

**Joint WDC-NRC Whangarei Public  
Transport Working Party  
Wednesday 11 August 2021 at 11.00am**

# **AGENDA**

## Joint WDC-NRC Whangarei Public Transport Working Party Agenda

Meeting to be held in the Council Chamber  
36 Water Street, Whangārei  
on Wednesday 11 August 2021, commencing at 11.00am

**Recommendations contained in the agenda are NOT decisions of the meeting. Please refer to minutes for resolutions.**

### **MEMBERSHIP OF THE JOINT WDC-NRC WHANGAREI PUBLIC TRANSPORT WORKING PARTY**

Chairperson, Councillor Terry Archer

NRC Councillor Rick Stolwerk

NRC Councillor Jack Craw

NRC Councillor Terry Archer  
(Chair)

WDC Councillor Tricia Cutforth

WDC Councillor Anna Murphy

WDC Councillor Greg Martin

### **RĪMITI (Item)**

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#### **1.0 NGĀ MAHI WHAKAPAI/HOUSEKEEPING**

#### **2.0 NGĀ WHAKAPAHĀ/APOLOGIES**

#### **3.0 NGĀ WHAKAPUAKANGA/DECLARATIONS OF CONFLICTS OF INTEREST**

#### **4.0 REPORTS**

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**TITLE:** CityLink (Whangarei) Operational Update - August 2021

**From:** Chris Powell, Transport Manager - Northland Transport Alliance

**Authorised by** Tony Phipps, Group Manager - Customer Services - Community Resilience,  
**Group Manager/s:** on 06 August 2021

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### Whakarāpopototanga / Executive summary

This report serves to update the Joint WDC-NRC Whangarei Public Transport Working Party on the CityLink Whangarei urban service and the Bream Bay Link, Hikurangi Link and Whangarei Heads Link rural trial services for the period June 2020 to June 2021.

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### Ngā mahi tūtohutia / Recommendation

That the report 'CityLink (Whangarei) Operational Update - August 2021' by Chris Powell, Transport Manager - Northland Transport Alliance and dated 6 August 2021, be received.

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### Background/Tuhinga

#### CityLink Whangarei

CityLink stats for 2020/2021 (revenue ex GST)	Actual	Budget	Variance
CityLink Passengers	326,894	330,550	-3,656
CityLink Revenue	\$408,449	\$446,243	-\$37,794

Whilst the passengers carried have slowly returned to pre-COVID19 numbers, the farebox revenue has remained well below budget due to:

- Fares remaining at a lowered level to encourage greater uptake of the service; and
- The number of students using the service having dramatically increased at the expense of adult passengers. Whilst passenger numbers show a slow but positive growth, farebox revenue lags behind due to students paying half fare.

Another factor having a negative impact on the attempt to grow adult passenger numbers is the anti-social behaviour of school children on the buses and at the Rose Street Terminus.

Staff have been working with the schools and NZ Police in an attempt to find a solution. This includes looking to introduce individual school-only buses operating directly to/from the individual schools in an effort to keep the students apart.

There has also been a marked decrease in SuperGold card passengers travelling on the buses with a corresponding increase in travel on the Total Mobility Scheme. This is mainly due to the elderly being more cautious in their travel choice due to the scare of COVID-19 transmission on buses.

In April 2021, NTA staff undertook a Passenger Satisfaction Survey on the CityLink service. This was undertaken over a three-day period, with 200 (12% of daily total) passengers being interviewed. Over 90% of those interviewed rated their experience of the Public Transport System overall as *Good* to *Extremely Good*.

#### Hikurangi Link Service

Hikurangi Link stats for 2020/2021 (revenue ex GST)	Actual	Budget	Variance
Hikurangi Link Passengers	240	204	36
Hikurangi Link Revenue	\$593	\$530	\$63

This service is slowly showing positive results. NTA staff are actively working with community groups to identify various options to continue to grow the service and if feasible, expand it.

#### Whangarei Heads Link

Whangarei Heads Link stats for 2020/2021 (revenue ex GST)	Actual	Budget	Variance
Whangarei Heads Link Passengers	94	204	-110
Whangarei Heads Link Revenue	\$397	\$887	-\$490

Although staff have continued to advertise and work with the community, passenger loadings remain disappointingly low. Various alternative operating options are being considered; one being operating only a summer service.

Bream Bay Link stats for 2020/2021 (revenue ex GST)	Actual	Budget	Variance
Bream Bay Link Passengers	601	312	289
Bream Bay Link Revenue	\$4,000	\$1,123	\$2,877

Bream Bay Link receives consistent support from the local community, carrying almost double the number of budgeted passengers over the past 12 months.

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#### **Attachments/Ngā tapirihanga**

Nil

**TITLE:                   Rose Street Bus Terminus Upgrade and Proposed Transit Lanes Update**

**From:**                   Jeffrey Devine, Northland Transport Alliance - Strategy & Planning Manager

**Authorised by**       Tony Phipps, Group Manager - Customer Services - Community Resilience,  
**Group Manager/s:**   on 06 August 2021

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**Whakarāpopototanga / Executive summary**

Jeff Devine, Strategy and Planning Manager, Northland Transportation Alliance will be providing a verbal update to the Joint WDC-NRC Whangarei Public Transport Working Party on progress on the Rose Street Bus Terminus upgrade and the proposed transit lanes for morning peak buses in Whangarei.

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**Ngā mahi tūtohutia / Recommendation**

That the report 'Rose Street Bus Terminus Upgrade and Proposed Transit Lanes Update' by Jeffrey Devine, Northland Transport Alliance - Strategy & Planning Manager and dated 6 August 2021, be received.

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**Attachments/Ngā tapirihanga**

Nil

**TITLE:** **Report from New Zealand Police Regarding Behavioural Issues at Rose Street Bus Terminus**

**From:** Chris Powell, Transport Manager - Northland Transport Alliance

**Authorised by** Tony Phipps, Group Manager - Customer Services - Community Resilience,  
**Group Manager/s:** on 06 August 2021

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### **Whakarāpopototanga / Executive summary**

The New Zealand Police have been requested to update the Joint WDC-NRC Whangarei Public Transport Working Party on measures being introduced to assist in the mitigation of antisocial behaviour at Rose Street Bus Terminus, Whangārei.

A representative of the New Zealand Police will be talking to this paper.

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### **Ngā mahi tūtohutia / Recommendation**

That the report 'Report from New Zealand Police Regarding Behavioural Issues at Rose Street Bus Terminus' by Chris Powell, Transport Manager - Northland Transport Alliance and dated 6 August 2021, be received.

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### **Background/Tuhinga**

There has been continuing instances of antisocial behaviour occurring at the Vine Street carpark and the Rose Street Bus Terminus, Whangārei.

Unfortunately, most of the incidents occur in the afternoons and involve school children.

This behaviour has led to existing full fare paying passengers, particularly the elderly and mothers with infants, no longer boarding the buses.

To assist with the above, the Northland Regional Council (NRC) has introduced a student-only bus between Onerahi and Whangārei Intermediate School. Northland Transport Agency (NTA) staff will be seeking additional funding to proceed with the introduction of services operating directly between the high schools and Onerahi and Morningside. These services will not need to connect with services departing Rose Street.

The NRC also requires assistance from the New Zealand Police to ensure that the Rose Street Bus Terminus is a safe environment for all bus users.

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### **Attachments/Ngā tapirihanga**

Nil