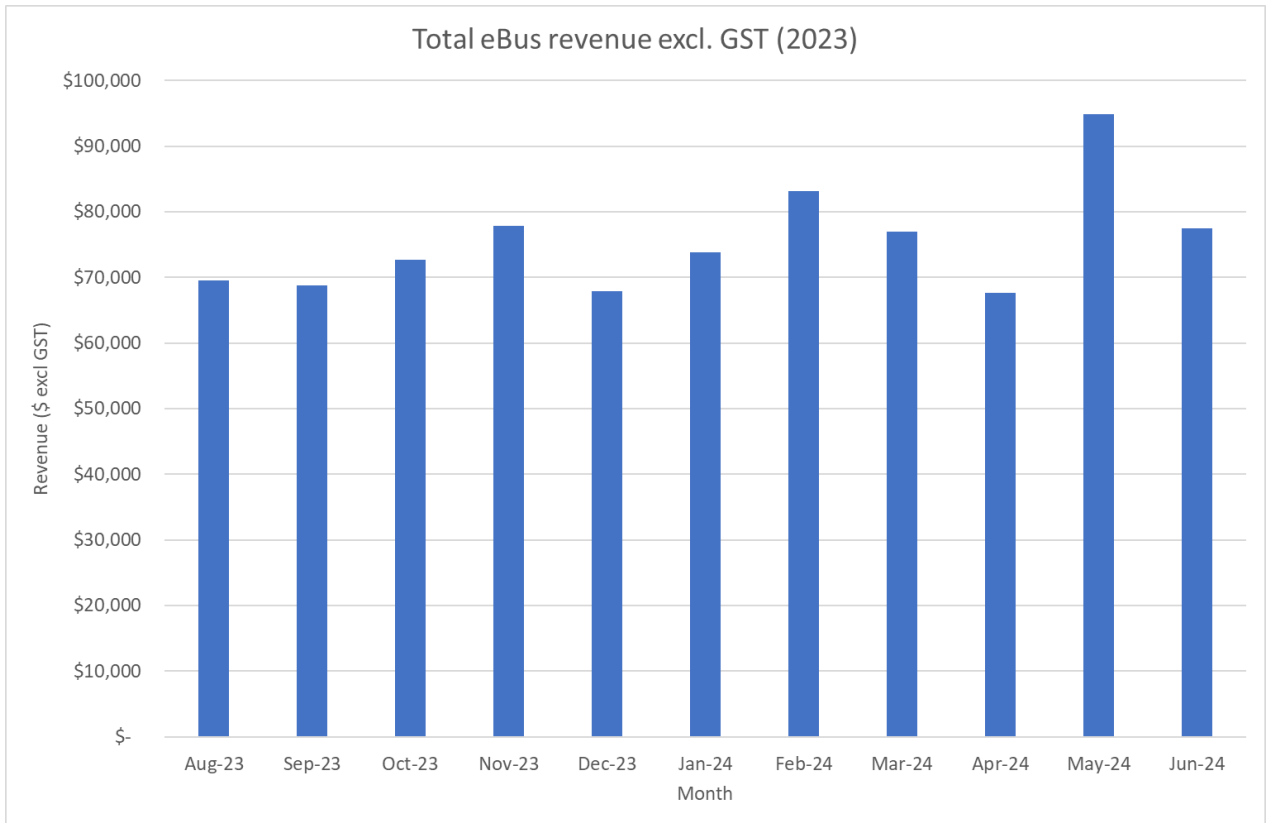
Figure 4: Total patronage by fare type



Revenue Update

3.7 eBus ticket revenue (excluding GST) for the 11 months of the contract is shown in figure 5 below. These figures represent ticket sales only and do not include NZTA subsidies under the Community Connect Scheme.

Figure 5: Total ticket revenue by month



- 3.8 A cost scope adjustment request was made to NZTA regarding the 2023-24 overspend in public transport and was considered by the NZTA Values, Outcomes and Scope (VOS) Committee in May 2024. Following robust investment quality assurance work done by officers, NZTA agreed to support the operational overspend adjustment for both Councils with the exception of the Stoke On Demand service. Valuable lessons have been learned as part of the process.
- 3.9 In June Council received notification of the indicative funding for continuous public transport programme. A condition imposed as part of the approved cost scope adjustment was that NCC and TDC carry out a service review of their PT services for the 12-month period August 2023 to August 2024, and the Council provides NZTA with information required by NZTA for the purpose of assessing funding approval for the 2025-27 period. This condition states the Continuous Programme funding for Nelson City and Tasman District Councils is limited to financial year 2024/25 only, with funding contingent for years 2 and 3 being held and approved subject to review outcomes.
- 3.10 NZTA have also directed that a detailed business case for the year 3 planned improvements to frequency of services from Wakefield and Motueka is required before co-investment from central government is confirmed.

Public Transport Review

- 3.11 Council has always intended to review the services one year on from introduction. A project manager and project team of key stakeholders has been established. The importance and urgency of this review has been heightened since NZTA have informed

councils' that continuous Public Transport funding for years 2 and 3 of the NLTP is dependent on the outcome of that review.

- 3.12 It is likely that the review will be in three main parts. A project outline for the review, including the NZTA scope, is appended as attachment 1.
- 3.12.1 Firstly, to provide NZTA with the information they require to guide funding decisions, and this is due back with them in late November for consideration by the December VOS committee. This part of the review will focus on exploring the performance of the current services, compared to the forecast performance and on ensuring the maximum value for money is being gained from the existing investment in services. Details are included in part 1A of the attachment to this report.
- 3.12.2 A second aspect of the review will consider steps that may be taken to support the service if anticipated NZTA funding does not fully eventuate. This may include a lowered level of service (routes or timetables withdrawn), fare increases or exploring opportunities for third party funding. This work will inform the 2025-26 Council annual plans.
- 3.12.3 The third part of the review is at a more strategic level and will explore questions the Councils want to consider guiding the 2027 Regional Public Transport Plan (RPTP). This part of the review will identify and recommend changes and/or improvements to the current services, for consideration by the Joint Regional Transport Committee. It will inform future business case requirements for planned service improvements and capital investments.

National Ticketing Solution update

- 3.13 The new National Ticketing Solution (NTS) has been branded Motu Move. Motu Move is the new ticketing and payment solution for all public transport across New Zealand that will introduce new ways to pay. Customers will be able to tag on and off with their credit card or debit card, mobile phone or smart watch, or with a prepaid Motu Move card. Roll out will commence in Canterbury in late 2024.
- 3.14 Nelson / Tasman was originally scheduled for roll out in December 2026; however, amendments have bought forward to late 2025 to coincide with other Councils using BEE cards. Officers are working on setting up a local project team which will be well supported by the central NTS transition team. Budget for the project is approved but will require adjustment into the 25-26 financial year through the Annual Plan process.

Timetable and Route changes

- 3.15 The operator is having trouble with some drivers and buses making turns at the roundabout at the start/end of Route 1 in Richmond west. A temporary workaround involves the bus looping via Summersfield Blvd and McShane Rd.
- 3.16 In mid-July, by necessity, amendments were made to the Wakefield and Motueka services to bring them into a more reliable timetable. These services were struggling to meet the timetable as printed due to congestion. Buses were regularly running 10 -15 minutes late and in some cases buses were running 40 minutes behind schedule. This

resulted in scheduling challenges for drivers and risked noncompliance with required driver rest breaks. In addition, any large deviation from the printed timetable risks reliability and credibility of the service in the eyes of patrons. These changes will cost \$28,000 per year and this has been accounted for in forecast budgets. Pressure remains on timetables on other routes and changes to these will be considered as part of the planned one year Public Transport Review.

Dogs on Buses trial

- 3.17 On 1 April 2024 the second part of a trial that allowed larger leashed and muzzled dogs onto off peak buses commenced. Prior to this, only small dogs in carry containers were allowed on buses. The trial has been running for 4 months and feedback has been gathered from users (via Shape Nelson) and the operator.
- 3.18 Shape Nelson received 16 postings of questions or concerns regarding the trial. Reoccurring comments, concerns and questions included;
 - 3.18.1 Concern about allergies. Officers note that dog allergy is not as common as cat allergy. No reports of allergic reactions have been received. Buses are commercially cleaned each day.
 - 3.18.2 Concern about soiling. A number of comments and questions feared a dog soiling while on the bus and questioned who would clean it up. Officers note that the rules are very clear that the dog owner is responsible for any mess and cleaning kits were placed on all buses. The operator reports no incidents where dogs have soiled the bus.
 - 3.18.3 Concern about muzzles. A number of comments against the need to muzzle dogs were made. Respondents cited experience overseas where muzzles or crates are not required and felt the local requirement for muzzles was at odds with this. Officers note that all other services carrying dog trials within New Zealand (with the exception of registered assistance dogs) require muzzles and recommend this continue.
 - 3.18.4 Other animals. A request was received to extend the trial to include cats or other animals. Officers recommend that the trial remains dog based only.
 - 3.18.5 A small number of comments were simply against dogs on buses or in any public environment such as retail.
- 3.19 Rules about carriage of dogs were clearly communicated and the operator reports high compliance with them, with only one or two instances when patrons accompanied by dogs without approved muzzles were refused entry. Further communication on what the approved muzzle and container types was carried out as a result.
- 3.20 The operator has requested that the trial to be extended to gauge any seasonal variation or issues that may arise as the weather warms. Officers propose continuation of the trial beyond 12 weeks and for it to be more fully considered as part of the one year review.

Millers Acre

- 3.21 NZTA have advised that while the Nelson regional bus hub facility at Millers Acre may be eligible for consideration for funding from the NLTF, that no funding decision will be made on this matter prior to September or October, and that the particular funding category is

highly oversubscribed. To keep the project moving at pace Nelson City Council has proceed into pre-implementation work involving consent and design. NZTA is aware of this and advise that if the project is funded they will not penalise NCC for continuing on and later seeking retrospective funding for the pre-implementation work.

4. Options

4.1 There is one decision to be made and officers recommend **Option 1**.

Option 1: Approves continuation of large dogs on buses trial pending further feedback as part of the PT review	
Advantages	<ul style="list-style-type: none"> Provides additional information on the success or otherwise of the trial through seasonal weather variations
Risks and Disadvantages	<ul style="list-style-type: none"> nil
Option 2: Does not approve continuation of large dogs on buses trial pending further feedback	
Advantages	<ul style="list-style-type: none"> nil
Risks and Disadvantages	<ul style="list-style-type: none"> Trial will conclude without seasonal variations in uptake and any issues arising being considered

5. Important considerations for decision making

5.1 Fit with Purpose of Local Government

Providing and giving effect to Regional Land Transport Plan and Regional Public Transport Plan is a requirement of the Land Transport Management Act 2003.

5.2 Consistency with Community Outcomes and Council Policy

Councils have adopted a joint Regional Land Transport Plan and joint Regional Public Transport Plan as a requirement of the Land Transport Management Act 2003. The development and operation of a Public Transport service contributes to the community outcome “our infrastructure is efficient, cost effective and meets current and future needs”.

5.3 Risk

Support for the ongoing dogs on buses trial makes no substantive change to the RLTP or RPTP.

5.4 Financial impact

There is no financial impact related to the decision to extend the dog trial on buses

5.5 Degree of significance and level of engagement

These matters are of low significance and ongoing support of the dog trial makes no substantive change to the joint RLTP or PTP which have previously been widely consulted on.

5.6 Climate Impact

Support for growing public transport use will contribute to reducing transport emissions.

5.7 Inclusion of Māori in the decision making process

No engagement with Māori has been undertaken in preparing this report.

5.8 Delegations

Areas of Responsibilities:

- provide the relevant councils with any advice and assistance requested in relation to their transport responsibilities;

Powers and Limitations:

- a Joint Regional Passenger Transport Plan, including undertaking all required consultation processes related to the preparation of this Plan.

The Joint Regional Transport Committee is responsible for the operational oversight of the joint Nelson Tasman Public Transport Operations Contract and associated public transport activity, including the authority to make decisions and approve policies that support operations.

The Joint Regional Transport Committee may approve changes to the Public Transport Operations unless the change requires:

- A permanent change of route; or
- A permanent change to fares; or
- A permanent change to timetable.

6. Attachments

- | | |
|---|----|
| 1. Nelson-Tasman PT Services 12 Month Review - Project Outline V1.3 | 27 |
|---|----|

NDOCS 1862260321-71163



Project Outline

Nelson-Tasman Public Transport Services E-Bus 12-month Review

Document Control

Document development control	
Prepared by:	Jamie McPherson
Position/title:	Transportation Manager
Document version:	V0.1 V1.1 Added NZTA requirements and PM V1.2 Updated NZTA requirements, phasing V1.3 With NZTA clarifications made
Date of last revision:	18 June 2024 9 July 2024 (V1.1) 19 July 2024 (V1.2) 29/July 2024 (V1.3)
Status:	Final

Document review	
Reviewed by:	Marg Parfitt / Lyndon Hammond
Position/title:	Transportation Manager (NCC)

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1. OVERVIEW

This Terms of Reference outlines the objectives, structure, roles, accountabilities, and responsibilities associated with the review following the first 12-months operation of the Nelson-Tasman EBus services (the Review).

2. INTRODUCTION

The Nelson-Tasman EBus service began on 1 August 2023. A review of the operation of the first 12 months was planned to be completed, and is a condition precedent to NZTA funding for the 2025/26 and 2026/27 financial years.

The EBus was a new level of service that presented improved bus services within Nelson and Tasman. As a new service, there are a number of elements that should be explored and revisited with the benefit of experience to provide assurance to the co-funders (NZTA, Nelson City Council, and Tasman District Council) and to the community and bus users that the service has been optimised.

3. PURPOSE

The objectives of the Review are to:

- NZTA Purpose: “to evaluate the public transport service and infrastructure improvements that Nelson City and Tasman District Councils have jointly made, to ensure that they are meeting Crown outcomes and expectations, including value for money. This will inform 2024-27 NLTP funding approval.”
- Explore the performance of the current services, and compare to the forecast performance;
- Ensure the maximum value for money is being gained from the existing investment in services, to satisfy ongoing investment by the co-funders (NZTA, Nelson City Council, and Tasman District Council);
- Identify and recommend changes and/or improvements to the current services, for consideration by the Joint Regional Transport Committee (JRTC), and which could inform future business case requirements for service improvements and capital investments (through a separate process)

4. SCOPE

The Review will comprise three phases:

Phase 1 – delivering the NZTA specified requirements (Attachment 1) to secure NZTA funding for 2025/26 and 2026/27. This phase must be completed by **8 November 2024** to meet NZTA decision-making timeframes.

Phase 2 – explore options for potential changes in the service if funding is reduced

Phase 3- explore and make recommendations for the JRTC to consider for the 2027 RPTP. Elements that require assessment within Phase 2 include, but are not limited to:

- Customer feedback received to date, including from consultation on the 2024 RPTP
- Fares and farebox recovery
- Timetabling optimisation
- Extent and location of Routes

- Frequency of Routes
- Bus sizes – can we tailor bus sizes to routes (bigger/smaller)
- On-board services and facilities
- Bus Stop infrastructure
- Service improvements to routes 5 and 6 signalled in 2024 RPTP and 2024-34 LTP

Phase 3 will include workshops with JRTC, and shall be completed by 31 March 2025.

5. ROLES AND RESPONSIBILITIES

The Review will be managed by a Project Manager, who along with the Project Sponsors will report to the Joint Nelson Tasman Regional Transport Committee (JRTC) as the review progresses.

Key Stakeholders who will support and have input to the Review include:

- Nelson City Council – Team Leader Transport Activity Management
- Tasman District Council – Strategic Policy Manager; Transportation Manager; Transportation Planner
- NZTA – Investment Advisor; Senior Advisor, Public Transport
- External specialist consultant as required (Stantec)

The Project Manager along with Key Stakeholders will form the Project Team.

The Project Manager will prepare a Project Plan outlining tasks, responsibilities, milestones, meeting frequencies, and reporting to satisfy co-funders requirements.

Draft initial task outline

- Data analysis for NZTA performance reporting – NCC Transport asset analyst
- Customer satisfaction survey – NCC and TDC comms
- Service request analysis – TDC and NCC staff. Includes summary of RLTP submissions feedback/delibs
- Timetable optimisation – PT Advisor/SBL
- Route review – NCC transport planner/consultant
- Fleet review (bus sizes, on board facilities) - PT Advisor/SBL
- Basis for cost share – TDC and NCC transportation staff
- Infrastructure – to follow route review/customer surveys. TDC and NCC transportation staff

6. MEETINGS

The Project Team will meet as frequently as required.

Regular updates to inform JRTC at scheduled JRTC meetings.

7. ATTACHMENT 1 – NZTA SERVICE EVALUATION OUTLINE

Service Evaluation Outline

Nelson-Tasman Public Transport Improvements

Version	Date	Author / reviewer	Comment
1	27 June 2024	Luke Carey, Lisa Grindlay (co-authors)	Provided to ACM and TL for review. PDF version with watermark provided to Nelson City Council for visibility (at the councils request), noting this remains subject to change.
2	2 July 2024	Luke	Review and mark up of changes in response to ACM and TL input.
3	15 July 2024	Luke	Final version provided to NCC and TDC.

Purpose

The purpose of this review is to evaluate the public transport service improvements that Nelson City and Tasman District Councils have jointly made, to ensure that they are meeting Crown outcomes and expectations, including value for money. NZTA will use this review as the evidence base to support the 2024-27 NLTP funding approval for the programme.

Results Sought

To demonstrate that the public transport service improvements delivered in Nelson-Tasman over the 2021-24 period is giving effect to the direction set in the Government Policy Statement (GPS) 2024, namely:

- achieves the **benefits** sought by the GPS, the 2021-24 RLTP, the NZTA-endorsed Programme Business Cases (PBC's) for Nelson-Tasman, namely the *Nelson Future Access* and *Future Richmond* PBC's and the 2020 Nelson PT Service Review¹
- meets NZTA's **quality and performance** expectations in terms of service and contract performance, including service reliability and patronage
- is cost-effective and demonstrates **value for money**
- residual **risks** are being appropriately managed.

This will inform 2024-27 NLTP funding levels and assure NZTA that the service improvements are a sound investment for the Crown that delivers on the expectations set out in the Government Policy Statement on Land Transport (GPS) 2024.

Timeframes

It is expected that the service review is complete by 7 November 2024, to inform an NZTA funding decision in early December, in time to inform Council's annual plan process, which is when decisions on local share funding for 2025/26 and 2026/27 will occur.

¹ For ease of reference, these benefits are summarised on page 4.

Key roles, responsibilities and expectations

Key roles and responsibilities are outlined below:

Who is responsible	Role	Description
Senior Manager - Operational Policy, Planning & Performance	Decider	Holds delegated authority from the NZTA Board to approve NLTP funding, contingent on the outcome of the service review.
NZTA Values, Outcomes Scope (VOS) Committee,	Recommender	Provides advice to Senior Manager - Operational Policy, Planning & Performance
Activity Class Manager	Quality Assurance	Provides input into the scope of the review.
LGP Manager	Sponsor	Sponsor the investment advisors’ recommendations to VOS
Local Government Partnerships Investment Advisor	Reviewer, recommender	Process lead. Primary contact for council and consultant staff on behalf of NZTA. Will advise scope, review drafts, provide input at regular intervals during development, and provide advice to NZTA decision-makers and sponsors.
Senior Advisor, Public Transport	Reviewer	Will provide technical advice and support throughout the process, and peer-review material.
Nelson City Council, Tasman District Council	Performer/author	Responsible for undertaking the service review to the satisfaction of NZTA.

The service review must capture/cover all information set out in the sections below, unless otherwise agreed to by the NZTA Investment Advisor. The scope of this NZTA service review is limited to these matters. The councils must make every reasonable effort to provide this information. There may be other information that NZTA deems useful to capture in the review. Your Investment Advisor is on hand to provide guidance on any additional information that could be useful to the review process.

The review process recognises that the improvements may not currently meet or perform well against all NZTA expectations. It is still important to capture areas of underperformance or deficiencies as the review can subsequently look to address these. The information presented must be accurate and concise.

The public transport authorities may subsequently decide to undertake their own review of any matters that fall outside of this review scope. This does not carry an obligation of NZTA co-funding.

Requirements summary

In summary, the NZTA service review requirements are as follows:

- provide service revenue and operating expenditure for three reporting years (baseline, result and forecast)
- provide patronage data by route and month, peak and off-peak, for three reporting years (baseline, result and forecast)
- provide counts of operated and cancelled trips, service kilometres and service punctuality (trips started and finished on time), for three reporting years (baseline, result and forecast)
- detail any contract performance measures/key performance indicators in the services contract
- collate quantitative evidence of the overall benefits delivered by the service improvements
- undertake a customer satisfaction survey
- develop and maintain an ongoing risk register.

Forecast 2026/27-year costs, patronage and service performance information must be based on the ‘as is’ network, without any assumption of future service or infrastructure improvements, or changes to agreed levels of service. 2018/19 has been chosen as the baseline year to control for any pandemic impacts.

Review scope

This section describes the information sought by NZTA to ensure investment assurance and inform 2024-27 NLTP funding decision-making. We have made every effort to ensure that this is clearly defined, and welcome feedback/input on these prior to commencing the review.

Total Mobility services are outside of the scope of this review. Public transport infrastructure is also outside of the scope of this review.

The late late bus is generally not of interest to NZTA as it was carried across unchanged from the baseline network. For ease of providing information, the late late bus can be either entirely included in this review, or entirely excluded, at the PTAs discretion.

Cost information

The review requires actual (for 2018/19 and 2023/24) and forecast public transport expenditure (for 2026/27) for five public transport activity classes.

Farebox recovery and any other private share revenue, using definitions under draft NZTA fares and pricing requirements, must also be provided. Please provide it in the table below.

NZTA will use this information to undertake its own analysis of cost performance and benchmarking.

Reporting table –

Activity Class	Work category	Work category name	Cost type	Baseline 2018/19 (total cost \$)	Result 1 Aug 2023 - (total cost \$)	Forecast 2026/27 (total cost \$)
Public Transport Se	511	Passenger services - bus	Net	794,000		
Public Transport Se	524	Public transport operations and management	Net	35,000		
Public Transport Se	525	Operations & maintenance of real-time and ticketing system	Net	n/a: WC did not exist in 18/19		
Public Transport Inf	514	Public transport facilities & infrastructure - operations and maintenance	Net	24,000		
Public Transport Inf	534	Public transport facilities & infrastructure - renewals	Net	n/a: WC did not exist in 18/19		
Private fare revenue (Excludes subsidies like SuperGold and Community Connect. Excludes			Revenue (private)	752,714		

Total Mobility (TM) revenue as TM is not part of the evaluation scope.)				
Subsidised fare revenue (e.g. SuperGold and Community Connect excluding Total Mobility)	Revenue (subsidy)	163,916	(2023/24 actual expenditure)	(provide estimate)
Any other third party/private funding (e.g. advertising revenue, sponsorships)	Revenue (private)	89,000		

Total fare revenue received to exclude any fare subsidies (e.g. SuperGold card and Community Connect Crown concession payments). Net cost to also exclude any fare subsidies (e.g. supergold, community connect). All costs and revenue, incl. fare revenue, needs to exclude total mobility.

Service quality and performance measurement and reporting

Quality means the extent that a specification, performance level, or standard is met.

Recognising the moving nature of public transport, the review must include a list of any service change(s) that have occurred in the 12 months following the commencement of new service operations, and a brief comment on why the change(s) occurred, and the impact of the change(s) on levels of service and operational costs.

Patronage performance

The review requires the following information, **by route**, month, year, peak and off-peak:

- Total passenger boardings, and:
- Total passenger boardings, excluding concession boardings, e.g. SuperGold and Community Connect passenger boardings
- Total passengers per service km (including SuperGold card and Community Connect passengers).

Example reporting table –

	Total passenger boardings	Passenger boardings (excluding concession boardings supergold)	Peak passenger boardings	Peak boardings, concessions	Off-Peak passenger boardings	Off-Peak passenger boardings	Passengers per service km
Baseline, 2018/19							
Route 1	<i>Annual total</i>	<i>Annual total</i>					<i>Annual total</i>
Jun	<i>Fig. for month</i>						
Jul							
Etc...							
Route 2							
Other pre							
Result, (1 Aug 2023 -31 July 2024)							
Route 1	<i>Annual total</i>	<i>Annual total</i>					<i>Annual total</i>
Aug	<i>Fig. for month</i>						
Sep							
Oct							

Nov							
Dec							
Jan							
Etc.							
Etc...							
Route 2	<i>Annual total</i>		<i>Annual total</i>				<i>Annual total</i>
Aug...	<i>Monthly fig.</i>						
Route 3							
Route 4							
Route 5							
Route 6							
Route 7							
Forecast, 2026/27							
Route 1	<i>As above</i>						
Route 2							
Route 3							
Route 4							
Route 5							
Route 6							
Route 7							

Service performance

The review requires the following service performance information, by route and month, for three reporting years (baseline, result and forecast):

- Number of scheduled trips
- Number of operated trips
- Number of cancelled trips
- Scheduled and operated service kms
- Number of trips departing first stop on-time
- Number of trips arriving at last stop on-time.

Example reporting table -

	No. of schedul	Scheduled ser	No. of operat	No. of cancell	Operated se	No. of trips departing first stop on-time	No. of trips arriving at last stop on-time.
Baseline, 2018/19							
Route 1	<i>Annual total</i>		<i>Annual total</i>	<i>Annual total</i>		<i>Annual total</i>	<i>Annual total</i>
Jun	<i>Fig. for month</i>						
Jul							

Etc...							
Route 2							
Other pre-existing routes							
Result (1 Aug 2023 -31 July 2024)							
Route 1	<i>Annual total</i>		<i>Annual total</i>	<i>Annual total</i>		<i>Annual total</i>	<i>Annual total</i>
Aug	<i>Fig. for month</i>						
Sep							
Oct							
Nov							
Dec							
Jan							
Etc.							
Etc...							
Route 2	<i>Annual total</i>		<i>Annual total</i>	<i>Annual total</i>		<i>Annual total</i>	<i>Annual total</i>
Aug...	<i>Monthly fig.</i>						
Route 3							
Route 4							
Route 5							
Route 6							
Route 7							
Forecast, 2026/27							
Route 1	<i>As above</i>						
Route 2							
Route 3							
Route 4							
Route 5							
Route 6							
Route 7							

Contract performance

The review requires detailed list of any KPIs set out in the service contract, namely:

- list of Key Performance Indicators listed in contract with the operator
- detail of performance measures and thresholds applied
- total financial abatements applied
- total performance bonuses applied.

Example reporting table -

Quality		Measure	Benchmark/Threshold	Result (2023-24)
Contract Performance F				

Benefits realisation reporting

The review requires quantitative measurement and reporting on the high-level benefits that have been realised in Nelson-Tasman from the service and infrastructure improvements undertaken.

Benefit means outcomes, results, and impacts.

The below table has been developed based on the investment objectives outlined in the 2020 Nelson Public Transport Service Review and the identified role of public transport in the Nelson Future Access and Future Richmond programme business cases. It also includes key public transport benefits/outcomes sought by the 2024 Government Policy Statement (GPS) Land Transport.

The proposed benefit measures are draft and can be changed with the agreement of the NZTA Investment Advisor. It is best that the benefit measures align with the NZTA benefits framework as much as possible. The Investment Advisor and Public Transport Advisor can assist with identifying information sources for reporting on these measures.

Example reporting table -

Benefit	Non-Monetised Benefit Measure	Baseline (201:	Result 1 Aug 2024	Forecast (2026/27)
Improved Customer Experience	Percentage of scheduled trips operated			
	Percentage of operated trips departing first stop on time (between -0:59 to 4:59)			
	Percentage of operated trips arriving at last stop on time (no more than 4:59 late)			
	Percentage of customer survey* responses satisfied with public transport services (% 7-10)	41%		
	Percentage of customer survey* responses satisfied with public transport facilities (% 7-10)	44%		
Increased Patronage	Annual public transport boardings per capita			
Maintained or improved recovery	Maintains or increases farebox recovery			
Reduced Congestion	Light vehicle kilometres travelled per capita			
	Percentage of customer survey* responses that use public transport	35%		
	Percentage of customer survey* responses that use public transport weekly or daily	8%		

Improved access to econ opportunities	Percentage of the population living within 500m of a bus stop with service frequency of at least two buses per hour (30-minute headway)			
	Percentage of population living within 500m of a bus stop			
	Percentage of employment within 500m of a bus stop with service frequency of at least two buses per hour (30-minute headway)*			
	Enables access to new housing – measure TBD.			

* this is a preferred measure, not a must measure for the service review purpose.

Customer satisfaction survey

The service review requires a Customer Satisfaction Survey be conducted, in accordance with the NZTA Procurement Manual.²

Customer Satisfaction Surveys are required at least every three years as per the NZTA Procurement Manual. As far as NZTA is aware, Nelson-Tasman have not conducted a survey to NZTA standards in some time. The NCC Annual Residents’ Survey has been conducted annually however, and this can potentially be used to provide some comparable baseline information for the purpose of the service review.

Risk management and reporting

The service review requires the PTA (in this case Nelson City Council) to have and maintain a risk register. This may require a risk management plan be developed in general accordance with NZTA risk management practices.³

This register will outline the risks/threats and opportunities, including a description of the risk, its likelihood and consequence rating (as per the NZTA Risk Management Practice Guide), any mitigations in place, the residual risk rating and monetisation of the risk if realised. The expectation is that the risk register will be reviewed on a regular basis.

Example reporting table -

Risk/Opportunity	Risk Owner	Likelihood Rating	Consequence Rating	Mitigation	Residual Combined Rating
Planning					
Customer					
Political					
Financial					
Delivery					

² Appendix K (pgs. 242-251) of the procurement manual provides the exact specifications for these surveys, including survey questions - <https://www.nzta.govt.nz/assets/resources/procurement-manual/docs/procurement-manual-amendment-6.pdf>

³ See here for more information and guidance: <https://www.nzta.govt.nz/resources/minimum-standard-z-44-risk-management/>

The implementation of the service improvements has already taken place. Some ongoing risks could include the potential impact of:

- higher inflation/escalation on the continuous programme,
- lower farebox recovery
- higher/lower than forecast patronage growth
- a heavier bus fleet on road maintenance and renewal costs and LoS
- staffing/expertise (the council has one dedicated public transport role).