

**Joint WDC-NRC Whangarei Public  
Transport Working Party  
Tuesday 5 April 2022 at 1.00pm**

# **AGENDA**

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

Meeting to be held via audiovisual link  
on Tuesday 5 April 2022, commencing at 1.00pm

**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

WDC Councillor Tricia Cutforth

WDC Councillor Anna Murphy

WDC Councillor Greg Martin

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**TITLE:** Confirmation of Minutes – 8 December 2021

**From:** Nicky Hansen, PA to GM Community Resilience

**Authorised by** Victoria Harwood, Pou Tiaki Hapori - GM Community Resilience, on 30  
**Group Manager/s:** March 2022


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### Ngā mahi tūtohutia / Recommendation

That the minutes of the Joint WDC-NRC Whangarei Public Transport Working Party meeting held on 8 December 2021, be confirmed as a true and correct record.

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### Attachments/Ngā tapirihanga

Attachment 1: 2021 12 08 Joint WDC-NRC Whangarei Public Transport Working Party Minutes - unconfirmed [↓](#) 

Joint WDC-NRC Whangarei Public Transport Working Party  
8 December 2021

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

Meeting held via audiovisual link  
on Wednesday 8 December 2021, commencing at 11.00am

### Tuhinga/Present:

Deputy Chairperson, NRC Councillor Rick Stolwerk  
NRC Councillor Jack Craw  
WDC Councillor Tricia Cutforth  
WDC Councillor Anna Murphy  
WDC Councillor Greg Martin

### I Tae Mai/In Attendance:

**Full Meeting**  
NRC Group Manager Community Resilience – Victoria Harwood  
NTA General Manager, Calvin Thomas  
NTA, Jeff Devine  
NTA, Chris Powell  
NTA, Sharlene Selkirk  
NTA, Dean Mitchell  
Committee Secretariat, Laura Exton

The Chair declared the meeting open at 11.07am.

### Ngā Mahi Whakapai/Housekeeping (Item 1.0)

#### Ngā whakapahā/Apologies (Item 2.0)

##### Moved (Stolwerk / Craw)

That the apologies from Chair, Councillor Terry Archer for non-attendance be received.

Carried

### Confirmation of Minutes - 11 August 2021 (Item 4.1)

#### Report from Laura Exton, Community Resilience Executive Assistant

##### Moved (Craw/Stolwerk)

That the minutes of the Joint WDC-NRC Whangārei Public Transport Working Party meeting held on 11 August 2021 be confirmed as a true and correct record.

Carried

Joint WDC-NRC Whangarei Public Transport Working Party  
8 December 2021

### **Receipt of Action Sheet (Item 5.1)**

**Report from Laura Exton, Community Resilience Executive Assistant**

**Moved (Martin/Cutforth)**

That the action sheet be received.

**Carried**

### **CityLink (Whangarei) Operational Update - November 2021 (Item 6.1)**

**Report from Chris Powell, Transport Manager - Northland Transport Alliance**

**Moved (Stolwerk/Craw)**

That the report 'CityLink (Whangarei) Operational Update - November 2021' by Chris Powell, Transport Manager - Northland Transport Alliance and dated 26 November 2021, be received.

**Carried**

### **Verbal Update on the Rose Street Terminus Upgrade and Four-Laning Project (Item 6.2)**

**Report from Jeffrey Devine, Northland Transport Alliance - Strategy & Planning Manager**

**Moved (Stolwerk/Craw)**

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Northland Transport Alliance Strategy & Planning Manager, Jeffrey Devine, will provide a verbal update on the Rose Street Terminus upgrade and the four-laning project.

**Carried**

**Actions:**

1. *A written update regarding the anti-social behaviour experienced at Rose Street bus terminal is to be provided at the next Public Transport Working Party meeting.*
2. *A written update regarding the timeline and budget for the NLTP-funded Kamo bus lane is to be provided at the next Public Transport Working Party meeting.*

**Secretarial note:**

*It was discussed and agreed upon that the meeting frequency for the NRC WDC Joint Public Transport Working Party be increased to four times per year.*

### **Whakamutunga (Conclusion)**

**The meeting concluded at 11.57am.**

**TITLE:**                   **Receipt of Action Sheet**

**From:**                   Nicky Hansen, PA to GM Community Resilience

**Authorised by**       Victoria Harwood, Pou Tiaki Hapori - GM Community Resilience, on 30  
**Group Manager/s:**   March 2022

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### **Whakarāpopototanga / Executive summary**

The purpose of this report is to enable the meeting to receive the current action sheet.



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### **Nga mahi tutohutia / Recommendation**

That the action sheet be received.

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### **Attachments/Ngā tapirihanga**

Attachment 1: Action Sheet 2022 03 30  

Joint WDC-NRC Whangarei Public Transport Working Party - schedule of actions

as at 30/03/2022

Action #	Meeting date	Item	Action	Responsible staff	Status	Notes
2	11/08/2021	CityLink (Whangarei) Operational Update - August 2021 (Item 4.1)	NTA and Committee members to investigate actions that could lead to increased Total Mobility service usage, and review at the next Joint WDC-NRC Whangārei Public Transport Working Party meeting on 8 December 2021.	NTA staff Working Party members	Completed	<b>08/12/2021</b> - This was spoken to during the 8 December 2021 meeting.  Chris Powell to send through any additional information to Cr. Anna Murphy, e.g. budget, number of people using the service, trends?
3	11/08/2021	Rose Street Bus Terminus Upgrade and Proposed Transit Lanes Update (Item 4.2)	Chris Powell, NTA, to confirm whether funding for increased bus operations is part of the NLTP.	Chris Powell, NTA	Completed	<b>08/12/2021</b> - Jeff Devine, NTA, spoke to this during the 8 December 2021 meeting.  <b>11/08/2021</b> - included in NLTP 2021-24 as "Probable". Awaiting completion of Wakak Kotahi Business Case.
4	11/08/2021	Report from New Zealand Police Regarding Behavioural Issues at Rose Street Bus Terminus (Item 4.3)	Whangārei District Council are having a presentation from CitySafe and NZ Police in September. Cr. Murphy to send the details of this meeting through to NTA.	Cr. Murphy	Completed	<b>08/12/2021</b> - meeting has since passed.
5	8/12/2021	Verbal Update on the Rose Street Terminus Upgrade and Four-Laning Project (Item 6.2)	A written update regarding the anti-social behaviour experienced at Rose Street bus terminal is to be provided at the next Public Transport Working Party meeting.	NTA staff	In Progress	<b>29/03/2022</b> - A plan addressing the antisocial behaviour at Rose street is being formulated between NRC, WDC and NZ Police. A short verbal update can be given at this stage only as work is in progress and can be covered in more detail in future Working Party meetings as it develops.
6	8/12/2021	Verbal Update on the Rose Street Terminus Upgrade and Four-Laning Project (Item 6.2)	A written update regarding the timeline and budget for the NLTP-funded Kamo bus laning project is to be provided at the next Public Transport Working Party meeting.	NTA staff	In Progress	<b>30/03/2022</b> - NTA staff are currently working on the Business Case required by NZTA for the release of the funding for the project covering the physical works, to be completed by the WDC, and the additional bus services to be provided by the NRC. WDC have allocated \$1.8M in their LTP for the Kamo Bus Lane project. NZTA have approved their share of that funding subject to the business case approval. The NRC have allocated funding in their LTP for the additional bus services subject to NZTA funding approval. The project is programmed for completion in the next financial year 2022-23.

**TITLE:** Government Half-Fares for Public Transport

**From:** Victoria Harwood, Pou Tiaki Hapori - GM Community Resilience

**Authorised by** Victoria Harwood, Pou Tiaki Hapori - GM Community Resilience, on 28  
**Group Manager/s:** March 2022

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### Whakarāpopototanga / Executive summary

Central Government announced on 14 March 2022 that all public transport fares would be reduced by 50% from 1 April to 30 June 2022 in response to cost of living “crisis”, the continuing negative financial global impact caused by COVID and the sudden and marked increase in the price of fuel.

Waka Kotahi will be covering the costs of these reductions with no impact to council services and budgets.

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### Ngā mahi tūtohutia / Recommendation

That the report ‘Government Half-Fares for Public Transport’ by Victoria Harwood, Pou Tiaki Hapori - GM Community Resilience and dated 21 March 2022, be received.

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### Background/Tuhinga

Waka Kotahi updated that the government 50% fare reduction initiative is confirmed with the following criteria:

1. Fares will be recovered based on “Actual Fares” taken. I.e., NRC take a \$100 half fares, Waka Kotahi reimburse NRC the other \$100
2. Implementation costs will be covered by Waka Kotahi – Changes to ticket machines etc.
3. Communications costs to be covered by Waka Kotahi
4. Total Mobility is to be confirmed but initial conversation leading toward a similar discounted fare. (As TM clients already get a 50% discount on their fares, the remaining portion paid to the driver will be 50% discounted).
5. The National Land Transport Fund is not affected by these payments

In Northland, work has already started regarding having the ticket machines programmed with the new fare from 1 April 2022 for three months.

Hopefully people who stopped using public transport recently will come back again and that additional people may try out public transport services as a result.

At a similar time to the government’s announcement, the Whangarei District Council announced they would offer free parking from 14 March to 25 April within the Whangarei business district, which overlaps the start of the 50% reduction in bus fares starting 1 April. The WDC free parking initiative aims to “get people coming into town, getting back to normal routines of shopping, eating, and organising their lives”.

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### Attachments/Ngā tapirihanga

Nil



**TITLE: Whangarei District - Link Bus Services Update February 2022**

**From:** Victoria Harwood, Pou Tiaki Hapori - GM Community Resilience

**Authorised by** Victoria Harwood, Pou Tiaki Hapori - GM Community Resilience, on 28  
**Group Manager/s:** March 2022

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**Whakarāpopototanga / Executive summary**

Bus services continue to be delivered as planned across the Whangarei district at present with no major impact on drivers and services resulting from the Omicron outbreak of COVID.

The bus passenger numbers, fares and total mobility scheme usage are outlined in the report and remain consistent with figures from previous months.

Contingency planning for both Total Mobility Services and bus driver availability is underway in anticipation of a flow on effect from COVID.

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**Ngā mahi tūtohutia / Recommendation**

That the report 'Whangarei District - Link Bus Services Update February 2022' by Victoria Harwood, Pou Tiaki Hapori - GM Community Resilience and dated 21 March 2022, be received.

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**Background/Tuhinga**

**LINK PASSENGER TRANSPORT**

**CITYLINK, BREAM BAY LINK, HIKURANGI LINK, WHANGAREI HEADS LINK**

\*BusLink figures are reported one month in arrears, due to the required information being unavailable at the time of the agenda deadline.

Bus Link stats for February 2022 (revenue ex GST)	Actual	Budget	Variance	Year/Date Actual	Year/Date Budgeted	Variance
CityLink Passengers	13,123	21,900	-8,777	149,341	182,238	-32,897
CityLink Revenue	\$19,091	\$28,521	-\$9,430	\$191,727	\$237,334	-\$45,607
Bream Bay Link Passengers	59	24	35	309	180	129
Bream Bay Link Revenue	\$356	\$86	\$270	\$1,983	\$648	\$1,335

Hikurangi Link Passengers	25	24	1	141	168	-27
Hikurangi Link Revenue	\$65	\$63	\$2	\$326	\$469	-\$143
Whangarei Heads Link Passengers	9	24	-15	70	180	-110
Whangarei Heads Link Revenue	\$39	\$104	-\$65	\$293	\$782	-\$489

All services remain operating at full schedules however COVID-19 still appears to be the major reason for passenger numbers remaining low.

### National Bus Driver Shortage

The national shortage of bus drivers is not something new. It has been an ongoing problem in the larger cities for some time but has now reached the level that Auckland Transport is failing to cover up to 1,100 trips a day.

From ongoing feedback received from regional council counterparts, Waka Kotahi, Ministry of Transport and Ministry of Education, it has become apparent that because of COVID-19, this driver shortage has rapidly escalated to the point that numerous contracted operators are having to cancel a growing number of trips each day. Some councils have resorted to operating Saturday timetables only as this is all they can cover.

This scenario will be exacerbated when the borders open and immigrant drivers return to their country of origin to visit families. These visits are expected to take months, not weeks.

At this time, the impact on the Northland Regional Council's contracted services has been negligible but there is a high probability that this driver shortage will eventually negatively impact these services.

Following consultation with the operators, the following action is being undertaken to address the above:

- **Hikurangi Link** – Once a week shopping service. Worst case scenario would be this service being suspended for a brief period.
- **CityLink** – NRC have been working on a timetable that will offer a reduced service whilst covering as much as possible. This would allow for 7 drivers needed to operate the reduced service, rather than the current 12.
- **Bream Bay Link** – This is a once-a-week service with all drivers of the company being vaccinated. Worst case scenario would be this service being suspended for a brief period.

In addition to the above, the transport team will work closely with the comms team to ensure that as many customers as possible are advised of any impending disruptions.

### Total Mobility (TM)

\*Total Mobility Scheme figures are reported one month in arrears, due to the required information being unavailable at the time of the agenda deadline.

	Total Clients	Monthly Actual Expend	Monthly Budgeted Expend	Monthly Variance	Year/Date Actual Expend	Year/Date Budgeted Expend	Annual Variance
February 2022	1,233	\$16,372	\$25,000	-\$8,628	\$133,901	\$150,000	-\$16,099

### COVID-19 Contingency Plans for Total Mobility

Northland Transportation Alliance (NTA) staff are working with Total Mobility Transport Operators and Assessing Agencies on Contingency Plans should Omicron take a hold in Northland.

As transport is classified an essential service, and these clients are deemed as most at risk, they must be able to access the Total Mobility Scheme to meet their essential needs.

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### Attachments/Ngā tapirihanga

Nil

**TITLE:** **Rose Street Bus Terminal Upgrade - Update**

**From:** Victoria Harwood, Pou Tiaki Hapori - GM Community Resilience

**Authorised by** Victoria Harwood, Pou Tiaki Hapori - GM Community Resilience, on 28  
**Group Manager/s:** March 2022

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### **Whakarāpopototanga / Executive summary**

The Whangarei District Council's Rose Street Bus Terminus has begun phase 1 of planned upgrades. The upgrades started on 2 March 2022, with bus infrastructure moved to Vine Street while the work is completed to assist with the continuation of CityLink bus services.

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

That the report 'Rose Street Bus Terminal Upgrade - Update' by Victoria Harwood, Pou Tiaki Hapori - GM Community Resilience and dated 21 March 2022, be received.

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### **Background/Tuhinga**

The first phase of the Rose Street Bus Terminus upgrade commenced on 2 March 2022. This work centres around upgrading the bus traffic flow, existing bus bays, installation of new shelters and pedestrian crossings. It will also allow for space to accommodate additional buses when required.

The upgrade of the existing building, which includes passenger seating, office accommodation and public toilets, is not being undertaken during this phase. The planned date for the second phase of this work is yet unknown but is included currently in year five of the Whangarei District Council Long-Term Plan.

During this phase of the upgrades, the buses are using Vine Street which has bus bays, bus stop signage and timetables installed. Verbal feedback from the public is they prefer the Vine Street location for the bus terminal as there is less anti-social behaviour compared to that experienced at the Rose Street terminal.

The first phase is expected to be completed by May 2022.

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### **Attachments/Ngā tapirihanga**

Nil