

Entered by Board Secretary

Public Transport Growth Programme

Aronga / Purpose

1. To seek approval for the Public Transport Growth Programme, subject to conditions.

Tuku mana / Delegation

2. Not applicable.

Te tūtohunga / Recommendation

That the Auckland Transport Board (board):

- a) Approves the Public Transport Growth Programme and the initiatives being included in the programme for delivery during FY 24/25, subject to the following conditions:
 - i. initiatives with funding allocated within the FY24 budget are prioritised for delivery; and
 - ii. additional funding is secured through reallocation of existing budgets or Auckland Council for initiatives that are prioritised and are currently unfunded.

Te whakarāpopototanga matua / Executive summary

3. There is a business-critical need for both Auckland Transport (AT) and Auckland Council (AC) to increase public transport (PT) revenue and patronage growth. The board had challenged the business to address and remove barriers to using PT by leveraging learnings from other jurisdictions and industries.
4. A cross functional working group was established to focus on PT recovery efforts and develop a strategy to accelerate revenue and patronage growth. This team has identified, prioritised, and implemented several initiatives that have contributed to current patronage levels.
5. The goal was to accelerate patronage recovery to achieve 85m trips to meet AC's 2021/31 Long Term Plan (LTP) obligations. At the time AT had forecast to achieve 59m trips and finished the financial year achieving 72m trips, despite ongoing disruptions caused by the bus driver shortage, rail network rebuild and severe weather events.

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6. On 23 May 2023, Mayor Brown, on behalf of AC, announced the establishment of a PT Turnaround Plan as a key focus of the investment in the Auckland Integrated Transport Plan that was being prepared by the Mayor and Transport Minister Hon Michael Wood.
7. AT has since been working with AC on the development of a comprehensive PT Growth Programme.

Ngā tuhinga ō mua / Previous deliberations

Date	Report Title	Key Outcomes
September 2023 Design and Delivery Committee (committee)	Public Transport Growth Programme	The committee noted the progress made, endorsed the approach, and sought a detailed breakdown of the workplan containing all initiatives for board approval. Members also requested improved visibility of initiatives to improve first and last leg connectivity.

Te horopaki / Background

8. Considering recent PT disruptions and changes to travel behaviour, following COVID-19 pandemic lockdowns, AT has developed a PT Growth Programme to bring together the practical actions we will take to provide reliable services and customer experiences that accelerate patronage growth.
9. The plan details initiatives within the PT Growth Programme which are funded and will be delivered within AT's committed FY24 budget. Initiatives which are currently unfunded will need to have budget reprioritised for delivery in FY25. A visible programme will support governance decisions in funding prioritisation to support programme outcomes.

Te hononga ki te “Statement of Intent 2023 - 2026”/ Alignment to Statement of Intent 2023 - 2026

10. This programme of work achieves alignment to the principles included in the Statement of Intent 2023 - 2026 as follows:
 - a. We will assess travel time impacts for all users and impacts on travel times on the arterial network.
 - b. We will only carry out activity that is clearly part of AT's core business.
 - c. We will effectively leverage AT's existing network.
 - d. We will always consider affordability and value for money.

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Me mōhio koe / What you need to know

11. PT patronage in Auckland has stabilised at ~82% of pre-COVID-19 pandemic patronage levels. This level of patronage recovery is comparable to many cities around the world. Most cities appear to be relatively flat in their patronage recovery, which indicates that travel patterns have settled following the pandemic.
12. With the bus driver shortage resolved and the bus network returning to normal reliability, it has provided an opportunity to assess current PT utilisation and customer travel behaviour.
13. Analysis shows that we have more Aucklanders using PT (compared to June 2019). However, changing travel patterns driven by hybrid working (work from home) opportunities offered by many employers has seen the average number of trips per customer fall by 36% in the regular commuter segment (11-20 days per month).
14. Monthly patronage is down by more than a million (-1.2m) trips from June 2019 to June 2023 in the regular commuter segment.
15. The change in trip frequency for PT commuters is reinforced by the city centre mode share change, which has seen a 37% decline in overall trips across all modes.
16. The PT Growth Programme will consolidate projects across several focus areas and sets out a practical and achievable programme for the 23/24 and 24/25 financial years to continue to grow Auckland's PT patronage. The programme draws from and delivers key elements of our various statutory plans, such as the Regional Public Transport Plan (RPTP).
17. The programme aims to grow patronage by 25%, through three main objectives (win back customers who have not returned to PT, acquire new customers who don't yet use PT and make it easier for people to use PT more often in their daily lives), so that we achieve a run rate of 100m annual boardings by mid-2024.

Ngā ritenga-ā-pūtea me ngā rauemi / Financial and resource impacts

18. This cross functional programme of work will be delivered within AT's committed FY24 budget for specific initiatives that have budget allocation.
19. Additional funding will need to be secured for prioritised initiatives that are currently unfunded, either through the reallocation of funding within the existing budget, where possible, or additional funding will need to be provided by AC.

Ka whaiwhakaaro ki te Tiakanga Taiao / Climate change and sustainability considerations

20. This programme of work seeks to support the reduction of greenhouse emissions by increasing PT usage, through specific initiatives that encourage existing users to utilise PT more frequently and adoption by Aucklanders who are currently not utilising it.

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21. Initiatives targeted at accelerating bus priority, fares and service improvements are aligned with the Transport Emissions Reduction Pathway and Emissions Reduction Plan.

Ngā whakaaweawe atu anō / Other impacts

Relationship	Consulted Y/N	Views and Perspectives Received
Māori	Yes: <input type="checkbox"/> No: <input checked="" type="checkbox"/>	
Elected members	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>	Drop-in sessions were facilitated on 9 October 2023 with Transport and Infrastructure Committee members for feedback and input into the approach and initiatives within the programme. Due to timing constraints formal feedback from local boards has not been sought.
Council Controlled Organisations	Yes: <input checked="" type="checkbox"/> No: <input type="checkbox"/>	The project team have worked closely with AC's Transport Strategy, Infrastructure and Environmental Services and Transport Office of the Mayor, as well as their appointed consultants (Pollock Consulting Ltd) to compile this programme of work.

Ā muri ake nei / Next steps

22. Prioritisation and delivery of initiatives based on funding, complexity, and patronage impact.

Ngā whakapiringa / Attachments

Attachment number	Description
1	PT Growth Programme
2	PT Growth Workplan



Te rārangi o ngā kupu whakatau / Decision checklist (for Board and Committee members)

Have the following matters and impacts on them been considered in decision making?	Considered Y/N
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Alignment to Statement of Intent 2023 – 2026 principles and statement of performance expectations	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>
Budget and fiscal constraints	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>
Climate change and sustainability (including contributing to the Transport Emissions Reduction Pathway)	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>
Customer and community engagement	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>
Equity of access to transport	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>
Māori outcomes	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>
Health, safety and wellbeing outcomes	Yes: <input checked="" type="checkbox"/>	No: <input type="checkbox"/>

Te pou whenua tuinga / Document ownership

Submitted by	David Stephenson Tribe Lead - Grow Public Transport Patronage	
Recommended by	Stacey van der Putten (AT) Executive General Manager Public Transport Services	
Approved for submission	Dean Kimpton Chief Executive	