



Rotorua Public Transport Review 2021

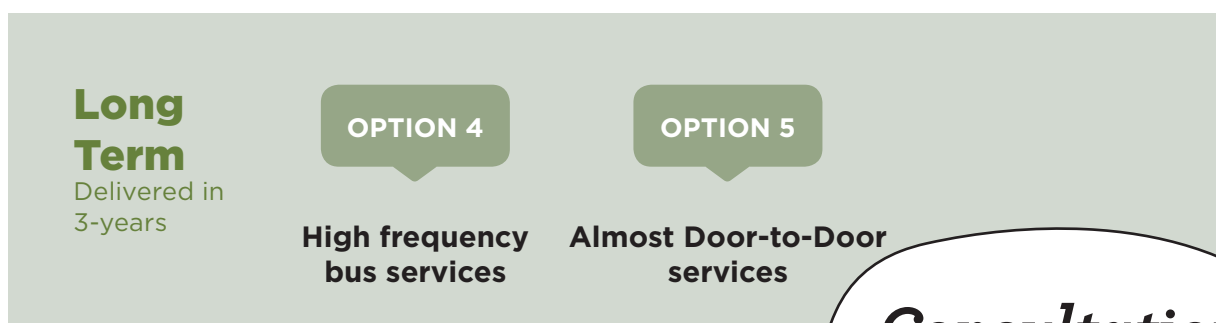
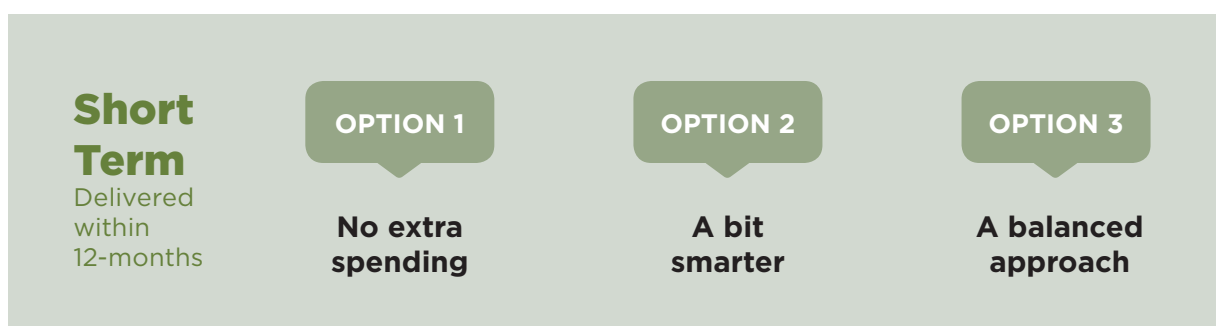
*What do
you think?*



What we're consulting on

In 2019 we collected plenty of great feedback from the Rotorua community about the CityRide. We've now turned this feedback into some different options on how we can improve the CityRide bus network, ranging from a no extra cost approach to providing best-in-show, no-holds-barred options. A summary of the previous feedback can be found at www.participate.boprc.govt.nz/rptr2021

We need your input to determine which is the best option for Rotorua. We're taking a long term approach to this so there's both long term and short term options:



In addition to these options we also have a couple of stand alone bus services that we could deliver if the community is supportive:

- **Around Lake Rotorua service**
- **Recreational service for Lake Tikitapu (Blue Lake) and Ōkareka during summer**
- **Park and Ride sites**

Between 22 February and 22 March Bay of Plenty Regional Council will also be consulting on Region wide fares for students and other groups. More information on this can be found at www.participate.boprc.govt.nz/ltp

**Consultation
open**

**7 March to
7 April 2021**

Ways to give us feedback:

- Online, post in the form or phone
- Join a Webinar or come to a BBQ (COVID allowing) to discuss with our planners. For details see www.participate.boprc.govt.nz/rptr2021

For full details see page 9

Delivery of any public transport improvements is dependent on funding approval and availability from Bay of Plenty Regional Council and Waka Kotahi.

All rating figures quoted are in addition to the existing public transport rate which is anticipated to be \$97 for 2021/22.

Why is Public Transport good for Rotorua?

Rotorua has been growing fast over the last few years, but our bus network has had a decline in patronage of 50%. This indicates that buses aren't working very well for the majority of people in Rotorua who could be using it. A more effective bus service would help us meet local and central government objectives for carbon emission reduction, reduce traffic, and provide more choice in how people travel in Rotorua, but to do this changes are needed. Below is a bit more on why we think a better public transport network will support Rotorua:

Inclusive Access	Many people in our community don't drive and do not want to be dependent on others to get around. An efficient public transport system helps ensure people can live independently.
Equity	Having an efficient and affordable bus service helps ensure that most people have access to employment, education and social/recreational opportunities.
Affordability	Roads are expensive to build and maintain while taking up a large amount of valuable urban space. Rapid growth in the Rotorua population and economy over recent years has shown how quickly we can run out of road capacity and the resulting congestion. A well-functioning bus network can take some of the pressure off and provide a chance for infrastructure investment to catch up with demand.
Environmental sustainability	Most people agree that we need to do what we can to reduce our carbon footprint and that they would consider using public transport if it suited them better. Reducing the number of trips that need to be made by cars will reduce our carbon emissions.
Health	Every trip on a bus also involves an element of walking and encourages people to be more active in their daily life, which has known health outcomes.
Economy	Good bus networks mean people can spend less time stuck in traffic, freeing their time for more productive activities.



SHORT TERM
OPTION 1

No extra spending

WHAT'S NEW?

- A new timetable so buses can stay on-time
- The time between buses will increase to 60min early in the morning or in the middle of the day and throughout the weekend
- Changes to how buses operate around the CBD to make it more intuitive and easier to use
- City Mall stop moved to Amohau Street.

SO WHAT?

These changes are designed to be cost neutral.

Fixing the timetable will make buses run on time but to do this without spending additional money will mean running less services in less busy times. This will give more people confidence to use the bus service in the busiest parts of the day but may prevent people using the service on weekends as the wait between buses will be long and inconvenient.

Moving the City Mall stop and changing how buses travel through the CBD will make using the bus less confusing and make the mall (and other destinations) closer to our stops.

How do the numbers stack up?
If implemented we expect
that in 10 years...

Passenger
numbers

↑ 20%

Traffic

↓ 180
less car trips
every day

Climate Change
- CO₂ emissions

↓ 260
tonnes per year

WHAT DOES IT COST?

These changes won't add anything to your rates bill.



A bit smarter

WHAT'S NEW?

- New on-bus screens + audio to give better information about stop locations and attractions.
- A new timetable and more buses so they can stay on-time, operating hours extended to 8pm and more services on weekends.
- Changes to how buses operate around the CBD to make it more intuitive and easier to use.
- City Mall stop moved to Amohau Street.
- Wi-Fi on all buses.
- A free CBD-orbiter shuttle (operating every 15 minutes).
- Some bus routes will be tweaked a little bit but largely stay the same.

SO WHAT?

These changes won't cost much but the new timetable will make buses a lot more reliable.

Moving the City Mall stop and changing how buses travel through the CBD will make using the bus less confusing and make the mall (and other destinations) closer to our stops.

Wi-Fi on buses is a real attraction for young people and provides an essential service for adults who can't afford regular internet access.

The CBD shuttle will make moving between stops easier and provide great access to the waterfront and hospital for those who find the walk too far or time consuming. It could be very handy for international tourists when the borders open.

How do the numbers stack up?
If implemented we expect that in 10 years...

Passenger numbers	↑ 45%
Traffic	↓ 360 less car trips every day
Climate Change - CO ₂ emissions	↓ 576 tonnes per year

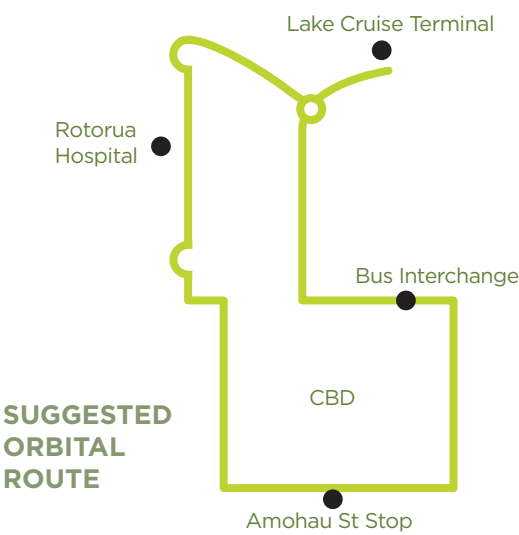
WHAT DOES IT COST?

To pay for these changes there would be an increase in the rate charged per household, averaging \$9 per year for the next 10 years.

INCREASE IN RATE

2021	2022	2023	2024	2025
\$19	\$11	\$10	\$9	\$9
2026	2027	2028	2029	2030
\$8	\$8	\$7	\$7	\$6

NB: These rates may vary slightly as a loan facility could be used to make the costs more even across the period



Balanced Network

WHAT'S NEW?

All the things in Option Two **plus:**

- Additional investment in marketing the bus service
- An increase in investment in bus stop shelters and lighting
- New signage and wayfinding within the CBD
- A new crosstown service operating between Ngongotahā, Fairy Springs, Toi Ohomai Mokoia Campus, SCION, Te Ngae Rd and the Airport every 20 minutes, increasing to every 15 minutes in 2025. To make this more affordable existing Routes 1 and 6 (Ngongotahā and Kawha Point) would be combined
- Development of a bus shortcut to the Redwoods to bypass some congestion on Te Ngae Rd
- Investigations and investment for bus lanes and clearways starting from 2025.

SO WHAT?

The new crosstown route will give a lot more people direct access to jobs and study outside of the CBD and support extensive new housing developments on Te Ngae Rd. The route is also within 600m of all secondary schools so will provide a great service for many of these students as well.

The development of a bus shortcut to the Redwoods will allow buses to access the Redwoods much more efficiently for tourists and mountain bikers and reduce the amount of time buses are stuck in traffic. It's a win-win!! Investment in bus priority on some key bus corridors will help to maintain bus reliability and attract more users.

How do the numbers stack up?

If implemented we expect that in 10 years...

Passenger numbers

↑ 60%

Traffic

↓ 552 less car trips every day

Climate Change - CO₂ emissions

↓ 772 tonnes per year

WHAT DOES IT COST?

To pay for these changes there would be an increase in the rate charged per household, averaging \$22 per year for the next 10 years.

INCREASE IN RATE

2021	2022	2023	2024	2025
\$32	\$35	\$22	\$21	\$21
2026	2027	2028	2029	2030
\$21	\$20	\$18	\$17	\$16

NB: These rates may vary slightly as a loan facility could be used to make the costs more even across the period



Frequent Buses

WHAT'S NEW?

- All the things in Option Three
- Instead of one crosstown service there would be two operating every 30 minutes:
 - Ngongotahā, Fairy Springs, Toi Ohomai Mokoia Campus, SCION, Te Ngae Rd and the Airport
 - Fairy Springs, CBD, Fenton St, SCION, Te Ngae Rd and the Airport
- From 2026 all bus routes would operate every 20 minutes during the busiest times of day instead of every 30 minutes.

SO WHAT?

The new bus services will make it much easier to move across the city without needing to change buses at the CBD. This will make many trips much quicker and more reliable.

Increasing the frequency of buses will reduce the time needed to wait for a bus by 50% and make using the bus a lot easier and more reliable; particularly for people who are in a hurry or need confidence that they can arrive at work on time.

This option also has the potential to have a big impact on reducing traffic with a reduction of 1,000 car trips on the road network each day and 960 tonnes of CO₂ annually.

How do the numbers stack up?
If implemented we expect that in 10 years...

Passenger numbers	↑ 100%
Traffic	↓ 750 less car trips every day
Climate Change - CO ₂ emissions	↓ 960 tonnes per year

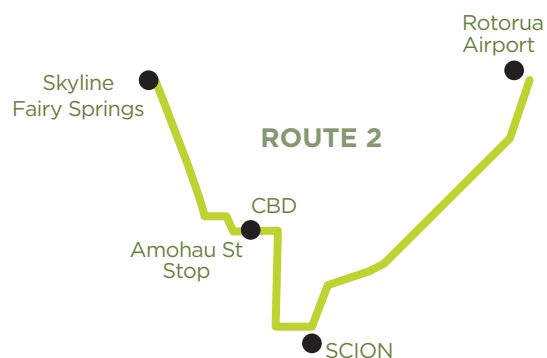
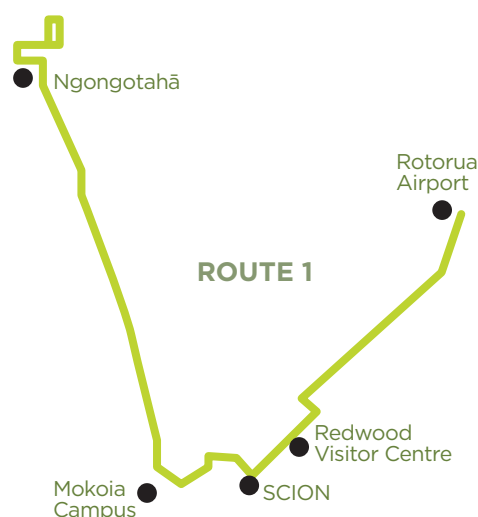
WHAT DOES IT COST?

To pay for these changes there would be an increase in the rate charged per household, averaging \$41 per year for the next 10 years.

INCREASE IN RATE

2021	2022	2023	2024	2025
-	-	-	\$54	\$52
2026	2027	2028	2029	2030
\$39	\$36	\$34	\$45	\$43

NB: These rates may vary slightly as a loan facility could be used to make the costs more even across the period



Almost door to door

WHAT'S NEW?

- This option would see an initial 2-year trial of on-demand bus services before a full roll out across Rotorua in 2024 or 2025. The trial would replace Routes 5,6, and 7 and provide access to the CBD, Fairy Springs, and Rotorua Hospital amongst other destinations
- On-demand services pick up passengers from the nearest corner or bus stop before taking them to their destination. The service would carry up to 8 other people but would vary day-to-day. Bookings can be made up to 30 minutes in advance and the average time you'd need to wait is about 10 minutes but you'll be able to judge when you leave home to get to the allocated pick-up location. This is all implemented through a phone app and telephone booking system
- Alongside this service two crosstown routes would also be introduced (as per Option 4) to cater for longer distance trips, such as those to the Airport and Ngongotahā.



- 5 WESTERN HEIGHTS VIA SELWYN HEIGHTS
- 6 KAWAHA POINT VIA ROTORUA HOSPITAL
- 7 MITCHELL DOWNS VIA CLAYTON ROAD
- TRIAL AREA

How do the numbers stack up? If implemented we expect that in 10 years...

Passenger numbers	↑ 170%
Traffic	↓ 1,300 less car trips every day
Climate Change - CO ₂ emissions	↓ 1,140 tonnes per year

SO WHAT?

Key advantages of on-demand services are:

- More reliable journey times
- Your bus can take you almost anywhere, not just on a fixed route
- Less walk distance to stops
- People with mobility issues can be picked up from their driveway when required
- During quiet periods we can reduce the number of vehicles operating to reduce costs and carbon emissions. No more empty buses.

WHAT DOES IT COST?

On-demand services aren't cheap.

To pay for these changes there would be an increase in the rate charged per household, averaging \$75 per year for the next 10 years.

INCREASE IN RATE

2021	2022	2023	2024	2025
-	-	\$40	\$47	\$99
2026	2027	2028	2029	2030
\$94	\$89	\$84	\$80	\$75

NB: These rates may vary slightly as a loan facility could be used to make the costs more even across the period

Rotorua Public Transport Review

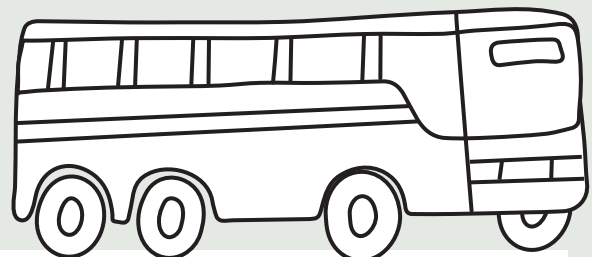
Now you’ve read about the options that we’re putting forward to make CityRide a more reliable and effective bus service for the Rotorua Community, you can tell us what you think.

How to have your say:

- A** Give your feedback online at www.participate.boprc.govt.nz/rptr2021
- B** Email your feedback to support@baybus.zendesk.com
- C** Phone: **0800 4 BAYBUS**
- D** Come to a **webinar** with our staff
(see www.participate.boprc.govt.nz/rptr2021 for details)
- E** Visit any of our offices across the Bay of Plenty:
 - 5 Quay Street, Whakatāne
 - 1 Elizabeth St, Tauranga
 - 1118 Fenton Street, Rotorua
- F** Complete this form and post it to:
Freepost Number 122076
Rotorua Public Transport Review
Bay of Plenty Regional Council
PO Box 364, Whakatāne 3158

*Consultation
open:*

**7 March to
7 April 2021**



Let us know if you’d like us to contact you about updates on the process:

Your details:

Name: _____

Organisation (if applicable): _____

Phone number: _____

Email address: _____




Postal address: _____

So we know a little bit about where you travel, can you provide the street you live on and the address, name or street of the place that you travel to most (work, school, shopping centre, etc):

Right, now on to what you think of our Options for the urban bus service...

How does each option work for you personally?

Is this option going to make your life easier to get around Rotorua. Does it mean your family will have a bit more independence or you'll save a bit of money on running your vehicle.

		
1	2	3

Short Term Options (next 12 months)					
Option 1	No extra spending				
Option 2	A bit smarter				
Option 3	A balanced approach				
Long Term Options (3+ years)					
Option 4	High frequency bus services				
Option 5	Almost Door-to-Door services				

How does each option work best for Rotorua as a community?

Think about your neighbours, friends, and the wider community and how you think they might be impacted by the proposed changes. Also consider how the changes will help to reduce carbon emissions.

		
1	2	3

Short Term Options (next 12 months)					
Option 1	No extra spending				
Option 2	A bit smarter				
Option 3	A balanced approach				
Long Term Options (3+ years)					
Option 4	High frequency bus services				
Option 5	Almost Door-to-Door services				


How comfortable are you with the cost of each option?


Think about how the change in the rate bill might affect you or those around you and whether or not the extra cost is something they can afford or if the money could be spent better elsewhere.

		
1	2	3

Short Term Options (next 12 months)					
Option 1	No extra spending				
Option 2	A bit smarter				
Option 3	A balanced approach				
Long Term Options (3+ years)					
Option 4	High frequency bus services				
Option 5	Almost Door-to-Door services				

Now tell us overall, which option we should go ahead with in the short term and in the long term

Short Term Options (next 12 months)		
Option 1	No extra spending	
Option 2	A bit smarter	
Option 3	A balanced approach	

Long Term Options (3+ years)		
Option 4	High frequency bus services	
Option 5	Almost Door-to-Door services	
Just stick to the short-term changes		

Please let us know if you have any other suggestions or comments about these options:

Other services we want your opinion on...

An around the lake bus service

Introducing a new bus service that connects communities around the edge of Lake Rotorua would improve access to employment, education, and services for these people. The service would operate 4-times each weekday. The cost of this service would add approximately \$2 to the household rates in Rotorua.

Do you support or oppose this new service? (please circle one)

Strongly Against	Against	Neutral	Support	Strongly Support
------------------	---------	---------	---------	------------------

Any comments about the proposed service:

A recreational lakes bus service

Introducing a new bus service that will let everyone enjoy the beautiful clear waters of Lake Ōkareka and Lake Tikitapu (Blue Lake). This will be great for tourists and parts of the community where driving isn't an option. The service is anticipated to operate every hour 10am-6pm, Saturday and Sunday for 6 months of the year. The service is expected to add \$1 to the household rates bill.

Do you support or oppose this new service? (please circle one)

Strongly Against	Against	Neutral	Support	Strongly Support
------------------	---------	---------	---------	------------------

Any comments about the proposed service:

Park and Ride sites

To support changes to the bus network we're proposing to install two park and ride sites over the next 10-years. We expect one location will be along Te Ngae Rd near the Airport, the other is likely to be north of Ngongotahā. Each site would cater for about 40 cars each day and allow people to travel into the city and avoid parking charges. It would have a small impact on congestion and carbon emissions with those cars off the busiest parts of the road network. We expect one site to be available in about 3-years the other in 7-years at an annual rate cost of \$2.30 to households over the next 10-years.

Do you support or oppose this new service? (please circle one)

Strongly Against	Against	Neutral	Support	Strongly Support
------------------	---------	---------	---------	------------------

Any comments about the proposed service:

That's it! Short, sweet but incredibly useful.





cityride
eke-taone



BAY OF PLENTY
REGIONAL COUNCIL
TOI MOANA

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