

Review of the Public Transport Operating Model

Have your say on how public transport is planned and contracted

81%

Percentage of New Zealanders who live within 500m of a bus stop

The Review of the Public Transport Operating Model

The Public Transport Operating Model (PTOM) governs the way regional councils and Auckland Transport plan public transport services and purchase them from bus and ferry operators.

Under PTOM, which was introduced in 2013, councils must decide what bus and ferry services their regions need, and contract transport operators to provide those services. Councils also set fares, timetables and ticketing systems.

We are now reviewing the PTOM framework to understand how it is working and whether it can be improved.

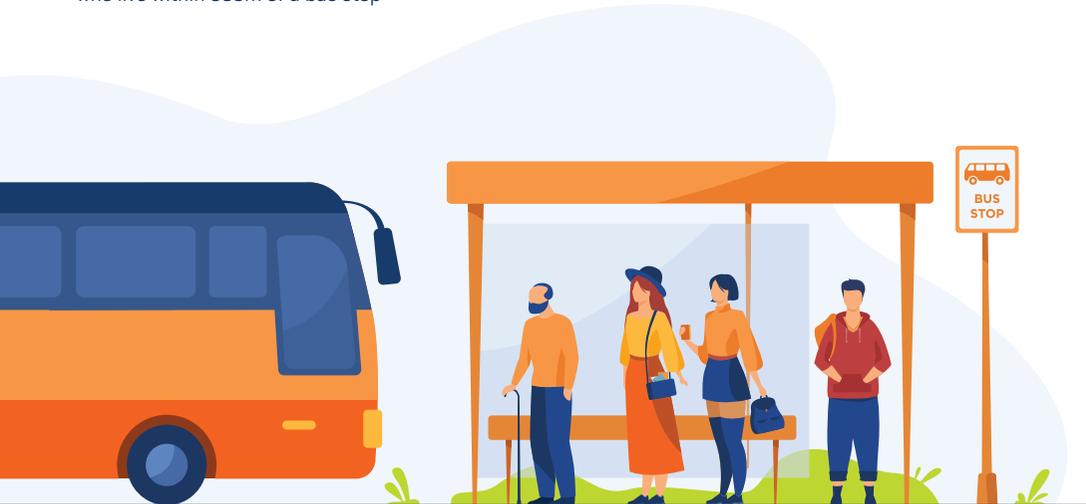
Although we know that there have been improvements to public transport services since PTOM was introduced, including an increase in services and more integrated networks, the Government wants to ensure that drivers' wages and conditions are protected when a council contracts services.

The Government has also set targets to decarbonise the public transport bus fleet and it wants to make sure the PTOM framework supports these goals.

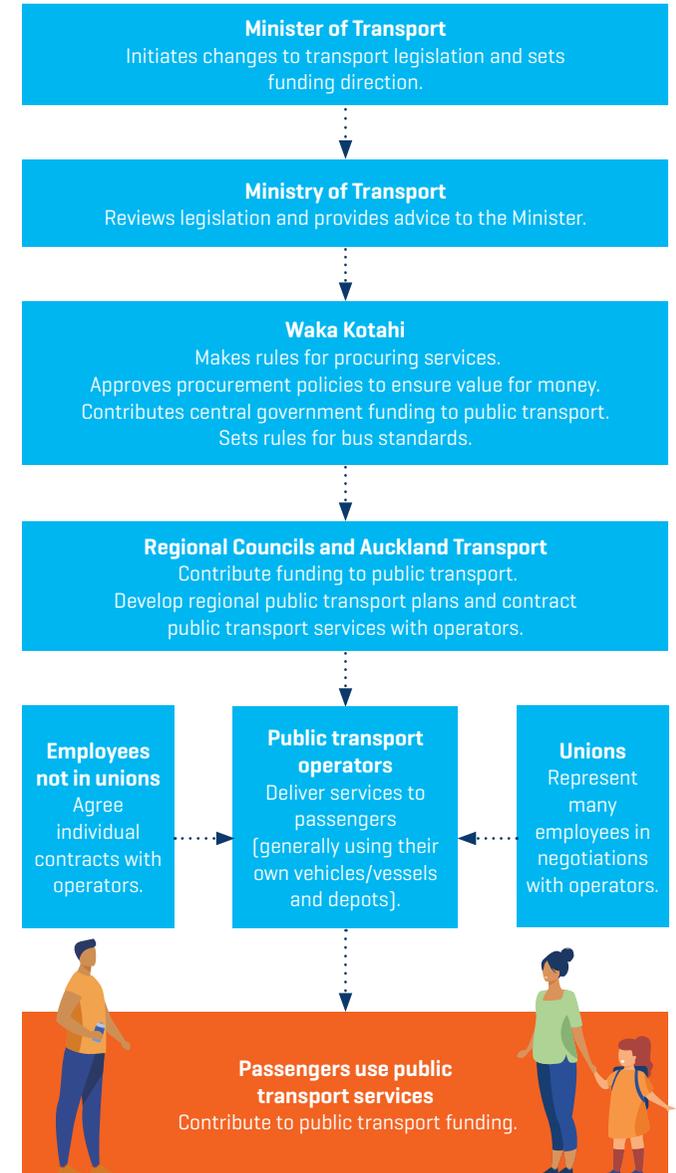


764,421,694

The number of km travelled by passengers on public transport buses in New Zealand in 2019 - that's almost to the moon and back!



How the current system operates



What's in scope?

The PTOM objectives

The Government wants to introduce new objectives for PTOM that are more in line with its objectives for the transport system. Its proposed objectives are:

- Competitors have access to public transport markets
- Public transport is an attractive transport option
- Public transport services are sustainable, including a sustainable workforce
- Public transport services reduce the environmental and health impacts of land transport

Decarbonising the public transport bus fleet

The Government has committed to:

- Require only zero-emission public transport buses to be purchased by 2025
- Target the decarbonisation of the public transport bus fleet by 2035
- Support regional councils to achieve these outcomes through a \$50 million fund over four years

We know that there are barriers to decarbonising the fleet under the existing system. The PTOM Review will help us understand those barriers and develop ideas to reduce or remove them.

2,600

Number of public transport buses in New Zealand



Roles, responsibilities and relationships

PTOM requires lots of different players in the system to work together to create good public transport services, from Waka Kotahi and regional councils to road controlling authorities and bus operators.

The PTOM Review will consider how well these existing roles and relationships work and how they might be improved.

The labour market

Bus driver wages are relatively low, which can make it difficult for bus operators to recruit and retain drivers. Without enough drivers, operators cannot run buses and services are cancelled. The Government wants to ensure that drivers' wages and conditions are protected when councils contract services, and that operators cannot win contracts by paying their drivers less.

The PTOM Review will consider how drivers' wages and conditions can be protected when councils contract bus services.

Services not covered by PTOM

When PTOM was introduced, some public transport services were exempted. This included services that were not receiving any government subsidy and inter-regional services, such as some ferry services, Auckland SkyBus and InterCity bus services. Operators of exempt services can set their own fares and timetables.

The PTOM Review will consider whether the reasons for the exemptions still hold and whether requirements for exempt services are appropriate.

On-demand services

Since PTOM was introduced, new technology has enabled new types of transport services, such as on-demand services. These often use app-based booking systems and are of particular interest to those councils where demand for public transport is currently too low to run conventional, timetabled services.

The PTOM Review will consider how on-demand services should be treated by PTOM.

What's not in scope?

Under PTOM, regional councils and Auckland Transport are responsible for providing public transport services. They make their own decisions about how those services operate. If you have any questions or views on the following topics, please contact your local regional council or Auckland Transport.

- Routes
- Timetables
- Fares
- Integrated ticketing
- Bus stops or train stations

1.28m

Number of journeys taken on public transport bus services in 2019



Have your say:

Find the documents here:

We have published a Discussion Paper to support engagement with stakeholders and members of the public. The paper contains more information about the PTOM Review and sets out options under consideration. It is available on the Ministry of Transport website. [Click here](#)

Take part in the consultation:

You can make a quick submission using a short online survey on the Ministry of Transport website. [Click here](#)

Sector stakeholders and those wishing to make a longer written submission are encouraged to email their submission to PTOMReview@transport.govt.nz

Submissions close at 5pm on Friday 18 June 2021.