



WAIKATO REGIONAL PUBLIC TRANSPORT PLAN
2015-2025

Waikato Regional Council

Hamilton Office | 401 Grey Street | Hamilton East | Hamilton | 3216

Telephone: 0800 800 401 | or (07) 859 0999 | Fax: (07) 859 0998

www.waikatoregion.govt.nz

Contents

WAIKATO REGIONAL PUBLIC TRANSPORT PLAN 2015-2025	4
Chairperson's foreword	4

REGIONAL PUBLIC TRANSPORT PLAN AT A GLANCE	6
Regional Public Transport Plan at a glance	6

CHAPTER 1: INTRODUCTION AND BACKGROUND	12
Chapter 1: Introduction and background	12

CHAPTER 2: STRATEGY AND POLICY CONTEXT	16
Chapter 2: Strategy and policy context	16
Strategic context	16
2.1 Statutory requirements	17
2.2 National context	17
2.3 Regional context	18
2.4 Other strategic influences	19

CHAPTER 3: PUBLIC TRANSPORT IN THE WAIKATO REGION	22
Chapter 3: Public transport in the Waikato region	22
3.1 Overview of existing services	22
3.2 Hamilton urban bus services	22
3.3 Satellite and rural bus services	24
3.4 Recent patronage trends	26
3.5 User profile	26
3.6 Total Mobility	26
3.7 Public transport funding	27
3.8 Passenger rail service	27
3.9 Water transport	27
3.10 Role of Waikato Regional Council and other parties	27

CHAPTER 4: KEY DRIVERS AND CHALLENGES	32
Chapter 4: Key drivers and challenges for public transport	32
4.1 Key transport drivers	32
4.2 Key challenges for public transport	32

CHAPTER 5: GOAL AND PRIORITIES	36
Chapter 5: Goal and priorities for public transport	36
5.1 Our goal	37
5.2 Strategic priorities	37
5.3 Achieving the goal	38
5.4 Addressing the needs of the transport disadvantaged	38

CHAPTER 6: POLICIES AND ACTIONS	40
Chapter 6: Policies and actions	40
6.1 Policy framework	40
6.2 Policy focus area: Network and service provisions	40
6.3 Policy focus area: Fares and ticketing	48
6.4 Policy focus area: Branding and marketing	51
6.5 Policy focus area: Aligning services, infrastructure and land use planning	53
6.6 Policy focus area: Procurement and contract management	58
6.7 Policy focus area: Funding and investment	61

CHAPTER 7: SERVICES INTEGRAL TO THE WAIKATO PT NETWORK	66
Chapter 7: Services integral to the Waikato PT network	66
7.1 Hamilton urban services	66
7.2 Satellite towns and rural area services	73
7.3 School bus services	75
7.4 Total Mobility scheme	75

CHAPTER 8: MONITORING AND REVIEW	78
Chapter 8: Monitoring and review	78
8.1 Performance indicator	78
8.2 Significance policy	79

APPENDICES	82
Appendix A: Regional Public Transport Plan Development Committee	82
Appendix B: Summary of Strategic Network Review	83
Appendix C: Farebox recovery policy	84
Background	84
Appendix D: Matters to take into account in plan preparation	88
Appendix E: Allocation of services to units	90
Process for developing units	90
Appendix F: Glossary of commonly used terms and acronyms	94

Waikato Regional Public Transport Plan 2015-2025

Chairperson's foreword



Welcome to this Waikato Regional Public Transport Plan 2015-2025.

Public transport plays a key role in the lives of many of our Waikato communities. It provides people who don't have access to private vehicles with transport options, and improves connections between and within urban centres and rural

communities.

It's important for the economic and social vitality of the region that we continue to deliver a growing and affordable public transport system and this plan sets out how we propose to do that.

This plan is in line with Waikato Regional Council's 2013-2016 Strategic Direction, which has a goal to "enable a safe, efficient and effective transport service and network".

Public transport continues to be a critical component of the regional transport system and the council, in conjunction with our key transport partners, is committed to planning and providing a high quality, efficient, accessible and safe public transport system across the region.

This plan will ensure public transport contributes directly to economic growth and productivity by providing bus services between people's homes and where they work, play, study and access community services, particularly for people with no or limited access to a motor vehicle.

This is an exciting time for public transport in the region. The results of a 2014 survey found that 96 per cent of passengers are satisfied or very satisfied with their bus trip, up 1 per cent from the previous year.

To ensure we are delivering the best bus service possible, the regional council has undertaken a comprehensive review of the region's network over the past two years. This review found that we've been providing a 'supply driven' system – that means some areas of Hamilton have been over-served. As a result of this strategic network review and consultation on our draft plan, we've decided to merge several routes and extend others into areas not currently well serviced, such as in Hamilton's north.

We will also have services operating at increased frequency on identified key corridors, while some services will have lower frequency, particularly in the off-peak period. This fine tuning of the existing network will enable us to provide increased bus services in the areas of most demand and fewer services to areas with lower demand. The network will also be expanded to areas of new growth in Hamilton to ensure the public

transport system keeps pace with development. Overall, the transition to the new network will be staged over a period of years.

By making these changes, we're maximising our resources and providing a network which will improve the bus experience for our existing and new passengers.

We are also mindful of the need to keep fares at reasonable levels, and this plan signals a comprehensive fare structure review will be undertaken this year. As part of this review we will look at all fare concessions, and work with tertiary institutions and other stakeholders in Hamilton on the potential for third-party funding to support the introduction of an off-peak tertiary student discount.

Another ongoing issue for the council has been addressing inter-regional passenger rail services. While we see this as a potential public transport option into the future, there is a more immediate need to look at a link between Tuakau and Auckland. We're continuing to discuss the feasibility of such a service, as well as funding for it, with the Waikato District Council and Auckland Transport.

The council is now operating under a new national planning and funding framework called the Public Transport Operating Model (PTOM). This model places an increased emphasis on regional councils and operators taking a partnering approach to the planning and delivery of public transport services through a collaborative business planning approach. The model also seeks to grow the commerciality of public transport services. The council has embraced this approach and developed this plan around the principles of PTOM.

I would like to thank the input of my Regional Public Transport Plan Development Committee members, Waikato regional and Hamilton city councillors, the Regional Transport Committee members, territorial authorities, the NZ Transport Agency, bus operators, key stakeholders and the project team who all provided major contributions to the development of the plan. We've also had valuable input from a variety of community groups who represent business, public health, accessibility, and the mobility and education sectors.

Finally, we thank all stakeholders for their feedback and look forward to the successful implementation of this plan.

Councillor Lois Livingston

Chairperson

Waikato Regional Public Transport Plan Development Committee

Regional Public Transport Plan at a glance

Regional Public Transport Plan at a glance

Why do we need to prepare a Regional Public Transport Plan?

Waikato Regional Council is required to prepare the Regional Public Transport Plan (RPTP) under the Land Transport Management Act 2003 to identify public transport services that will be provided by Waikato Regional Council over the next 10 years, and the policies, procedures, information, and infrastructure to support the delivery of these services.

It provides a means for the Waikato Regional Council, public transport operators and other key stakeholders to work together in developing public transport services and infrastructure, and it is also an important instrument for engaging with the public in the region on the design and operation of public transport services.

Strategic context for public transport

A number of key documents and processes guide the planning and development of the public transport system in the region. At a national level, the Government's priority objectives for land transport in New Zealand, as outlined in the "Government Policy Statement on Land Transport 2015-25, are economic growth and productivity, value for money and improved road user safety.

Public transport contributes directly to economic growth and productivity by providing easy, fast access between people's homes and where they work, play, study and access community services. Public transport also provides a choice of transport modes in congested areas and is one of the most important tools for dealing with congestion.

Public transport also triggers direct economic activity – Australian research shows every \$1 million spent on public transport creates more than 30 jobs,⁽¹⁾ and it also helps to improve economic productivity over other transport modes such as the private vehicle.⁽²⁾

There is an expectation from central and local government to see improved outcomes from investment in public transport. This will be achieved through the implementation of the Public Transport Operating Model (PTOM). The PTOM is a recently-adopted planning, procurement and business development framework with a key emphasis on regional councils, operators and other key stakeholders taking a partnering approach to the planning and delivery of public transport services and infrastructure in the region. The overarching goal of PTOM is to grow patronage with less reliance on public subsidy.

Public transport also contributes to road safety. For example, car drivers are nine times more likely to be injured in a crash than bus passengers, so using public transport as an alternative to the car lowers the overall crash risk per person per kilometre travelled.

Public transport contributes to improved health and environmental outcomes. For example, walking or cycling to and from public transport can be a convenient way of including valuable exercise into daily routines. Furthermore, increased use of public transport reduces overall carbon emissions from the transport sector.

Strategic network review

Waikato Regional Council, in conjunction with key stakeholders, undertook a strategic network review (SNR) in 2013. The purpose of the SNR was to review the current public transport services provided within the Waikato region and determine the optimal form of a future network to meet the needs of the region.

The SNR has identified that the current public transport network in Hamilton is largely supply driven and is over-delivering in some parts of the network. Implementing the outcomes of the SNR will require a step change in public transport service provision in order to deliver a better balance between demand and supply-led services.

How the Regional Public Transport Plan was developed

The plan has been developed by the Regional Public Transport Plan Development Committee in close collaboration with the NZ Transport Agency, territorial authorities, bus operators, the Ministry of Education and other key stakeholders from the business, health, access and mobility, and education sectors.

How does the RPTP link to the Regional Land Transport Plan?

The Waikato Regional Land Transport Plan 2015-45 (RLTP), provides the strategic direction for development of the regional land transport system over the next 30 years. The high level regional transport objectives and priorities, and policy framework identified in the RLTP, form the strategic component of the Regional Public Transport Plan 2015-25. This plan supports the operational delivery of the RLTP in respect to public transport.

¹ Evaluating public transit benefits and costs, Victoria Transport Policy Institute, December 2012. (www.vtpi.org/tranben.pdf)

² The contribution of public transport to economic productivity, p.8, January 2013, by Tim Hazledine, Stuart Donovan and John Bolland, NZ Transport Agency research report 514

What's our goal for public transport?

Our goal for public transport in the region is:

“A growing and affordable public transport system that contributes to the economic, social and environmental vitality of the region.”

Underpinning the goal is a set of strategic priorities to guide the implementation of the RPTP. Some strategic priorities are appropriate to the network as a whole, whereas others have been developed separately for the Hamilton urban area, satellite towns and rural areas (including Taupō), as each of these areas has different needs/drivers that require different public transport responses.

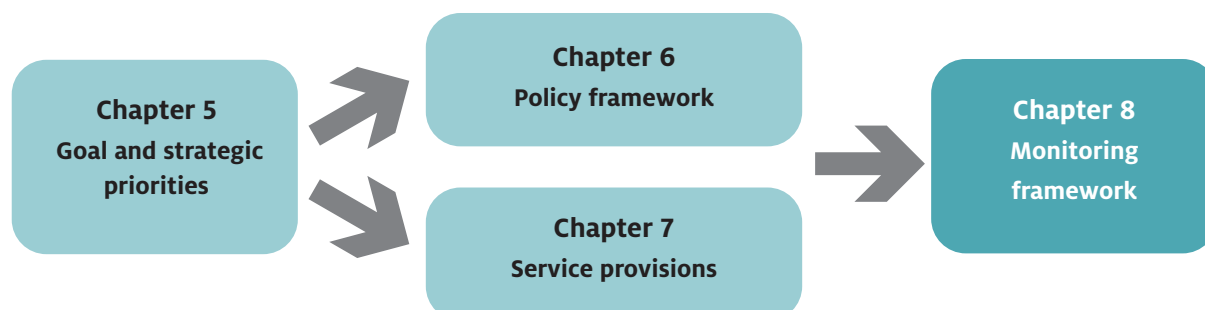
RPTP strategic priorities	RPTP strategic priorities
<i>Region wide</i>	<i>Satellite towns</i>
<ul style="list-style-type: none"> • Grow patronage in a way that is affordable to users and funders • Ensure integration between services, infrastructure and land use planning • Provide an attractive alternative to the private motor vehicle to promote travel behaviour change 	<ul style="list-style-type: none"> • Provide safe, efficient and reliable services between satellite towns and Hamilton to meet the peak time demand • Ensure satellite commuter services are integrated with Hamilton urban services to optimise service delivery
<i>Hamilton urban area</i>	<i>Rural areas</i>
<ul style="list-style-type: none"> • Provide safe, efficient and reliable services to employment centres and growth areas • Provide access to essential services⁽³⁾ that support the community's social wellbeing 	<ul style="list-style-type: none"> • Provide efficient and reliable access to essential services, employment and district centres where there is sufficient demand and benefits, and where local share funding is available • Provide support for seasonal bus services to key regional holiday destinations and special events where there is sufficient demand and benefits, and where local share funding is available



3 Essential services include primary health care, education, employment and other services that are essential to the daily life of the residents (e.g. grocery shopping, childcare).

How are we going to achieve the goal?

The goal and strategic priorities will be given effect through the policies and actions contained in chapter 6, and the proposed service provisions in chapter 7 of the plan, as illustrated in the diagram below:



Policy framework for the RTPP

The plan has identified the following key policy focus areas to guide Waikato Regional Council's public transport decisions over the short to medium term, in order to make progress towards the goal and strategic priorities.

RTPP policy focus area	
<i>Network and service provisions</i>	The aim is to ensure regional public transport services are provided in a most effective and efficient manner, while meeting the current and future demands
<i>Fares and ticketing</i>	The focus is to support continued growth in patronage while ensuring public transport services are affordable to users and funders
<i>Branding and marketing</i>	The focus on branding is to ensure an attractive and easily identifiable public transport network, and making public transport information more accessible
<i>Aligning services, infrastructure and land use planning</i>	The focus is to promote a collaborative partnership approach, and to develop a framework to ensure coordinated planning for the delivery of public transport services and infrastructure
<i>Procurement and contract management</i>	The aim is to ensure the procurement process follows the best planning practices and supports the implementation of the Public Transport Operating Model
<i>Funding and investment</i>	The focus is to improve value for money from existing and future public transport services

Some of the new policies and actions that aim at supporting our goal to provide an attractive and efficient public transport network are outlined below:

- A new network hierarchy has been established in Hamilton – 'Core and Targeted services' – to focus on peak service provision with a series of targeted services that are based on social need.
- A new farebox recovery target range of 40-43 per cent for the whole network that aims to maintain an equitable balance between user charges and subsidies, while ensuring the fare levels remain affordable.
- A comprehensive fare structure review will be undertaken in 2015 to consider potential changes to the current fare structure, concession fares and ticket products, ahead of implementation of a new electronic ticketing system.
- A new policy approach and high level principles to guide the provision of public transport infrastructure and facilities and to promote coordinated planning.
- Implementing the Public Transport Operating Model (PTOM) through a new procurement approach that seeks to build stronger partnering relationships between the council and public transport operators.

Future public transport services in the region

The development of the new public transport network (as identified in Chapter 7) involved a programme of reviewing current network performance, undertaking a best practise study, a series of workshops and a technical assessment. At a high level, the new public transport network will be moving towards a more demand-led and customer-focused network that is resilient and responsive to future population growth.

Some of the key changes to the regional public transport network are summarised as follows:

Hamilton urban bus network

- Reallocation of resources across the network to optimise the service delivery and to ensure patronage growth.
- Improved service levels to cater for growth areas in the city. e.g. northern suburbs.
- Changes to the network to remove duplication and improve frequency on key routes.
- Maintain a comprehensive network coverage to provide a good level of access to employment centres and other key destinations (hospital, tertiary institutions and shopping centres).

Implementation of the new Hamilton urban network will be staged from 2016 to 2018 to coincide with the commencement of new bus contracts.

Satellite and rural services

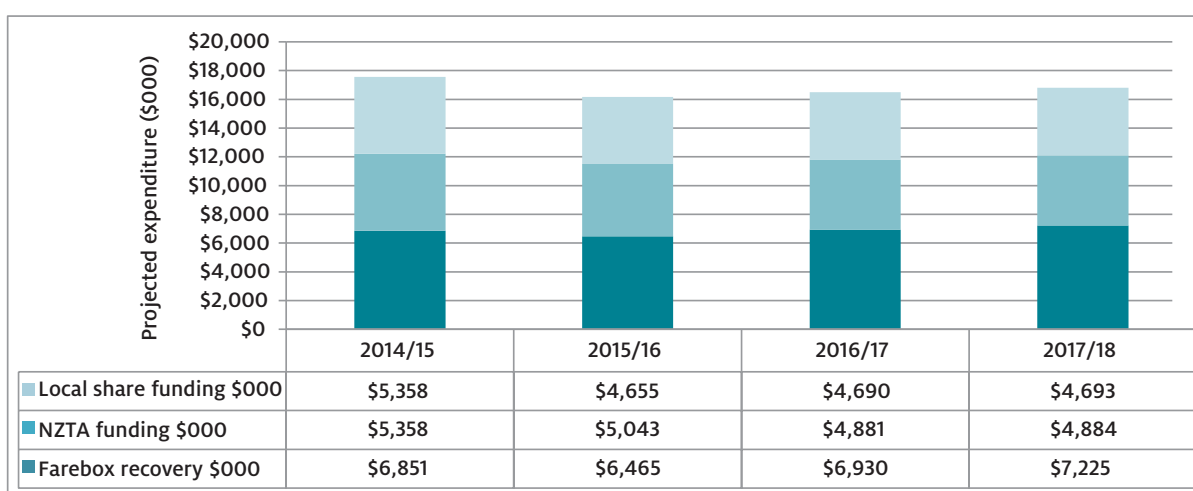
No significant changes to the current satellite and rural public transport services have been proposed in the RTP. However, the plan includes a number of initiatives focused on patronage growth:

- Ongoing service adjustment and timetable review to target peak demand
- Investigate bus priority measures to improve journey times and service reliability on key arterials between Hamilton and satellite towns
- Increasing the accessibility of public transport by providing simple, visible and intuitive information to customers
- Investigate a Cambridge route extension to serve Cambridge East and growth areas in Leamington
- Investigate opportunities for future park and ride facilities in satellite towns
- Continue to provide bus services for north Waikato (Port Waikato/Tuakau to Pukekohe).

How is the new network going to be funded?

In the short to medium term, public transport funding is expected to be similar to current levels and there is an expectation to deliver public transport services more efficiently and effectively. This will be achieved through the new network structure, which will provide enhanced levels of service within current funding levels.

The public transport funding likely to be available within the region is shown in the figure below:



Delivering the plan

The region's public transport system is developed and maintained by a number of national, regional and local authorities working together. Each has a crucial role in helping the Waikato Regional Council to deliver the goals and objectives contained in this plan.

Over time, implementation of the plan will change the nature of the region's public transport system to one that better:

- promotes and supports economic activity in the region
- improves the efficiency of the region's transport network
- promotes public transport as an affordable transport choice

- supports agreed land use settlement patterns as identified in the Regional Policy Statement, Future Proof Strategy and district plans
- improves transport connections between and within urban centres and rural communities.



Chapter 1: Introduction and background

Chapter 1: Introduction and background

1.1 Purpose of the plan

The Waikato Regional Public Transport Plan (RPTP or the plan), prepared by Waikato Regional Council (the council), is a strategic document that sets the objectives and policies for public transport in the region, and contains details of the public transport network and development plans over the next 10 years (2015-2025).

The plan builds on the strategic direction for transport established through the Waikato Regional Land Transport Plan 2015-2045 (RLTP), and aims to deliver an effective, efficient and integrated public transport system for the people of Waikato.

The RPTP will provide the basis for collaborative partnerships with territorial authorities and transport operators to support the efficient and effective delivery of public transport services and infrastructure.

1.2 Reasons for this review

The previous RPTP was adopted in 2011, and it was prepared under the Public Transport Management Act 2008 (PTMA). Since then, a number of changes have occurred to the planning and operating environment for public transport, and these have resulted in the need to prepare a new plan.

The key changes were:

- The Land Transport Management Amendment Act 2013 (LTMA) came into force in June 2013, and repealed the PTMA. This plan has been prepared in accordance with the new statutory provisions under the LTMA.
- The amendments to the LTMA introduced a new operating framework for the delivery of public transport services nationally, known as the the Public Transport Operating Model (PTOM). Preparing a new plan is an important step in implementing PTOM.
- The development of a new regional land transport plan, which sets the overall direction for transport in the region.
- The new Government Policy Statement (GPS) on Land Transport 2015-25 which the plan must be consistent with.

1.3 Development process

This plan has been prepared by the Regional Public Transport Plan Development Committee whose members represent Waikato Regional Council, Hamilton City Council, a territorial authority representative with rural public transport interests, and the New Zealand Transport Agency. Committee members are listed in Appendix A.

The development of this plan has been a collaborative and consultative process which involved a number of key stakeholders including the Hamilton Public Transport Joint Committee, public transport operators, the New Zealand Transport Agency, Hamilton City Council and other territorial authorities, Ministry of Education and community groups representing the business, health, access and mobility, and education sectors.

During development of the plan, key messages received about the overall approach were:

- the policy framework in the previous RPTP 2011-2021 provided a good foundation for the development of this plan
- the Strategic Network Review 2013, which was developed in conjunction with operators, key transport partners and communities, has provided an investment and planning framework to guide the development of the new public transport network
- there was a strong desire from transport partners and the community to see public transport play an enhanced role in promoting economic growth and social wellbeing, particularly in urban areas.



1.4 Structure of the plan

The RTPP is divided into eight chapters, as illustrated below.

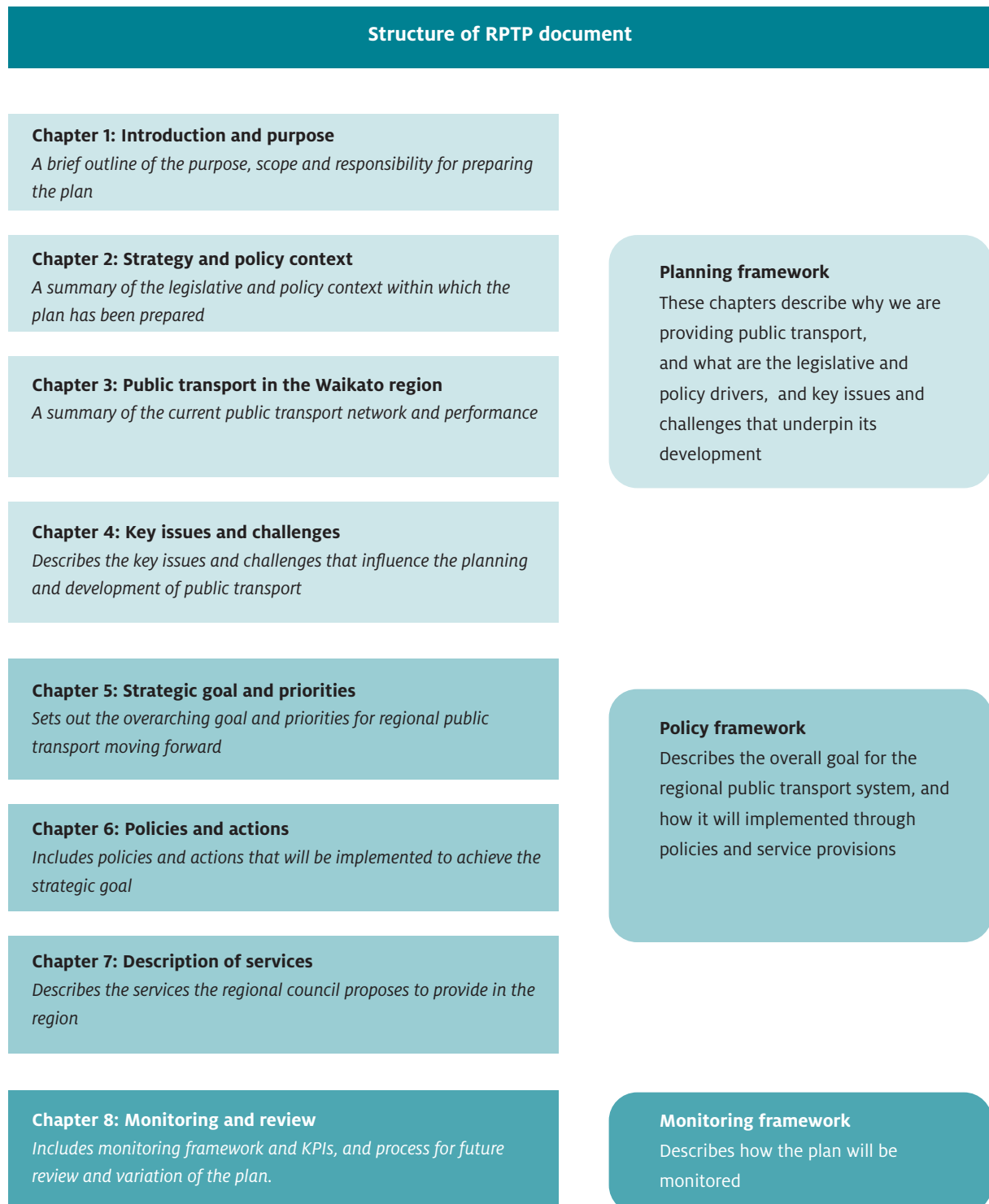


Figure 1: Structure of the RTPP.

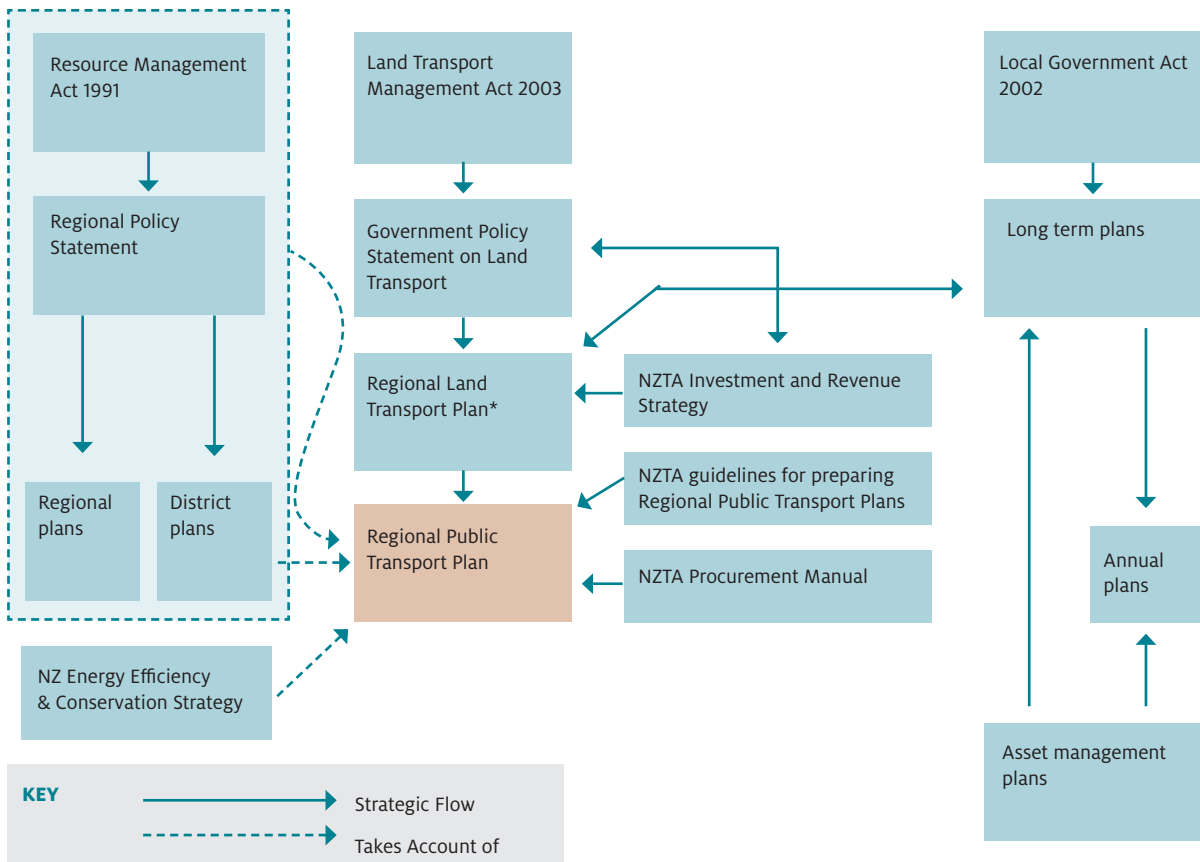
Chapter 2: Strategy and policy context

Chapter 2: Strategy and policy context

Strategic context

This chapter describes the strategic context within which this plan has been prepared, and includes statutory requirements as set out in the Land Transport Management Act 2003 (LTMA), key regional policy documents and technical reports that have influenced the plan, and other important national, regional and local strategies, policies and plans.

Figure 2 below depicts the relationship between key documents and the plan.



* Replaces the existing Regional Land Transport Strategy and Regional Land Transport Programme

Figure 2: Strategic context



2.1 Statutory requirements

The Land Transport Management Act 2003 (LTMA) is the primary transport legislation that governs the planning and provision of public transport. The purpose of the LTMA is “to contribute to an effective, efficient, and safe land transport system in the public interest”.

The LTMA sets out the legislative requirements for preparation of the Regional Land Transport Plan (RLTP) and the RPTP.

The plan’s statutory purpose is to provide:

- a means for encouraging regional councils and public transport operators to work together in developing public transport services and infrastructure
- an instrument for engaging with the public in the region on the design and operation of the public transport network
- a statement of the public transport services that are integral to the public transport network, the policies and procedures that apply to those services, and the information and infrastructure to support those services.

Section 115 of the LTMA includes a set of principles to guide the actions of organisations such as the Waikato Regional Council in undertaking their public transport functions. These principles are:

- Waikato Regional Council and public transport operators should work in partnership to deliver the public transport services and infrastructure necessary to meet the needs of passengers.
- The provision of services should be coordinated with the aim of achieving the levels of integration, reliability, frequency and coverage necessary to encourage passenger growth.
- Competitors should have access to regional public transport markets to increase confidence that services are priced efficiently.
- Incentives should exist to reduce reliance on public subsidies to cover the cost of providing services.
- The planning and procurement of services should be transparent.

Waikato Regional Council is also required to consider the needs of people who are transport disadvantaged,⁽⁴⁾ and this is covered in section 5.4 of the plan.

A summary of the statutory requirements for the RPTP is set out in Appendix D.

2.2 National context

2.2.1 Government Policy Statement on Land Transport

The Government Policy Statement (GPS) on Land Transport is a document issued by the Minister of Transport every three years. It details the Government’s desired outcomes for land transport and funding priorities across different types of transport activity (e.g. roading, public transport, road safety).

The Government Policy Statement on Land Transport 2015-18 (GPS 2015) was released in December 2014 and will come into force on 1 July 2015. The GPS 2015 continues the three key priorities from GPS 2012 - economic growth and productivity, road safety, and value for money.

The GPS also sets out national land transport objectives and the long term results the Government wishes to achieve under each objective. The objectives seek a land transport system that:

- addresses current and future demand for access to economic and social opportunities
- provides appropriate transport choices
- is resilient
- is a safe system, increasingly free of death and serious injury
- mitigates the effects of land transport on the environment
- delivers the right infrastructure and services to the right level at the best cost.

The provision of public transport in the Waikato region as proposed in this plan will contribute to the GPS strategic direction of providing an effective, efficient and integrated transport system that supports the growth of our country’s economy and achieves value for money.

The region’s public transport network will be developed and delivered at levels appropriate to their patronage and network function to increase the overall transport system productivity. Public transport will also be provided to support transport choices in urban areas where there is a sufficient demand to support cost effective public transport.

While the Government’s primary investment focus for public transport is on improving the network capacity and productivity, and transport choices in urban centres, the GPS 2015 also supports public transport investment in areas outside of major urban centres for services that connect people to employment and education where there is a sufficient demand.

2.2.2 Public Transport Operating Model (PTOM)

Under the LTMA 2003, the RPTP must give effect to the Public Transport Operating Model (PTOM). The model will contribute to the Government’s goal for public transport, which is to grow patronage with less reliance on subsidy. It was developed with two overarching objectives:

- to grow the commerciality of public transport services and create incentives for services to become fully commercial
- to grow confidence that services are priced efficiently and there is access to public transport markets for competitors.

This recently adopted model is a planning, procurement and business development framework. A key feature of the new model is an emphasis on regional councils and operators taking a partnering approach to the planning and delivery of public transport services in regions. This will be achieved through mechanisms such as collaborative business planning, joint investments, and financial incentives.

Key principles of the PTOM are now embedded in a new set of principles in section 115 of the LTMA (see section 2.1), to which the RPTP must give effect.

The NZ Transport Agency has also developed operational policy to implement the PTOM through:

- guidelines for the development of regional public transport plans
- the NZ Transport Agency Procurement Manual.

These documents were taken into account during the development of the RPTP.

2.3 Regional context

2.3.1 Regional Land Transport Plan

The Regional Land Transport Plan 2015-2045 (RLTP) sets the policy framework for the long term development of the transport system in the Waikato region over the next 30 years. It identifies six strategic issues and objectives for transport in the region and associated priorities to guide the development and management of the regional transport system.

The RPTP is required by the LTMA to be consistent with the relevant RLTP, and this plan has been developed in tandem with the RLTP to ensure a consistent policy approach for public transport.

The RLTP's land transport priorities, objectives and policies are reflected in the RPTP goals for the region (as discussed in chapter 5). In particular, the RLTP's direction towards improving transport access and mobility through the provision of a multi-modal integrated transport system that meets the social, cultural and economic needs of the region.

2.3.2 Proposed Regional Policy Statement

The proposed Waikato Regional Policy Statement 2010 (RPS) sets the overarching framework for the integration of land use with infrastructure in the region.

The proposed RPS contains policies and implementation methods to ensure the development of the built environment occurs in a planned and coordinated manner that encourages a compact urban form, which in turn supports the efficient and effective delivery of public transport.

Policies of particular relevance to public transport include those that require:

- new development to be coordinated with the development, funding, implementation and operation of transport and other infrastructure
- the efficient and effective functioning of the region's strategic transport corridors is maintained
- The Future Proof⁽⁵⁾ area to implement development density targets to achieve compact urban environments that support multi-modal transport options, and allow people to live, work and play within their local area
- regional development to be undertaken in accordance with general development principles that include promoting compact urban form, minimising the need for private motor vehicle use, and encouraging walking, cycling, use of public transport and multi-modal transport connections.

District plans prepared under the Resource Management Act 1991 (RMA) are required to give effect to the RPS. Many district councils within the region are reviewing their district plans and as a result the framework for integrating land use with infrastructure in the region is being further cemented into these plans.

This, in turn, will provide greater certainty for public transport planning and lead to network efficiencies, lower costs and better integration of public transport services and infrastructure.

2.3.3 Strategic Network Review

Waikato Regional Council undertook a strategic review of its public transport network in 2013 as an action stemming from the RPTP 2011-2021.

The objective of the strategic network review (SNR) was to review the transport services provided within the Waikato region and determine the optimal form of a future network to meet the needs of the region and to meet farebox recovery targets. Four key principles that underpinned the review were the need to:

- examine the fundamentals of investment priorities for public transport in the region
- determine the optimal form of a future network to meet the needs of the region
- develop an investment and planning methodology which ensures public transport outcomes are optimised on the current and future network
- ensure available resources are prioritised to the greatest effect.

⁵ Land within the boundaries of Hamilton City, Waikato District and Waipa District.

The SNR formed a key technical input to the development of the RPTP that helped to guide a range of policy and operational matters. The SNR also forms the basis of the new public

transport network contained in this plan. The outcome of the SNR is summarised in detail in Appendix B.

2.4 Other strategic influences

There are a number of other strategies, plans and policies which have informed the development of the plan and these are summarised in Table 1 below.

Document	Policy implications
NZ Transport Agency farebox recovery policy	Seeks a national farebox recovery ratio for public transport of 50 per cent, averaged across all public transport services in New Zealand. i.e. 50 per cent of public transport costs will be recovered through passenger fares.
New Zealand Energy Efficiency and Conservation Strategy 2011-2016	Promotes energy efficiency, energy conservation and renewable energy in New Zealand. It proposes Government objectives, targets, and the means by which these will be achieved. The objective for the transport sector is: "A more energy efficient transport system, with a greater diversity of fuels and alternative energy technologies."
NZ Transport Agency Investment Assessment Framework (IAF)	The NZ Transport Agency's Investment Assessment Framework (IAF) communicates the NZ Transport Agency Board's investment intentions. It's a high-level direction-setting and prioritisation tool that helps the NZ Transport Agency balance competing priorities and select the best possible mix of activities for funding, with the ultimate goal of advancing progress against the objectives of the Land Transport Management Act 2003 (LTMA) and the GPS.
National Land Transport Programme	The National Land Transport Programme (NLTP) contains all the land transport activities that are expected to receive funding from the NZ Transport Agency.
2015-2025 Long Term Plan	Waikato Regional Council's 2015-2025 Long Term Plan (LTP) is prepared under the Local Government Act 2002 and identifies desired community aspirations with respect to social, economic and environmental wellbeing, the council's intended contribution towards those aspirations, and how they will be funded. The LTP is prepared and reviewed every three years.
Access Hamilton	An integrated transport strategy to guide the development of transport infrastructure planning for Hamilton over a 30-year period. Takes the high level settlement patterns in Future Proof and Hamilton Urban Growth strategies, and aims to improve coordination between transport and land use in the city. Access Hamilton is currently under review.
Waipa Integrated Transport Strategy	Sets the 30-year direction for Waipa's transport system. Recognises there are opportunities for public transport to play a bigger role, with growing populations projected for the urban centres in the district. Envisages public transport will continue to focus on commuter travel between Cambridge, Te Awamutu, Kihikihi and Hamilton, and community buses will support local needs.
Waikato District Integrated Land Transport Strategy	The Waikato Integrated Land Transport Strategy 2013 (WILTS) was prepared by Waikato District Council in conjunction with the NZ Transport Agency, Waikato Regional Council and the Future Proof Transport Reference Group amongst other key stakeholders, and aligns with the Waikato Regional Land Transport Strategy and the Future Proof sub-regional growth strategy. One of the purposes of WILTS is to "provide direction on the future form and function of Waikato District Council's road network".

Table 1: Other documents of significance

Chapter 3: Public transport in the Waikato region

Chapter 3: Public transport in the Waikato region

The following sections provide more detail on the current public transport services provided, key statistics about who uses the services, patronage trends and the role of the council and other stakeholders in the provision of these services.

3.1 Overview of existing services

Existing public transport services in the Waikato region can be broadly classified into three categories:

- Services that receive financial support from Waikato Regional Council, including contracted bus services in Hamilton, satellite towns and rural areas (including Taupō), and Total Mobility services
- Special purpose services that receive funding from education, health or community agencies. e.g. Ministry of Education funded school services
- Exempt services as defined under the Land Transport Management Act 2003 (s130 (2) and s153 (2)), include services that are not identified in the RPTP as integral to the public transport network, inter-regional bus and rail services and commercial services that were registered before 30 June 2011 under the Public Transport Management Act 2008.

All of these services provide an alternative to the private vehicle and play an important role in meeting the accessibility needs of residents within the region. However, for the purpose of the RPTP, only services that are identified as integral to the

regional public transport network (see chapter 7 of this plan) will be provided under contract to Waikato Regional Council and be subject to the policies specified in this plan.

The following sections provide more detail on the contracted services currently provided in the region.

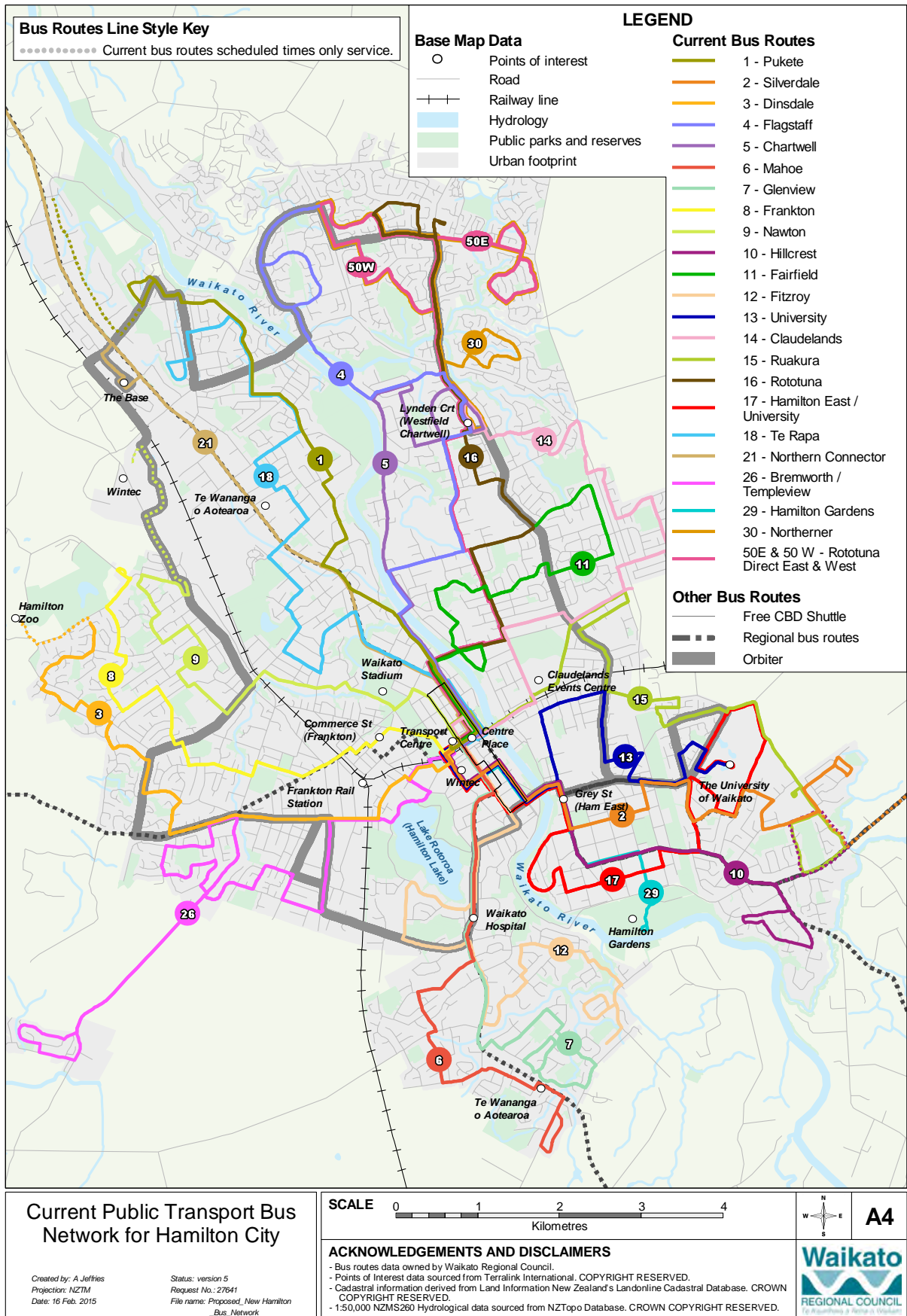
3.2 Hamilton urban bus services

Hamilton has a comprehensive bus network which accounts for over 90 per cent of the region's public transport services and comprises 26 routes, with most operating Monday to Saturday. There are 12 key routes that operate on Sundays and public holidays. Other key network features include:

- the Hamilton urban bus fleet is now fully accessible to passengers with disabilities (including wheelchair access)
- concession travel is available to all school students and senior citizens over 60
- all Hamilton bus tickets include a one-hour free transfer, allowing passengers to connect to other buses at no charge within the Hamilton city boundary
- free bus travel for children under-5 and SuperGold card holders (in off peak periods).

Map 1 illustrates the existing Hamilton urban network. The future proposed Hamilton urban network and the full list of Hamilton bus routes are contained in chapter 7 of this plan.





Map 1: Hamilton urban bus services

3.3 Satellite and rural bus services

Satellite commuter bus services are currently provided between Hamilton and the satellite towns of Huntly, Ngaruawahia, Raglan, Te Awamutu, Cambridge and Morrinsville (this service also extends to Te Aroha and Paeroa).

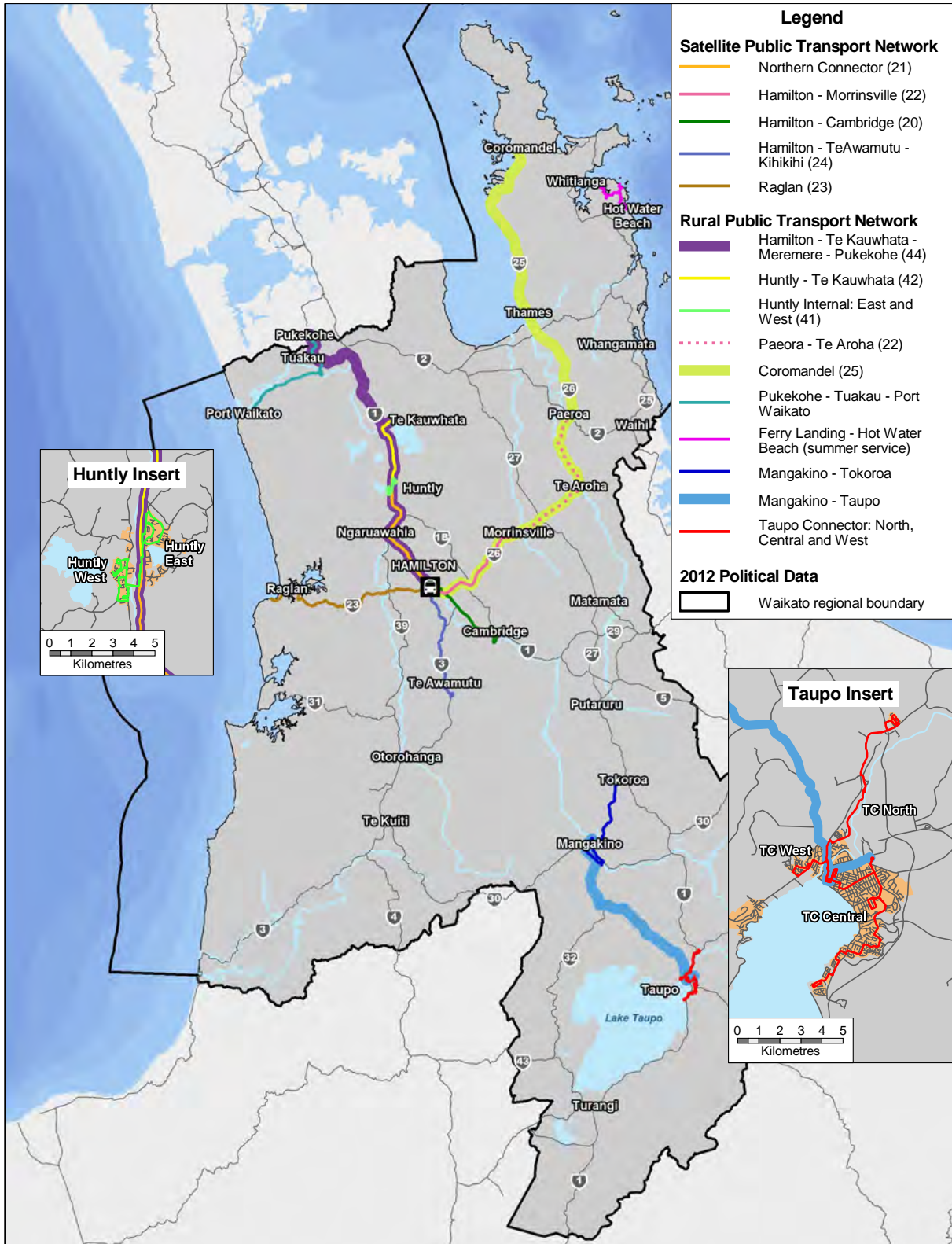
Rural services are provided to and between rural towns (parts of the region beyond the satellite towns) and include Taupō, Tokoroa, Mangakino, Meremere, Mercer, Tuakau, Port Waikato and Mercury Bay.

Both satellite and rural services have varying operational days and hours depending on the specific requirements of the services.

The existing satellite and rural bus routes are illustrated in map 2. This plan has not proposed any change to the current satellite and rural services, and the full list of these services are outlined in chapter 7.

Detailed bus routes and timetable information can be viewed on the BUSIT website, www.busit.co.nz.

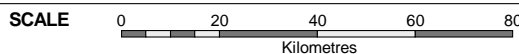




Satellite and Rural Bus Service for the Waikato Region

Created by: A Jeffries
 Projection: NZTM
 Date: 24 Sep. 2014

Status: version 1
 Request No.: 27641
 File name: Proposed_New Hamilton
 _Bus_Network



ACKNOWLEDGEMENTS AND DISCLAIMERS

- Bus routes data owned by Waikato Regional Council.
- Points of Interest data sourced from Terralink International. COPYRIGHT RESERVED.
- Cadastral information derived from Land Information New Zealand's Landonline Cadastral Database. CROWN COPYRIGHT RESERVED.
- 1:50,000 NZMS260 Hydrological data sourced from NZTopo Database. CROWN COPYRIGHT RESERVED.

N A4

Waikato REGIONAL COUNCIL
 Te Kaitiaki o Waikato o Te Aroaro

DISCLAIMER: While Waikato Regional Council has exercised all reasonable skill and care in controlling the contents of this information, Waikato Regional Council accepts no liability in contract, tort or otherwise howsoever, for any loss, damage, injury or expense (whether direct, indirect or consequential) arising out of the provision of this information or its use by you.

Map 2: Satellite and rural bus services

3.4 Recent patronage trends

Regional bus patronage has risen significantly from 1.7 million trips in 2003/04 to over 5.1 million trips in the 2013/14 financial year.

Most of this patronage increase has been in the Hamilton urban area, which reached 4.6 million passenger trips in 2013/14. Key contributors to the increase in patronage since 2003 include increased levels of service, targeted marketing and a new and reliable bus fleet.

Satellite and rural patronage levels have also grown steadily over this period, but with relatively smaller numbers. The total patronage for satellite and rural services in the 2013/14 financial year was approximately 555,000.

Sustaining the level of growth on a relatively mature network has been more challenging in the uncertain economic environment of the last three years and this has affected the rate of patronage growth across the network. This is illustrated in figure 3 below, which shows the total public transport patronage numbers for Hamilton urban and satellite and rural bus services between the 2003/04 financial year and the 2013/14 financial year.

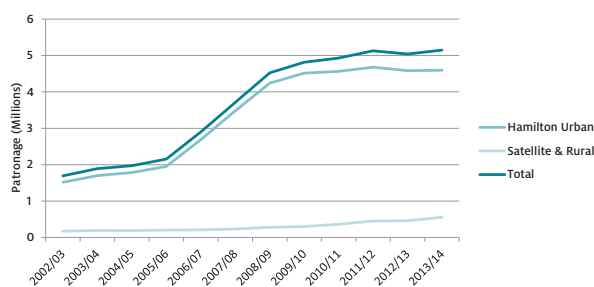


Figure 3: Recent patronage trends

3.5 User profile

Waikato Regional Council conducted a 'Bus user origin and destination survey' in 2012⁽⁶⁾ in Hamilton and the satellite towns, and it revealed the following bus user trends:

- Under 25s form the largest group of users (60 per cent) and they tend to use it for education purposes
- 25-59 year olds are the next largest user group (32 per cent) and tend to use the bus for commuting for work or shopping, whereas over 65s (8 per cent) tend to use the bus during the inter-peak period for recreation
- Almost 50 per cent of users are at high school or undertaking tertiary studies
- Almost two-thirds of bus users travelling on Hamilton and satellite buses are female
- Inter-peak travel by occupation varies widely across the routes
- Almost half of all bus users say the main reason they use the bus is because they have no other alternative mode of transport

- Almost 50 per cent of users use the bus every weekday
- 90 per cent of all users state they use the bus at least once a week, which suggests a high level of repeat patronage.

These statistics highlight the fact that young people are a significant public transport user group within Hamilton, particularly to access educational facilities. In comparison, people using the bus to commute to work and those using the buses in inter-peak periods are not as well represented.

These statistics indicate that we need to continue to provide effective services for our largest user group, but we also have an opportunity to improve patronage for those groups which are less well represented on public transport. This formed an important network design concept for the proposed Hamilton urban network (as identified in chapter 7) where the focus is to ensure the continued level of service provided to the existing user groups, while reducing duplication and reallocating resources for use elsewhere on the network to grow patronage.

Waikato Regional Council also undertakes an annual customer satisfaction survey and the results from the 2013/14 survey indicated that:

- 96 per cent of passengers are satisfied/very satisfied with their bus trip, up 1 per cent from the previous year
- 92 per cent are satisfied/very satisfied with the helpfulness and attitude of their driver – same score as the previous year
- 95 per cent of passengers are satisfied/very satisfied with the ease of getting on/off the bus, up 3 per cent from the previous year.

3.6 Total Mobility

Total Mobility is a national transport scheme involving disability support agencies, approved transport providers and local government. The Total Mobility scheme provides subsidised /discounted travel options to people who have an impairment that prevents them from undertaking any of the following components of a public transport journey unaccompanied, and in a safe and dignified manner:

- getting to the place from where transport departs
- getting onto the transport service
- riding securely
- getting off the transport service
- getting to the destination.

Waikato Regional Council manages the Total Mobility scheme within the Waikato region. It is currently operating in Hamilton, Taupō and Tokoroa. Waikato Regional Council moved to Phase 2 of the national Total Mobility scheme in 2013. This has provided for an increased fare concession of up to 60 per cent for Total Mobility users in the region.

Section 6.2 sets out the policy relating to the provision of Total Mobility services, and the schedule of services currently provided is contained in Chapter 7 of this plan.

6 Waikato Regional Council bus user origin and designation survey 2012 – conducted as part of the strategic network review.

3.7 Public transport funding

The Waikato region is similar to most cities around the world where passenger fares do not cover the full cost of providing public transport services. Subsidies are required to ensure the ongoing operation of public transport.

The total gross cost of public transport contracts in the region is approximately \$20 million per annum and funded through:

- fares from bus users
- Government financial assistance from the National Land Transport Fund as administered by the NZ Transport Agency⁽⁷⁾
- local share collected through rates.

Figure 4 illustrates, for the Waikato region, the proportion of the public transport network in 2013/14 that was funded by fares, Government subsidies and council rates.

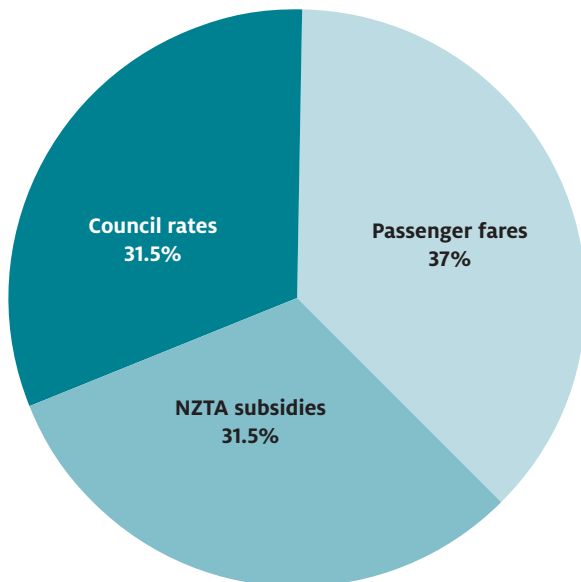


Figure 4: Public transport funding distribution 2013/14

3.8 Passenger rail service

The establishment of a Hamilton to Auckland passenger rail service will support the economic linkage of Auckland to the Waikato region. This service was investigated by a Rail Working Party comprising key stakeholders in 2012. The working party identified network constraints that made the establishment of a viable service difficult to achieve. These included:

- rail network access
- journey time reliability
- access to Britomart station
- the availability of rolling stock
- other infrastructure improvements (e.g. rail platform upgrade).

In addition to the network constraints, the working party also identified that at that time there was no willingness to pay for this service by the region's ratepayers, partner councils and the NZ Transport Agency, and as such did not recommend the establishment of this service.

The 2015-45 RLTP has also identified that this service is a medium to long term priority for the Waikato region and in the interim Waikato should support Auckland Council, Auckland Transport and KiwiRail in any Auckland initiatives that will remove the constraints to a viable service, including recent thoughts about a third rail line.

The Regional Transport Committee at its meeting in February 2014 noted support for the concept of a passenger rail service between Tuakau and Auckland on the basis that Auckland should provide funding for this project due to the benefit to the Auckland community.

There is ongoing discussion between Waikato Regional Council, Waikato District Council and Auckland Transport to investigate the feasibility of a passenger rail service between Tuakau and Pukekohe.

3.9 Water transport

Water transport on the Waikato River will be largely influenced by the Hamilton City River Plan. One of the components of the River Plan is a transport strategy, foreseeing the use of the river as a means of water transport. Plans for water transport are projected in the medium to long term future as it would not be feasible to operate a river transport network in Hamilton presently due to population and cost.

There are currently commercial ferry services operating between Coromandel and Auckland and around the Coromandel Peninsula (Whitianga and Tairua), providing a water-based transport option to the public. The services are commercially run, based around tourism enterprises, and are not sponsored or subsidised by the councils.

The plan currently does not include any public transport proposals/initiatives for water-based transportation as it is not a key priority for the region. The council will assess the appropriate role of water transport in future reviews of the RLTP and RPTP.

3.10 Role of Waikato Regional Council and other parties

Under the current legislative regime, regional councils have the primary responsibility for the planning, contracting, funding and overall coordination of public transport. Table 2 summarises the responsibilities of key public transport funders, planners, regulators and providers.

7 The National Land Transport Fund is the main central government funding source for the land transport system.

Organisation	Responsibilities
Regional council	<ul style="list-style-type: none"> • Preparation of the Regional Land Transport Plan • Preparation of the Regional Public Transport Plan • Management of public transport • Registration of notified exempt services • Planning, contracting and funding of contracted services • Marketing and promoting of public transport • Ownership of infrastructure, public transport services and public transport companies under certain conditions • Monitoring of contracted services • Preparation of the long term plan
Territorial authorities	<ul style="list-style-type: none"> • Ownership and provision of bus stops, bus priority measures, shelters and other public transport infrastructure and facilities • In some cases, ownership of public transport companies • In some cases, provision of the local share of funding for approved contracted services • Preparation of long term plans • Preparation of asset management plans
Public transport operators	<ul style="list-style-type: none"> • Provision of safe, compliant and efficient public transport services • Provision of non-subsidised (exempt or excluded) services • Provision of subsidised services • Ownership and maintenance of public transport vehicles and supporting infrastructure (i.e. ticketing machines)
NZ Transport Agency	<ul style="list-style-type: none"> • Ownership and provision of bus stops, bus priority measures and in some cases shelters and other public transport infrastructure on state highways • Planning for a sustainable, integrated state highway system • Ensuring compliance with the relevant transport legislation and regulations • Preparation and implementation of the National Land Transport Programme • Funding of public transport services, infrastructure and Total Mobility • Preparation of procurement and auditing procedures for public transport • Auditing of public transport tendering authorities
Ministry of Education	<ul style="list-style-type: none"> • Provision of school transport services or assistance for students who meet eligibility criteria as defined by the Ministry of Education
Ministry of Health/health providers	<ul style="list-style-type: none"> • Financial assistance towards expenses associated with travel that may construct a barrier to accessing required specialist care, particularly for people who: <ul style="list-style-type: none"> • have to travel long distances to access specialist health or disability services • incur high travel costs as a result of frequent visits to specialist health and disability services • have significant financial needs that might otherwise prevent them from accessing necessary specialist health or disability services. • Provision of health-related bus services in certain areas
Community groups	<ul style="list-style-type: none"> • Provide community transport services in some areas, often on a voluntary basis • Build relationships, and share knowledge and information in support of rural transport initiatives and projects in the Waikato region

Table 2: Key public transport funders, planners, regulators and providers



Chapter 4: Key drivers and challenges

Chapter 4: Key drivers and challenges for public transport

This chapter describes the key drivers and challenges for public transport in the region. Figure 5 depicts the process of identification of these key drivers and challenges and how they have informed the development of this plan.

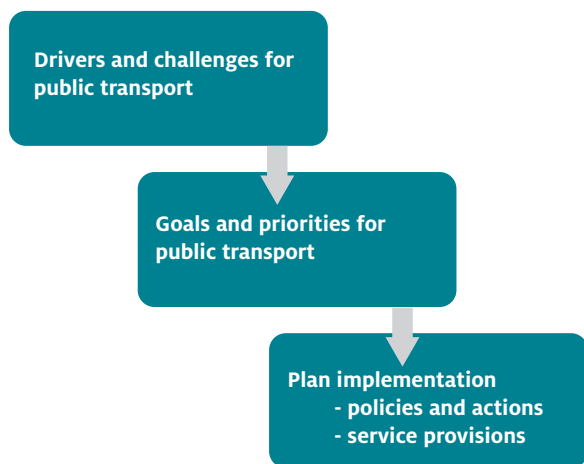


Figure 5: Key drivers and challenges

4.1 Key transport drivers

The Regional Land Transport Plan (RLTP) identifies the following key transport drivers that influence the provision and use of public transport in the region:

- **Changing demographic profile:** A changing demographic profile and growing population is driving different transport needs across the region, presenting challenges in planning and funding appropriate transport responses.
- **Road safety:** Road users are exposed to high levels of risk in the Waikato region, which results in a high number of fatalities and serious injuries on our roads.
- **Economy:** Growth in freight, tourism and people movement within and through the region could reduce the efficiency and effectiveness of the transport network.
- **Land use change:** Related to economic development and changing demographic patterns comes the need to understand the effects of change and to plan accordingly.
- **Environmental sustainability and resilience:** The regional land transport system is vulnerable to environmental pressures at global through to local scales, which presents challenges for providing sustainable and resilient transport networks.
- **Affordability:** Rising costs, coupled with declining national and regional revenue and constrained funding, is impacting on the ability to manage and develop our land transport system.

The drivers identified in the RLTP have led to the identification of the following key challenges for public transport.

4.2 Key challenges for public transport

4.2.1 Population growth and travel demand

The Waikato region is home to almost 10 per cent of New Zealand's population and is projected to reach almost 470,000 by 2031. The majority of this growth is expected to occur in the Waikato, Hamilton and Waipa sub-region, whereas rural areas are facing static or declining populations.

The distribution of this population growth and the associated growth in travel demand will place pressures on the transport system in this part of the region. This growth, together with changes in travel patterns arising from demographic and economic changes, will lead to new demands on the public transport system, including the extension of services to identified growth areas. Conversely, new growth patterns present an opportunity to ensure development takes place in a way that supports public transport and other sustainable transport modes as much as possible.

Public transport contributes to road safety by getting people out of cars and into safer forms of transport, such as buses. For example, car drivers are nine times more likely to be injured in a crash than bus passengers, so moving them by bus lowers the overall crash risk per person per kilometre travelled⁽⁸⁾.

The current challenges facing the transport roading network in Hamilton and affecting satellite towns are:

- congestion pressure in peak periods on key arterials within Hamilton and between Hamilton and satellite towns
- unbalanced peak flows between residential and employment areas
- significant school based traffic on arterial routes
- servicing new growth areas.

As the population grows the role of public transport both within Hamilton and between Hamilton and satellite towns will become increasingly important.

In comparison, access to transport in rural areas is also a key issue. In rural areas, people are more dependent on car travel for access than urban dwellers, as services are likely to be further away and there is a lack of public transport options.

4.2.2 Sustaining growth in public transport

Over the past decade public transport passenger numbers in the Waikato region increased from 1.7 million to over 5.1 million trips per annum, although in the last four years the increase in patronage has slowed. Most of the patronage increase has been in Hamilton, with this increase going from 1.5 million to 4.6 million trips over the same time period.

The growth in patronage was mainly brought about by an increase in services and improved service delivery, however, this has also required increased levels of public transport investment.

Sustaining the existing network and matching previous levels of patronage growth on a mature network will be a significant challenge going forward. This is unlikely to be achieved by enhanced service delivery alone. It will require a combination of measures including supportive land use policies and infrastructure investment (particularly in major public transport corridors) to improve the efficiency and effectiveness of public transport.

4.2.3 Integrating services and infrastructure

Increasing the use and uptake of public transport will require an integrated approach to service improvements and infrastructure development. This is key to making public transport an attractive and accessible transport mode. Improvements to bus stops and interchange facilities can have a positive influence on the actual and perceived safety and accessibility of the public transport system, while bus priority measures can improve travel times which is critical to making public transport an attractive and reliable alternative.

The regional council and territorial authorities already work collaboratively to align infrastructure and service delivery, however, the framework for making decisions is not always clear. A challenge for the plan is to develop a clear framework for the delivery of infrastructure to ensure ongoing integrated planning and provision of infrastructure and services.

Another challenge is to ensure that land use and transport responses are integrated to ensure public transport has a strategic voice in land use planning. The Regional Policy Statement includes policy direction for the coordination of growth and infrastructure to encourage opportunities for urban intensification and compact urban form, and sets average gross density targets for greenfield development in Hamilton city, and Waipa and Waikato districts. Achievement of these density targets will help to encourage the use of public transport and active transport modes.

In addition to land use planning, the public transport system also needs to enable integration with other transport modes (i.e. walking and cycling) to ensure the entire bus journey is fully accessible.

4.2.4 Investment constraints

One of the big challenges confronting the region's public transport network is how to reconcile the desire for increasing service levels (particularly brought on by the transport needs of a growing population), with the practical reality of limited additional funding for new services and initiatives, especially in the short term.

Changes to transport funding allocations, introduced through the 2012-15 GPS have resulted in a refocusing of public transport investment nationally into public transport networks where maximum gain can be achieved in reducing severe congestion in main metropolitan centres (e.g. Auckland). As a result, it is expected there will be limited opportunity for any increases in central government investment for public transport services in the Waikato region.

The new 2015-25 GPS recently adopted by the Government continues with the direction set out in the previous GPS for public transport investment with the focus around growing public transport in major urban centres to improve overall transport system productivity.

Investment constraints will require careful attention to ensure the available ratepayer and NZ Transport Agency funds are applied to the public transport system in a way that maximises their contribution, and to search for opportunities for further efficiency gains. This will also require the provision of future public transport services be supported by a robust business case to ensure public transport is the most appropriate and cost effective transport solution for the community.

4.2.5 Improving economic growth and productivity

Hamilton is the fourth largest economic centre in the country and is steadily growing. The region as a whole has experienced considerable gross domestic product growth between 2002 and 2012 of 1.8 per cent per annum, and employment growth of 1.5 per cent per annum.

Much of the forecast growth in economic activity is in the service sectors, which will be focused in the main urban areas. This employment growth will lead to increasing demand for commuters and other private travel.

Public transport will play a major role by linking workers with employment opportunities. It will also contribute to easing road congestion and making the transport network more efficient and reliable, better optimising the public transport network for all users.

Investment in public transport will also generate employment, improve urban amenities (through reduction in vehicle emissions and park spaces) and provide an attractive transport alternative to a growing labour force.

The 2013 Census indicates that 2.5 per cent of Hamilton residents travel to work by public transport. This has increased by 0.5 per cent over the previous census period. Improvement in the uptake of public transport will require a range of interventions, including land use, marketing and promotion and service enhancements.

4.2.6 School services

The Ministry of Education (MoE) is proposing to withdraw 10 school bus services in the Waikato region. This could potentially have a significant impact on the regional public transport network as there is currently insufficient capacity on existing public transport services in the peak time to accommodate additional school children. To service this demand would potentially require new services being put on during peak times.

The school services are currently fully funded by the MoE, providing a free service for students. Transfer to public transport services will result in students being charged on a 'user pays' basis in accordance with the council's concessionary fare scheme.

The withdrawal of MoE funding provides both a challenge as well as an opportunity to improve the way public transport is provided in the region.

Waikato Regional Council along with the Ministry of Education, NZ Transport Agency, affected territorial authorities and school principals are working collaboratively to address the potential withdrawal of school bus services. A reserve unit for school bus services has been included in this plan to allow for new contracted services, should the need arise.



Chapter 5: Goal and priorities

Chapter 5: Goal and priorities for public transport

The goal and strategic priorities for public transport in the Waikato region are set out in this chapter. The aim of the goal and priorities is to clearly articulate what sort of public transport system the region would like to see developed over the next 10 years, and how this would be achieved in different parts of the public transport network.

The goal and priorities were informed by the Waikato Regional Land Transport Plan (RLTP) and the strategic network review.

The RLTP provides the strategic direction for development of the regional land transport system over the next 30 years. The RPTP supports the operational delivery of the RLTP in respect to public transport.

As illustrated in the diagram below, the regional transport objectives and priorities and policy framework identified in the RLTP, form the strategic component of the RPTP.

Public transport is addressed in the RLTP through the 'Access and mobility' and 'Economic development' objectives and the following priorities:

- Within Hamilton, and between Hamilton and surrounding towns, optimise and grow public transport services and infrastructure in a way that is affordable to users and funders and provides improved access to employment centres and growth areas.
- Improve rural access within rural towns, between rural towns, and between rural towns and main urban centres (e.g. Hamilton).
- Across the region, improve accessibility for transport disadvantaged groups – older people and youth in particular – to key social services.

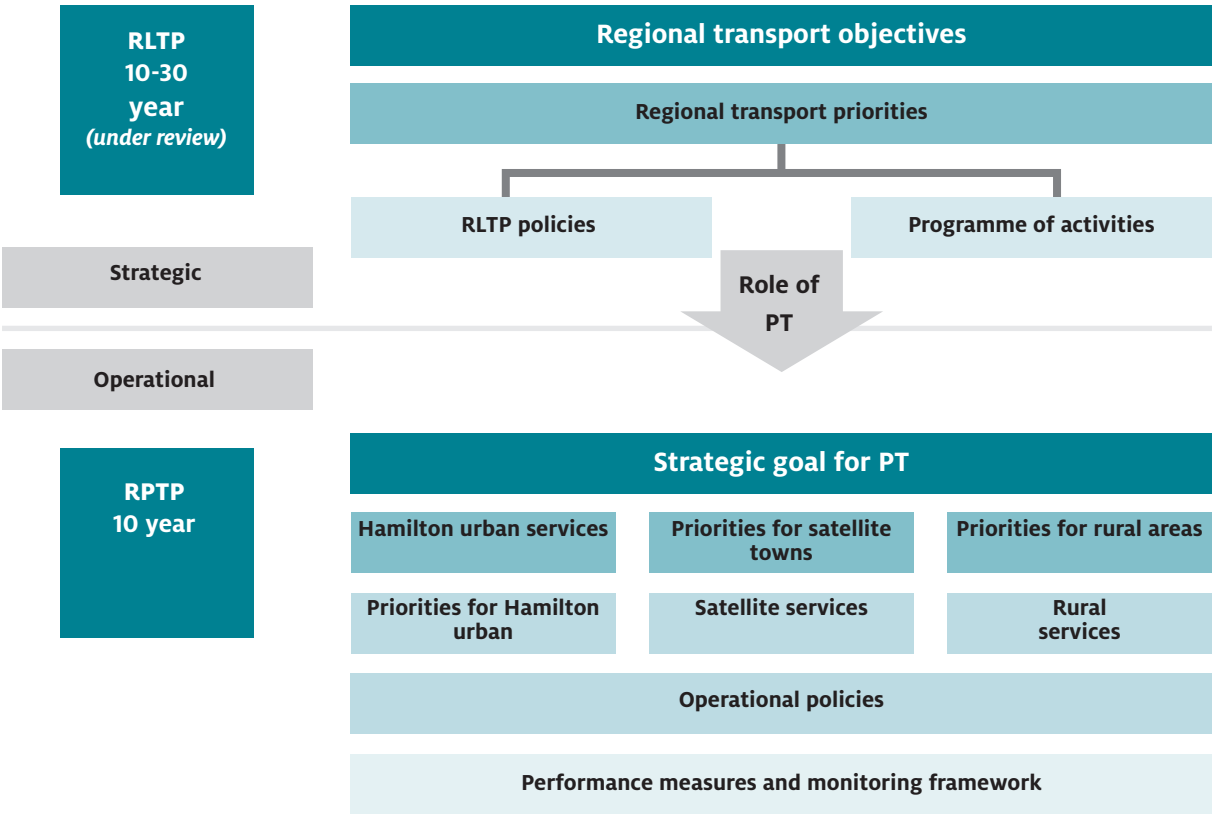


Figure 6: Regional transport strategic direction

5.1 Our goal

Our goal for public transport in the region is:

"A growing and affordable public transport system that contributes to the economic, social and environmental vitality of the region."

The goal describes the desired state of the public transport system in the Waikato by 2025 (the planning horizon for the new RPTP). It reinforces the direction in the RLTP across most of the objectives, including economic development, access and mobility, affordability, land use integration and environmental sustainability. It also recognises that public transport will play a growing role in promoting economic, social and environmental outcomes, while ensuring ongoing affordability to its users and funders.

5.2 Strategic priorities

Underpinning the goal is a set of strategic priorities to guide the achievement of the goal. Some strategic priorities are appropriate to the network as a whole, whereas others have been developed for the Hamilton urban area, satellite towns and rural areas as each of these areas have different needs/drivers that require different public transport responses.

The strategic priorities for the public transport system are outlined in table 3.



RPTP strategic priorities

Region wide

1. Grow patronage in a way that is affordable to users and funders
2. Ensure integration between services infrastructure, and land use planning
3. Provide an attractive alternative to the private motor vehicle to promote travel behaviour change

Hamilton urban area

4. Provide safe, efficient and reliable services to employment centres and growth areas
5. Provide access to essential services⁽⁹⁾ that supports the community's social wellbeing

Satellite towns

6. Provide safe, efficient and reliable services between satellite towns and Hamilton to meet the peak time demand
7. Ensure satellite commuter services are integrated with Hamilton urban services to optimise service delivery

Rural areas

8. Provide efficient and reliable access to essential services, employment and district centres where there is sufficient demand and benefits, and where local share funding is available
9. Provide support for seasonal bus services to key regional holiday destinations and special events where there is sufficient demand and benefits, and where local share funding is available

Table 3: Strategic priorities

⁹ Essential services include primary health care, education, employment and other services that are essential to the daily life of the residents (e.g. grocery shopping, childcare).

5.3 Achieving the goal

As illustrated in figure 7, the goal and strategic priorities will be given effect through the policies and actions contained in Chapter 6, and the service provisions proposed in Chapter 7 of the plan. The strategic priorities also form the basis of the monitoring framework as discussed in Chapter 8.

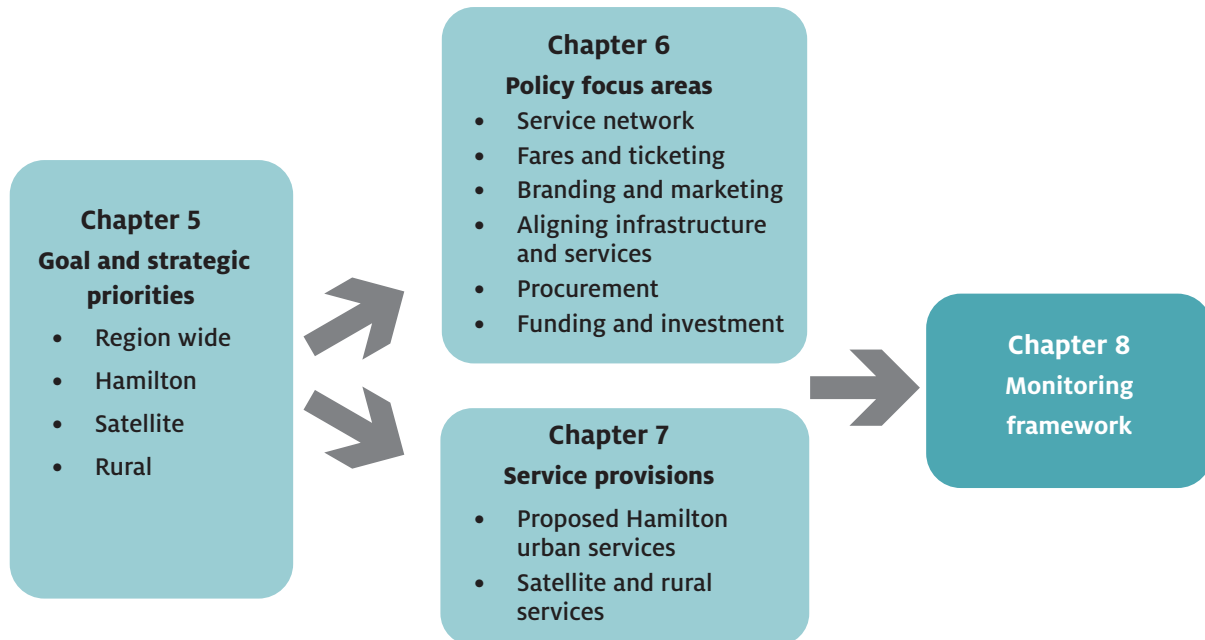


Figure 7: Achieving the goal

5.4 Addressing the needs of the transport disadvantaged

The transport disadvantaged are those who cannot travel easily to basic community activities and services, such as work, education, health care, and shopping facilities. The needs of the transport disadvantaged vary across different regions depending on disability, distance, age and socio-economic status, and these needs must be considered by the regional council in accordance with the LTMA Section 124(d).

An implementation measure in the Regional Land Transport Plan (RLTP) identifies the need to work collaboratively with other stakeholders to develop a strategic case to focus on the access and mobility needs of the transport disadvantaged. The RLTP continues to support the Rural Transport Forum as a way of working collaboratively to improve rural access for the transport disadvantaged.

Key implementation measures are also included in the RLTP, focusing on providing public transport in urban and satellite areas to further assist the transport disadvantaged by providing an accessible multi-modal land transport system that functions effectively.

The RPTP looks to address the needs of the transport disadvantaged through a range of interventions as follows:

- Policies and actions (Chapter 6) that improve the accessibility of the public transport network as a whole, removing barriers to public transport use for the transport-disadvantaged. e.g. super low flow floor buses and wheelchair accessibility for all Hamilton urban services, readily accessible bus information including maps, timetables and real time information especially for people with limited mobility or a disability.
- An integrated approach of delivering public transport infrastructure and services to ensure the public transport system is safe and accessible.
- Providing concession fares for children and people who are 60 or older. The SuperGold concession is Government-funded and free travel is available on bus services between the specified off peak hours.
- The provision of core services in Hamilton that provide good level of access to employment and essential services.
- The provision of targeted services in Hamilton to cater for the needs of the transport-disadvantaged. For example, limited Hillcrest #10 services travel via the local retirement village between Monday and Friday to ensure residents have access to essential services.
- The provision of satellite and rural services to improve access within and between satellite towns and rural centres.
- Supporting services and assistance for people with disabilities under the Total Mobility scheme.
- Waikato Regional Council will work closely with the disability sector and bus operators to ensure that appropriate driver training standards are outlined as part of any future contracts.

Chapter 6: Policies and actions

Chapter 6: Policies and actions

6.1 Policy framework

In order to deliver the strategic goal and priorities outlined in chapter 5, this chapter sets out the policies and actions that will guide the management and future development of public transport in the region over the next 10 years.

The following table outlines the six policy focus areas that will be covered in this chapter, and how they relate to the 'strategic priorities' identified.

Policy focus areas	Description
<i>Network and services</i>	This section sets out policies that guide the design of services, including service types, levels of service and vehicle standards. The policies will also reflect the different emphasis of public transport in different parts of the region: Hamilton urban, satellite towns and rural areas. This policy focus area is specifically related to the strategic priorities – 1, 4, 5, 6, 7, 8 and 9.
<i>Fares and ticketing</i>	This section includes the regional council's policies on the farebox recovery target, fare structure and type of concessions that will be applied. This policy focus area is specifically related to the strategic priorities – 1 and 3.
<i>Branding and marketing</i>	This section identifies policies that guide the branding and marketing of public transport to ensure existing and prospective customers are aware of travel options and find public transport easy to use. This policy focus area is specifically related to the strategic priorities – 1 and 3.
<i>Aligning services, infrastructure and land use planning</i>	This section sets out policies that guide the provision of infrastructure to support the delivery of public transport services. This policy focus area is specifically related to the strategic priorities – 1, 2, 3, 4 and 5.
<i>Procurement and contract management</i>	This section sets out policies to give effect to the PTOM requirements, and ensure the public transport network is implemented through best practise procurement and contract management procedures. This policy focus area is specifically related to the strategic priorities – 1, 3, 4 and 7.
<i>Funding and investment</i>	This section sets out the likely funding that will be available within the region, and policies that guide the allocation and prioritisation of funding for public transport. This policy focus area is specifically related to the strategic priorities – 1, 3, 4 and 8.

Table 4: Policy focus areas

6.2 Policy focus area: Network and service provisions

This section contains the policies that will guide the design of the regional public transport network, and the provision of services that are integral to that network. The policies set guidelines and standards for route location, service frequency and times of operation. Descriptions of proposed services arising from these policies are set out in more detail in Chapter 7.

The policies themselves are presented in the remaining sections of this chapter, together with an explanation of the policies and a description of the actions that the council will undertake to implement the policies.

The policies that apply to units are listed in Appendix E.

The overall network structure and delivery recognises that the specific requirements for public transport in urban areas (Hamilton), satellite towns and rural areas are unique and therefore require a different focus.

In the Hamilton urban context, the key focus for public transport is on:

- providing a viable alternative to the use of private vehicles on key corridors
- ensuring access to essential services

- implementing the key outcomes from the strategic network review including the establishment of a core high frequency network.

In the satellite and commuter towns the key focus is on:

- providing mobility for those without access to the use of private vehicles
- providing access to Hamilton for education, employment, specialist services and recreation.

It is recognised that the opportunity for improving public transport in rural areas would be limited over the next 3 to 6 years due to funding constraints. However, the focus for public transport over the longer term is on:

- providing access to essential services including health, employment, education, recreation
- providing mobility within and between district centres
- providing an alternate transport mode to ease seasonal congestion and a lack of parking
- exploring opportunities that may involve demand responsive services and community services suited to local access requirements. These services will be dependent on funding commitment from local authorities and may be subject to a NZ Transport Agency business case process.

These objectives require a unique and bespoke approach to network design and service delivery in each part of the region. For this reason, a number of the policies and actions in this section are specific to a particular area – urban Hamilton, satellite towns or rural areas.

The general approach to service provision is a focus on providing value for money and ensuring that an effective and efficient network is delivered. The challenge is to balance competing demands with limited resources and integration with other transport modes, and this will require future service provision to be considered through the application of a business case approach. The business case approach is a structured process that integrates best practise decision-making, programme management and investment assurance tools.

6.2.1 Hamilton urban services

The service provision policies and actions have been set against a background of central government policies and the recently completed strategic network review.

The result is the development of a new route hierarchy, as outlined in table 5 below.

Route type	Description	Minimum service levels – buses per hour	
		Monday to Friday peak	Monday to Friday inter-peak
Core standard	A core network of bus services that provide frequent connections (30 minute in peak and 60 minute in off-peak) between residential areas, employment and activity centres, and feeding 'core gold' routes.	2	1
Core gold	Core gold routes are made up of a set of core standard services converging on key corridors to create high capacity and frequency services (15 minute peak and 30 minute off-peak) between employment and activity centres.	4	2
Targeted peak	Targeted peak services are provided to accommodate peak demand. Services may mirror the core route or may offer an alternative service to provide additional capacity to the network. Targeted peak services may include: commuter focused direct services and school/university term time only services.	<i>Service specific based on peak demand and available funding</i>	-
Targeted other	Services with flexible frequencies and provided on the basis of community needs or to achieve certain transport outcomes (e.g. Hamilton Garden services, Night Rider).	<i>Service specific based on community needs and available funding</i>	<i>Service specific based on community needs and available funding</i>

Table 5: Hamilton route hierarchy

The new network optimises the services to provide improved frequencies and an enhanced route structure, reducing unnecessary duplication and providing journey options that better reflect those options available to private vehicle users. Essentially, the new network reflects the growth and travel patterns of Hamilton.

There are some newly developing areas in Hamilton that currently do not receive bus services. A key challenge for the council is how and when to provide services to these growing areas in a cost effective manner. The policies in this section provide some guidance on this matter through the establishment of a set of assessment criteria for service

expansion. This plan has identified significant improvements in the level of service to the northern suburbs. It will be a

phased approach as new roads and developments are established.

Policies: Hamilton urban services

P1	<p>Provide for a network of scheduled bus services in Hamilton urban area that meet the following minimum levels of service, to the extent practicable and affordable:</p> <ul style="list-style-type: none"> • At least 90 per cent of households, work places, shopping and entertainment facilities in the Hamilton urban area, are within 600 metres of a bus route (10 minute walk) • Hamilton urban public transport network is developed in accordance with the route hierarchy and the minimum service levels set out in Table 5 • Service levels on public holidays and during the Christmas period may be reviewed based on demand and amended as required.
P2	<p>Provide public transport services to areas of emerging urban development, to the extent practicable and affordable, in accordance with the following criteria:</p> <ul style="list-style-type: none"> • Extension is required to meet the service coverage policies as described in P1 • The planned eventual size of the new development will support the provision of public transport • Costs, patronage and revenue projections indicate that the service will be financially viable.
P3	<p>Enable service level adjustments, including service frequency adjustments, in response to assessed demand or service performance and reliability, using the performance thresholds and criteria set out in A3 and A4 of the plan.</p>
P4	<p>Consider provision of targeted services where specific need is assessed.</p>
P5	<p>Make provision for trial services to test demand and whether it is practicable and affordable prior to establishing a permanent scheduled service.</p>

Actions: Hamilton urban services

A1	<p>The council will provide financial assistance by contracting bus services in the Hamilton urban area to provide the services set out in table 23 of this plan, or as may be varied from time to time in accordance with this plan.</p>
A2	<p>The council will coordinate the placement of bus stop infrastructure with Hamilton City Council to ensure route coverage guidelines and pedestrian safety are achieved.</p>
A3	<p>The council will regularly monitor and review services against the following demand and service performance criteria, to identify services where service levels or frequency needs to be adjusted to meet the pattern of demand or future transport needs.</p> <p>Service performance thresholds (using data from a six month period) to be used to identify services that require closer investigation are:</p> <ul style="list-style-type: none"> • Average peak patronage per trip is less than 40 per cent or greater than 90 per cent of total seated capacity • Farebox recovery ratio is less than 25 per cent.
A4	<p>Where services meet one or more of the thresholds in A3, the council will undertake an assessment to determine whether service levels should be increased or decreased. This assessment will consider the following criteria.</p> <ul style="list-style-type: none"> • Patronage trends over the last 12 months in both peak and off-peak periods • Farebox recovery ratio trends over the last 12 months • Minimum and maximum passenger loads • Potential for future changes in passenger volumes • Impacts of any change in service levels on transport disadvantaged • Likely cost, patronage and revenue impacts of any change in service levels • Wider benefits to the community.

A5	The council will assess suggestions and requests for new services or change to services, subject to a business case approach and available funding, and report any significant requests to the council for a decision, as part of an annual service review process.
A6	The council will investigate the provision of trial services if required. Where appropriate and if funding allows, the council will implement trial services which will be operated for a sufficient period to assess ongoing demand (generally 12 months).

Table 6: Policies and Actions: Hamilton urban services

6.2.2 Satellite and rural areas

Satellite services

The satellite services referred to in these policies and actions are those services which provide access between the satellite towns around Hamilton and Hamilton itself. These include:

- Huntly and Ngaruawahia
- Raglan
- Te Awamutu, including Kihikihi
- Cambridge, including Leamington
- Paeroa, Te Aroha and Morrinsville.

Satellite services will have two levels of hierarchy:

- Core inter-urban – services that are the main service operating between the satellite towns and Hamilton, typically through the centre of town with minimal deviation off the main highway.
- Shuttle services⁽¹⁰⁾ – services providing access in each satellite town connecting to the core inter-urban services.

Rural services

Taupō urban services and cross-boundary services in north Waikato (Tuakau and Port Waikato) are included as rural services for the purposes of this plan.

Rural services may also operate on a seasonal basis (e.g. Ferry Landing/Hot Water Beach summer services) meeting localised mobility or access needs of specific communities.

A strategic case was prepared in 2014 to address the transport needs of the South Waikato district. The strategic case has identified a number of options and a six-month trial service is planned to be implemented in South Waikato. Should the trial service be successful and funding available from NZ Transport Agency and South Waikato District Council, then a scheduled public transport service may be implemented. The trial unit has been included in RPTP to allow the council to introduce new trial services over the life of this plan (including the South Waikato trial) should the need arise.

Policies: Satellite and rural	
P6	Provide for peak and off-peak bus services to connect satellite towns to Hamilton, with service levels to be determined in consultation with local communities and territorial authorities.
P7	Ensure that satellite bus services are integrated with the Hamilton bus network.
P8	Continue to provide for efficient public transport services to rural communities within the region, including Taupō internal and north Waikato services.

¹⁰ There is no shuttle service proposed in this RPTP, but one could be introduced in the future in the satellite towns (e.g. Cambridge), subject to further investigation.

Actions: Satellite and rural	
A7	The council will provide financial assistance by contracting bus services in satellite towns and rural areas to provide the services set out in table 24 of this plan, or as may be varied from time to time in accordance with this plan.
A8	The council will work with its regional partners and funding stakeholders to monitor and adjust as necessary, current services to ensure they continue to address the wider public transport objectives, meet performance criteria and fulfil stakeholder requirements.
A9	The council will work with the stakeholders concerned to ensure the routes, bus stop locations and timetables of each satellite and rural service are provided in accordance with the needs of the community.
A10	The council will work with the Waikato Regional Rural Transport Forum, along with territorial authorities and other stakeholders, to identify areas in need of new or additional public transport services for rural areas.
A11	The council will work with territorial authorities and other stakeholders on coordinating transport services on a trial basis.
A12	The council will consider requests for new services or changes to services, subject to funding availability and a business case approach that demonstrates clear benefits to the community.
A13	The council will work with Auckland Council, Auckland Transport and Waikato District Council to ensure integration of north Waikato services with Auckland's public transport network.
A14	The council will work with Auckland Council, Auckland Transport, Waikato District Council, and the NZ Transport Agency to investigate provision of bus services to connect communities between the Auckland and Waikato region.

Table 7: Policies and Actions: Satellite and rural

6.2.3 School services

Bus travel to schools in the Waikato region is predominately delivered by Waikato Regional Council-funded scheduled bus services in Hamilton, and by Ministry of Education-funded school services through the rest of the region where there are no alternatives currently provided by the council. In addition, Waikato Regional Council has no responsibility for school services that are procured commercially between individual schools and bus operators.

The council recognises that school bus services contribute to wider transport objectives as they reduce the need for parents to drive their children to school, and therefore reduce traffic congestion.

In Hamilton, school travel will be provided through the urban public transport network. Waikato Regional Council and the

Ministry of Education will work together to investigate opportunities for efficiency and operational gains through the provision of school only bus services in Hamilton.

As noted in section 4.2.6, the council, Ministry of Education, NZ Transport Agency, affected special character schools and other funding partners are working collaboratively to identify the most appropriate transport solution for students who will be affected by the proposed withdrawal of Ministry-funded school bus services in the region. As the final decision on a preferred transport option is expected to be made after the final RPTP is adopted, a reserve unit for school bus services has been included in this plan to allow the council to introduce new contracted services, should that be required. This will also allow for greater flexibility of future procurement and does not preclude a variation to a satellite unit to include school bus services if that proves to be the best value for money.

Policies: School services	
P9	Where possible, Waikato Regional Council will provide for school travel on the urban public transport network in Hamilton. This may require school students to transfer between different services.
P10	<p>Waikato Regional Council recognises that it is not always possible to provide access to schools by way of the regular public transport network due to a number of factors, including capacity to meet demand. In these cases, the council will work with the Ministry of Education and other funding partners to investigate alternatives to regular scheduled school services, including:</p> <ul style="list-style-type: none"> contracting for targeted school bus services where funding is available encouraging schools to provide for their own transport needs supporting the commercial provision of school bus services.

Actions: School services

A15	The council will regularly monitor the demand for bus services from school students, and review service provision where appropriate and affordable, to address capacity issues.
A16	The council will work with the Ministry of Education, NZ Transport Agency and other funding partners to identify appropriate transport alternatives for students in cases where Ministry-funded school bus services are withdrawn and suitable public transport exists.
A17	The council will liaise with the Ministry of Education, NZ Transport Agency and schools to investigate and respond to identified school transport issues, including consideration of travel planning, school zoning changes, school hours, and improved service coverage.

Table 8: Policies and Actions: School services

6.2.4 Vehicle specifications

In order to encourage use of public transport, an efficient, well-maintained and user-friendly public transport fleet is required. Comfort is recognised as a factor that influences use of public transport. Minimum vehicle quality specifications are a mechanism to encourage and maintain the attractiveness and accessibility of both urban and rural public transport vehicles. Vehicle quality specifications cover such features as vehicle age, door and aisle widths, priority seating areas,⁽¹¹⁾ handrails, security, information systems and advertising. Vehicle specifications are a means of supporting improved amenity and access to public transport for the transport disadvantaged.

The council outlines the minimum standards of vehicle required for bus services during the tendering process. These specifications differ for Hamilton urban, satellite and rural public transport vehicles to reflect different service requirements.

A new standard *Requirements for Urban Buses in New Zealand (RUB)* has been introduced by the NZ Transport Agency, following extensive consultation with regional councils and the wider industry. All regional councils that receive NZ Transport Agency funding for bus services are required to adhere to these standards.

Waikato Regional Council is working with the NZ Transport Agency to identify any amendments to the RUB standards that will be applied in the Waikato region, specifically focused on maintaining the high standard that has been achieved in recent years.

Policies: Vehicle specifications

P11	Ensure contracted bus services use vehicles that meet the national RUB standards and any specific Waikato region amendments.
P12	Provide flexibility in vehicle specifications for new or trial services in satellite and rural areas, where necessary, to support the provision of service to the transport disadvantaged and meet the needs and funding ability of communities.

Actions: Vehicle specifications

A18	The council will specify appropriate vehicle quality standards for all public transport contracts as part of the tendering process for urban, satellite and rural bus services.
A19	As a minimum, the council will ensure that vehicles used for contracted services meet the standards set in the <i>Requirements for Urban Buses in New Zealand</i> .
A20	The council will ensure adherence to vehicle quality and safety standards through its regular contract monitoring processes.

Table 9: Policies and Actions: Vehicle specifications

¹¹ Note: Policies and actions relating to advertising on buses are identified in section 6.4 of this plan

6.2.5 Total Mobility

As noted in section 3.6, Total Mobility is a door-to-door national transport scheme administered by Waikato Regional Council.

The Total Mobility scheme is designed to meet the wider public transport objectives by increasing the mobility of people with disabilities to enhance community participation. There are some variations in the scheme from region to region to reflect local differences.

The scheme is jointly funded by local and central government and can be provided by taxi organisations and potentially other suppliers such as private hire and volunteer organisations. The Total Mobility services are not subject to the integrated ticketing requirements as specified in the RPTP. However,

where possible, the council will consider implementing a new integrated ticketing scheme that can be used across both public transport and Total Mobility services to promote seamless transport journeys.

The scheme is not intended to be a substitute for public transport services or other transport services that are provided by government agencies (e.g. DHB, Ministry of Social Development) or rest home providers.

Currently, in the Waikato region, the scheme operates in Hamilton, Taupō and Tokoroa. The council, in conjunction with the appropriate territorial authority will investigate the opportunity for extending the scheme to other centres in the region.

Policies: Total Mobility

P13	Provide financial assistance to Total Mobility services in Hamilton, Taupō and Tokoroa for the mobility impaired whose needs are not met by the regular public transport network.
-----	---

Actions: Total Mobility

A21	The council will continue to administer and oversee the provision of the Total Mobility scheme to provide a concession of up to 60 ⁽¹²⁾ per cent of the normal taxi fare to people with disabilities who meet the nationally consistent eligibility criteria, in centres where a Total Mobility scheme is operating.
A22	The council will review the maximum fare subsidy on an annual basis to ensure its ongoing affordability.
A23	In the provision of Total Mobility services, the council will: <ul style="list-style-type: none"> • require any approved transport provider to enter into a service agreement with the council • consider non-registered transport providers where deemed fit for affordability or availability reasons.
A24	The council will continue to work with the NZ Transport Agency to identify a suitable electronic ticketing system for Total Mobility schemes which is integrated with local bus services.
A25	The council will encourage territorial authorities to fund the local share for Total Mobility services to enable extension of the service to other parts of the region.

Table 10: Policies and Actions: Total Mobility

6.2.6 Special events

Dedicated public transport services are currently provided for special events, including major sporting and community events, in the Waikato region. Public transport enables access to these events and can minimise the impact of congestion caused by large movements of attendees. Services to special events can also provide broader opportunities for marketing the public transport system, as well as exposing potential non-users to the benefits of public transport use.

Given funding constraints and the wider objectives of public transport, event organisers will be expected to contribute funding towards the service provision. In addition, a business case will be required to be submitted and presented to the council, specifying the benefits and costs that may be associated with transport to and from the event. The council will provide a template with instructions to guide the organisers through this process.

¹² The current financial assistance rate for Total Mobility services is subject to review in 2018 by the NZ Transport Agency.

For large scale, non-commercial events, the council may consider providing public transport services where the wider community benefits of such events are recognised. Large scale

non-commercial events are defined as events with free entry and with numbers attending any one day of more than 20,000 people.

Policies: Special events	
P14	The council will require organisers of commercial events to meet the full costs of dedicated public transport services.
P15	The council may consider providing public transport services to large scale non-commercial special events where this contributes to the wider public transport objectives.

Actions: Special events	
A26	The council will encourage territorial authorities to ensure the provision of public transport is adequately considered in traffic management plans for events.
A27	Where council funding support is sought, the council will require event organisers and territorial authorities to submit and present a business case to the council, outlining the benefits and costs of public transport service provision.

Table 11: Policies and Actions: Special events

6.2.7 Future passenger rail services

The establishment of a Hamilton to Auckland passenger rail service was investigated by a Rail Working Party comprising key stakeholders. In 2011, the working party identified that the service would need to be heavily subsidised by the public and the likely benefits of the service relative to the cost of providing it were such that the project was not considered viable. In addition to funding, there were a number of critical rail network constraints identified by the working party, including:

- the need for completion of Auckland City’s inner rail loop to improve rail network capacity and access to Britomart station
- the extension of electrification of the railway line from Papakura to Pukekohe to improve the network efficiency and reliability
- the availability of rolling stock
- other infrastructure improvements (e.g. rail platform upgrade).

The 2015-45 RLTP identifies that an inter-regional passenger rail service is a medium to long term priority for the Waikato region, and the immediate focus is around route protection and to promote the North Island main trunk railway line as a primary freight corridor for the upper North Island.

The role of an inter-regional passenger rail service will need to be examined as part of a future RPTP review. However, this plan recognises the importance of continuing to work closely with Auckland Transport, Auckland Council, and other relevant parties to assess the operational feasibility of any future inter-regional rail service. Maintaining and enhancing this relationship will be mutually beneficial going into the future. This is particularly important given the population and economic growth occurring in the two regions, particularly in south Auckland and north Waikato, which will require collaborative planning and an integrated response to effectively manage the resultant growth pressures.

The Regional Transport Committee at its meeting in March 2014 noted support for the concept of a passenger rail service between Tuakau and Auckland on the basis that Auckland should provide funding for this project due to the benefit to the Auckland community. Waikato Regional Council in conjunction with Waikato District Council and Auckland Transport will continue to monitor demand for a potential future passenger rail service between Tuakau and Pukekohe.

In addition, this plan supports in principle Auckland Council’s central rail link project, as this will improve rail network capacity in Auckland and assist any future proposal for a passenger rail service between Hamilton and Auckland.

Policies: Rail transport

P16	The council will work with transport funding partners on any potential future development of inter-regional passenger rail services, in particular between Tuakau and Auckland.
-----	---

Actions: Rail transport

A28	The council will, in conjunction with transport partners, monitor demand for inter-regional passenger rail services.
A29	The council will work with territorial authorities to identify and protect future public transport corridors and stations, and work to protect these facilities in the RPS and district plans.

Table 12: Policies and Actions: Rail transport

6.3 Policy focus area: Fares and ticketing

This section includes policies that guide the establishment and review of public transport fares and ticket products, to ensure the fare system is easy to use, efficiently structured, affordable to users, and represents an appropriate balance between user charges and funder contributions. This section also includes a farebox recovery policy developed in accordance with the NZ Transport Agency's National Farebox Recovery Policy.

Fares paid by the users of public transport generally cover only a portion of the total costs of the service, with the remainder subsidised by ratepayers and the NZ Transport Agency. The balance between fares and subsidies needs to reflect the relative value to the passenger of the service provided, and the value to the public generally from the benefits the service can have on economic, social and environmental outcomes.

Fare levels influence whether people choose to use public transport services. Changes to fare levels and structures can have a significant impact on patronage levels and affordability, particularly for the transport disadvantaged.

An integrated ticketing system is also an important part of the public transport system that helps to minimise administrative and compliance costs, and enables customers to more easily transfer between different services.

6.3.1 Fare structure and ticketing system

Hamilton currently has a flat fare structure, with a common fare level charged regardless of journey length. Flat fare structures are simple and easy to understand and, as such, can reduce a barrier to use. However, they also tend to undervalue longer trips and overvalue shorter ones. Outside Hamilton, a graduated fare structure is in place, with fares increasing with longer trip distance.

The Waikato fare system also provides for fare products which enable more complex trips to be completed without the need to pay an additional fare and to aid simplicity and ease of transfer. These are:

- **Free one-hour transfer within Hamilton:** Purchase of a single one-way ticket on any Hamilton urban bus allows unlimited free transfers onto another urban bus within one hour of the original ticket purchase time. The intent of this product is to allow users within the Hamilton urban network to connect with another bus service for a one way trip, not a return trip.
- **City Explorer:** Unlimited travel within the Hamilton city limits for one day. This product caters to visitors, tourists and people who make multiple trips across the network each day.
- **Return-Plus:** Allows passengers to pay once for a return fare from Cambridge and Te Awamutu and it also allows unlimited trips on services within the Hamilton boundary. This ticket can only be used on the day of purchase.

An integrated electronic ticketing system has been operating in the Waikato region since 2003. Passengers can pay their fare with the same prepaid and rechargeable 'smart card' on all contracted services in the region. The current system also enables transfer between different operators in the Waikato.

This plan supports the continued availability of an integrated electronic ticketing system, except on small rural services where the costs of providing such equipment would outweigh the benefits.

While the current fare structure provides a good balance between the objectives of making the public transport system easy to use and affordable for its users, limitations in the current ticketing system⁽¹³⁾ and the need to consider additional concession options require this to be reviewed. In addition, the NZ Transport Agency also requires that a comprehensive fare structure review be undertaken at least once every six years⁽¹⁴⁾.

13 Limitations in the current electronic ticketing system include a limited ability to introduce new ticketing products and limitations in the ability to obtain passenger data for planning purposes.

14 This is a requirement of the NZ Transport Agency national farebox recovery policy.

A comprehensive fare structure review will therefore be undertaken in 2014/15 to review the current fare structure, concession fares and ticket products, ahead of implementation of a new electronic ticketing system.

Waikato Regional Council is currently working with nine other regional councils and the NZ Transport Agency to procure a new electronic ticketing system that will allow new concession fares and ticket products to be introduced, and provide users with a more seamless public transport journey.

Policies: Fare structure and ticketing system	
P17	Retain a flat fare structure for Hamilton and a graduated fare structure for services outside the Hamilton urban area, and council may implement a new fare structure, subject to the outcome of the fare structure review in 2014/15 (see A31).
P18	Require an integrated electronic ticketing system on all contracted services (except small rural services where it is not economically viable) to support integration of public transport services across the region.
P19	Develop and use promotional fare and ticketing products to encourage uptake of public transport.

Actions: Fare structure and ticketing system	
A30	The council will monitor the effect of fare structures on patronage, ease of use, user affordability and farebox recovery ratios based on the evidence obtained from monitoring.
A31	The council will review the fare structures at least once every 6 years and carry out a comprehensive fare structure review in 2014/15. This will include consideration of the fare structure, concession fares and ticketing products ahead of implementation of a new electronic ticketing system.
A32	The council will identify opportunities for, and implement when appropriate, promotional fare and ticketing products.
A33	The council will investigate and implement a new electronic ticketing system for all contracted services in the region by 2017 (except in circumstances where it is not economically viable).

Table 13: Policies and Actions: Fare structure and ticketing system

6.3.2 Fare concessions

Waikato Regional Council currently provides discounted fares for integrated ticketing (BUSIT) card users to encourage the uptake of services and to reward regular users.

Fare concessions are currently provided for specific target groups, including children and senior citizens. Fare concessions are a way to support improved access for the transport disadvantaged.

This plan retains existing concessions to existing target groups, with some flexibility to adjust the specific levels of concession from time to time.

The child and school student concession recognises the significant impact travel to school has on congestion, and the ability of school students to pay. School students, not in school uniform, will be required to show valid school identification.

The senior citizen concession (e.g 60+) recognises that many senior citizens rely solely on public transport for their travel needs and are on a limited income. It also recognises that senior citizens can use the bus network at 'off-peak' times when bus capacity is readily available. The plan therefore

supports discounted fares for citizens aged 60-plus and free travel for SuperGold card holders, subject to continued Government funding.

A number of other concessions were considered as part of the plan review, but ruled out at this time due to the likely impact on patronage growth (as other fares are likely to increase) and the farebox recovery ratio. Concessions will be considered further as part of a comprehensive fare structure review planned for 2014/15, when impacts on all user groups and ratepayers can be considered.

Waikato Regional Council also recognises the opportunity to work with tertiary providers to identify the potential for third-party funding to support the introduction of an off-peak tertiary student discount.

Policies: Fare concessions

P20	Provide discounted fares for regular users, and concessionary fares for targeted groups including the transport disadvantaged.
-----	--

Actions: Fare concessions

A34	The council will offer discounted fares for integrated ticketing card users, to encourage passengers to use the card, and to reward regular users.
A35	The council will offer concessionary fares to the following groups, with the specific levels of concession subject to periodic review: <ol style="list-style-type: none"> i. 0-4 years person – free travel ii. 5-14 years person (inclusive) – a subsidised fare at all times iii. 15-19 years person (inclusive) – while still at high school – a subsidised fare at all times iv. Senior citizens (65+) – free travel for SuperGold card holders in off-peak periods and other periods as may be approved from time to time by the council, subject to continued Government funding v. 60+ card – subsidised fare for 60+ card holders, in Hamilton off-peak⁽¹⁵⁾ periods and other periods as may be approved from time to time by council vi. Eligible participants for Total Mobility⁽¹⁶⁾ will receive a 50 per cent discount of the total fare up to specified maximum fare subsidy limits vii. Any new concession fares to other network users (e.g. disability sector and tertiary institutions) will be subject to further investigations on the financial impact to the fare revenue and potential third party funding to offset costs.
A36	The council will review concession fares as part of the 2014/15 comprehensive fare structure review.
A37	The council will work with tertiary institutions and other stakeholders within Hamilton to identify the potential to increase the use of public transport services and to increase the affordability from a user perspective.

Table 14: Policies and Actions: Fare concessions

6.3.3 Farebox recovery

The NZ Transport Agency requires regional councils to include a farebox recovery policy in their regional public transport plans, including a target farebox recovery ratio. The farebox recovery ratio measures the proportion of total service costs that are recovered by passenger fares.

The current farebox recovery ratio in the Waikato region is 38 per cent (2012/13). The NZ Transport Agency farebox recovery policy is to move to a national average farebox recovery ratio of 50 per cent by 2018.

The national target is expressed as an average, and does not require that all regions achieve 50 per cent. However, there is an expectation from the NZ Transport Agency that the Waikato region will increase its farebox recovery ratio over time to ensure an equitable balance between passenger fares and subsidies from the NZ Transport Agency and ratepayers. This will require a regular review of fare levels over the period of this plan.

The farebox recovery policy set out in this section recognises the need to achieve an equitable balance between user charges and subsidies. It also takes into account the ability of users, especially the transport disadvantaged, to pay fares at the level required, and the community's willingness to subsidise those services as per guidelines provided by the NZ Transport Agency on the development of regional farebox recovery policy.

Farebox recovery is the product of three key factors:

- **Fare levels** – the amount of money a passenger pays per trip.
- **Patronage** – the total number of passengers using services.
- **Service costs** – the cost to provide public transport services.

The farebox recovery policy seeks to achieve a balance between these factors, in particular ensuring that fare levels remain affordable and do not undermine ongoing patronage growth. The target for the farebox recovery ratio has been set as a range to provide greater flexibility to meet customer and ratepayer needs and to allow consideration of intervention options that might lead to higher levels of farebox recovery

¹⁵ Note: Off-peak is between 9am and 3pm Monday-Friday and all day Saturday, Sunday and public holidays.

¹⁶ Refer section 6.2.5 for more details

in the longer term, but could potentially have an adverse impact on farebox recovery in the shorter term (e.g. new fare concessions).

Fare levels and performance against the farebox recovery policy targets will be reviewed annually as part of a farebox recovery policy implementation strategy. The review will take into account observed movements in bus operating costs and

changes in patronage and revenue to identify the level of any fare increase and other interventions that might be required to achieve the farebox recovery target.

Further detail on the farebox recovery policy is provided in Appendix C. The appendix explains the components of the farebox recovery ratio, how it is calculated, options that were considered and finally the farebox recovery policy implementation strategy setting out how the policy will be applied.

Policies: Farebox recovery	
P21	Increase the farebox recovery ratio for public transport services to within a range of 40 to 43 per cent over the first three years of the plan.
P22	Maintain an equitable balance between increasing the farebox recovery ratio, affordability and ongoing patronage growth.
P23	Review fare levels and operating costs annually to support the achievement of the regional farebox recovery policy and target.

Actions: Farebox recovery	
A38	The council will maintain the farebox recovery target in accordance with the priority interventions set out in the farebox recovery implementation strategy in Appendix C.
A39	The council will carry out an annual review of fare levels and performance against the farebox recovery policy in order to determine the level of annual fare changes.
A40	The council will work with stakeholders to consider investment and service innovation opportunities that have potential to lead to longer term gains in patronage and farebox recovery levels.

Table 15: Policies and Actions: Farebox recovery

6.4 Policy focus area: Branding and marketing

Branding and marketing is an important component of maintaining and growing the public transport market, which is a key priority goal.

The focus on branding is to ensure an attractive and easily identifiable public transport network. The focus on marketing is aimed at increasing patronage by creating demand for a service, while also helping to understand and respond to customer needs.

Branding is a powerful marketing tool. It helps to create a distinct identity for the service, thereby enhancing recognition, use and loyalty. A strong and consistent brand will be maintained across the entire network, with provision for supporting sub-brands where appropriate (e.g. the Orbiter, Northern Connector). This is to ensure an attractive and readily identifiable public transport network, leading to a greater network presence that lifts its profile.

Public transport services are provided under the BUSIT brand. BUSIT and the Waikato Regional Council logos are displayed on buses, included in advertising and educational material. BUSIT is also the name of the website for Waikato’s public transport services (www.busit.co.nz). This plan recognises the importance of a consistent brand to enhance customer recognition.

Marketing and promotion of services reinforces the public transport brand and is an essential component of increasing the uptake of public transport.

To continue growing the public transport market, stakeholders need to work together to understand and respond to customer needs. For example, the regional council and territorial authorities need to ensure appropriate and consistent branding and infrastructure across the entire network. The regional council and bus companies also need to identify marketing and other opportunities to increase patronage, as part of contractual annual business planning processes.

The provision of information, in conjunction with marketing and promotion, enables potential customers to find the information they need to make a journey. This information has to be simple to find, easy to understand and be provided via convenient channels.

The regional council currently provides information and promotes the service through a range of channels including:

- printed timetables for all contracted bus services
- a 24 hour telephone enquiry service
- timetable information at key bus stops and transport hubs, including Hamilton's Transport Centre
- BUSIT customer service facilities at Hamilton's Transport Centre
- bus, newspaper and radio advertising
- social media
- the BUSIT website
- promotional literature
- media releases.

There is a suite of marketing tools which can be used to promote services and disseminate BUSIT information, from traditional advertisements through to event concessions. Policies in this section identify the need for a range of marketing initiatives using a variety of media. They are aimed at retention of existing customers and increasing the use of public transport with non-users.

Allowing advertising on buses can help to reduce the costs of service provision, but needs to be managed so it does not interfere with the branding and marketing of the bus network, or compromise the attractiveness and ease of use of bus services. The council expects that any revenue generated from advertising be used for promotional and other purposes that support use of the public transport system. This plan sets out broad policies and actions in relation to advertising. Detailed requirements (e.g. percentage of bus coverage from wrap-around advertising) will be specified in the Waikato Regional Council Procurement Strategy and operator contracts.

Policies: Branding and marketing

P24	Maintain the BUSIT brand as a consistent, well recognised, unique brand for public transport throughout the region. The BUSIT brand shall be consistently applied to all public transport vehicles, infrastructure (where appropriate), marketing and communications.
P25	Promote growth in the use of the public transport system through a range of marketing, promotions and information initiatives.
P26	Provide route, timetable and other relevant information on the public transport system to the user via convenient channels and in a form which is accessible and simple to understand.
P27	Ensure the base colour of public transport vehicles is consistently applied to all vehicles, in support of the BUSIT brand.
P28	Allow the use of sub-branding on specific routes/corridors (e.g. the Orbiter) and satellite services (e.g. the Northern Connector) where this might lead to improved recognition and use of a service, provided it is consistent with the overall BUSIT brand.
P29	Ensure that advertising on vehicles and infrastructure does not undermine the BUSIT brand or user recognition of the public transport system. Advertising must not denigrate in anyway the public transport network or its users.
P30	Ensure that advertising revenue is clearly identified in bus contracts and is used to offset contracting costs or to promote greater use of public transport services.
P31	Bus wrap advertising is at the discretion of Waikato Regional Council and it will be assessed on a case by case basis to take into account the following criteria: <ul style="list-style-type: none"> • Support the outcomes sought in the RPTP, including promoting the use of public transport • Will only be provided on a limited number of bus vehicles at any one time over a specific timeframe • Will not undermine the overall bus branding and user recognition of the bus network • Will have no impact on passengers' visibility.

Actions: Branding and marketing	
A41	The council will operate the region's public transport system under the BUSIT brand by including the brand on all public transport vehicles, infrastructure, marketing and information material where appropriate.
A42	The council will prepare and annually review a public transport marketing plan in partnership with bus operators and based on an assessment of customer needs and the need to promote the network. The marketing plan will outline upcoming marketing campaigns and coordinate them with strategic partners.
A43	The council will, in conjunction with bus operators and territorial authorities, undertake public education and promotional campaigns to promote wider use of public transport and investigate the use of professional agencies for mass media marketing and advertising. This may include joint marketing initiatives with organisations such as large employers and educational institutions.
A44	The council will specify advertising and vehicle branding requirements in bus operator contracts to ensure: <ul style="list-style-type: none"> • users are able to easily recognise the bus as part of the contracted public transport network • the use of sub-brands, advertising and other vehicle requirements are consistent with and support the BUSIT brand • revenue from advertising is shared with the council and/or used to promote or offset the costs of the public transport system.

Table 16: Policies and Actions: Branding and marketing

6.5 Policy focus area: Aligning services, infrastructure and land use planning

The policies in this section are set out as follows:

- **Infrastructure planning and delivery:** Policies setting out how the council will work with territorial authorities and other stakeholders to align services and infrastructure planning to deliver an efficient public transport system.
- **Integrated land use planning:** Policies encourage a land use planning environment that is supportive of public transport and collaboration.

6.5.1 Infrastructure planning and delivery

The effective and efficient delivery of public transport services requires well integrated public transport infrastructure. Public transport infrastructure refers to fixed physical parts of the public transport system, and includes bus stops, signs and bus shelters, interchanges such as Hamilton's Transport Centre, and bus priority facilities. Infrastructure forms a crucial part of an attractive public transport service and needs to be compatible with the standard of service delivery in order to achieve effectiveness.

Table 17 sets out high level principles to guide provision of public transport infrastructure and facilities in the Waikato region⁽¹⁷⁾. Waikato Regional Council will work with territorial authorities, the NZ Transport Agency and public transport operators to ensure these principles are taken into account when planning for public transport infrastructure.

Principle	Description
Accessible	Accessible recognises the different requirements and mobility levels of individual passengers when providing public transport infrastructure and facilities. Public transport infrastructure and facilities should be accessible to all, regardless of ability, age, gender or race. A broader view of accessibility includes ease to use infrastructure, good urban coverage, customer orientated and accessible by a variety of modes from the start of the journey. Accessibility improvements to infrastructure benefit all users.
Safe	Infrastructure and facilities provided as part of the public transport network should be safe. Safety includes safely accessing the network, safety while waiting at bus stops/stations and providing infrastructure that is safe to use. All infrastructure and facilities provided as part of the public transport network should promote safety and a high level of personal security. The perception of safety will have an influence on the use of the public transport network. The relative safety of using public transport extends to the broader infrastructure and facilities supporting the network, including depots and other non-public areas.

¹⁷ Based on the high level principles for public transport infrastructure set out in an interim consultation draft of the NZ Transport Agency's "Guidelines for public transport infrastructure and facilities" (January 2014)

Principle	Description
Affordable	All public transport infrastructure and facilities should be provided at a cost that is considered affordable. The costs associated with a specific piece of infrastructure or facility should be outweighed by the benefits. It should be strongly recognised in any benefit/cost assessment that improved public transport infrastructure and facilities will unlock economic, social and environmental benefits.
Operationally efficient	Provision of public transport infrastructure and facilities should enable operational efficiency for the public transport network. This efficiency should include the movement of vehicles, loading of vehicles and consideration of design and location of the non-public infrastructure (driver's facilities, depots, etc). Improved overall operational efficiency requires all the modes and services to operate as one network.

Table 17: Principles for public transport infrastructure and facilities.

6.5.2 Strategic public transport infrastructure

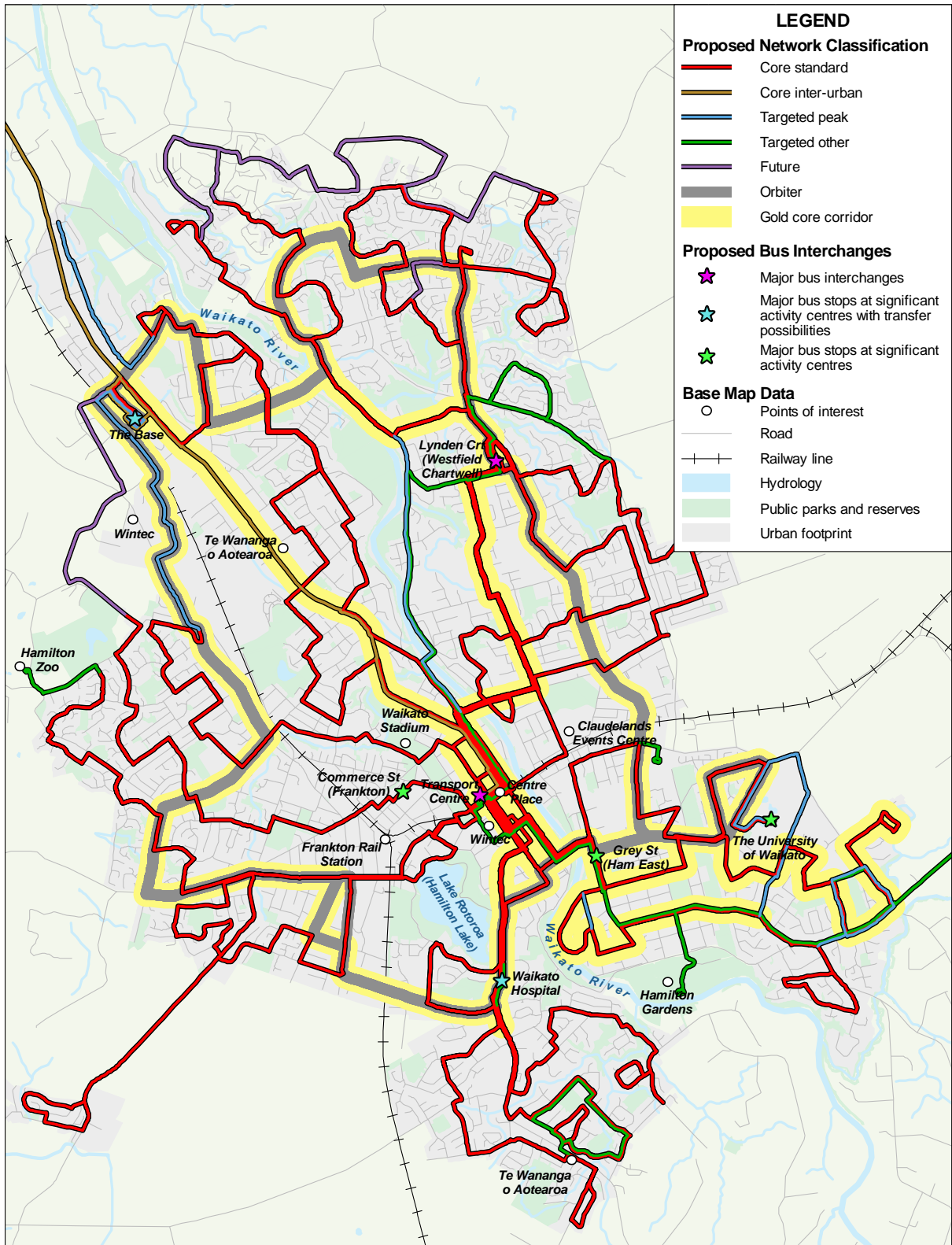
Map 3 sets out the strategic public transport network classification in Hamilton. This includes the following significant public transport infrastructure in Hamilton:

- Core Gold bus corridors (corridors with 4 or more buses per hour and service throughout the week)
- Major bus interchanges (Hamilton Transport Centre and Lynden Court)

- Major bus stops at significant activity centres with transfer possibilities (The Base, Waikato Hospital)
- Major bus stops at other significant activity centres (University of Waikato, Hamilton East/Grey Street, Frankton/Commerce Street).

Bus stops and routes outside these corridors, including in satellite towns and rural areas, are also vital to the delivery of public transport services and will be maintained accordingly.





LEGEND

Proposed Network Classification

- Core standard
- Core inter-urban
- Targeted peak
- Targeted other
- Future
- Orbiter
- Gold core corridor

Proposed Bus Interchanges

- ★ Major bus interchanges
- ★ Major bus stops at significant activity centres with transfer possibilities
- ★ Major bus stops at significant activity centres

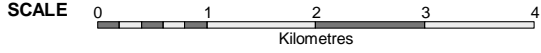
Base Map Data

- Points of interest
- Road
- + + + Railway line
- Hydrology
- Public parks and reserves
- Urban footprint

Proposed Public Transport Bus Network for Hamilton: Network Classification

Created by: A. Jeffries
 Projection: NZTM
 Date: 09 Mar. 2015

Status: version 5
 Request No.: 28218
 File name: Route_Classifications_for_Proposed_Bus_Network



A4

ACKNOWLEDGEMENTS AND DISCLAIMERS

- Bus routes data owned by Waikato Regional Council.
- Points of Interest data sourced from Terralink International. COPYRIGHT RESERVED.
- Cadastral information derived from Land Information New Zealand's Landonline Cadastral Database. CROWN COPYRIGHT RESERVED.
- 1:50,000 NZMS260 Hydrological data sourced from NZTopo Database. CROWN COPYRIGHT RESERVED.



DISCLAIMER: While Waikato Regional Council has exercised all reasonable skill and care in controlling the contents of this information, Waikato Regional Council accepts no liability in contract, tort or otherwise howsoever, for any loss, damage, injury or expense (whether direct, indirect or consequential) arising out of the provision of this information or its use by you.

Map 3: Public transport network for Hamilton: Network Classification

6.5.3 Collaborative partnership for infrastructure and service delivery

When it comes to planning and implementing public transport infrastructure improvements, road controlling authorities⁽¹⁸⁾ are generally responsible, with the regional council primarily responsible for planning and contracting public transport services. This split in responsibilities highlights the need for coordinated planning of infrastructure and services by the relevant agencies. For this reason, the policies and actions in this section provide high level guidance for how the council and road controlling authorities, particularly Hamilton City Council, will work together to develop and implement an agreed framework for the provision of public transport services and infrastructure.

Road controlling authorities are responsible for public transport infrastructure but are not bound by the RPTP and therefore a collaborative approach is important to ensure both service and infrastructure provision is well synchronised to achieve the best public transport outcomes.

The provision and maintenance of infrastructure will generally be managed by the road controlling authority through relevant asset management plans and maintenance and improvement programmes for bus stops and other infrastructure improvements.

A Network Operating Framework (NOF) is being developed in Hamilton and will provide a sound basis for the Waikato Regional Council, Hamilton City Council and the NZ Transport Agency to work together and engage with stakeholders to identify and implement network priorities across all modes.

This plan includes a number of priorities to help guide the ongoing investment of infrastructure. The focus is on first meeting the needs of the core gold network, in particular the strategic public transport network in Hamilton, then the rest of the network before looking to invest in new areas. The following investment priorities have been identified for bus infrastructure in the region:

1. Core gold corridors in Hamilton

- Major interchanges.
- Major bus stops.
- Other bus stops.
- Bus reliability improvements/priority.

2. Rest of network in Hamilton and satellite towns

- Bus stops to minimum standards.
- Bus stops to target standards.

3. New areas/initiatives

- Other infrastructure in new areas.
- Park and ride.

A programme of works will be developed and implemented within an agreed timeframe, taking into account the above investment priorities. The programme of works will be informed by the Network Operating Framework in Hamilton and through service level agreements developed with territorial authorities for other parts of the region.

In order to achieve the strategic goals set out in this plan, especially promoting public transport uptake to support economic growth, the following measures will be considered when prioritising service and infrastructure investments:

- Passenger impact assessment
- Efficient and reliable access to key employment centres
- Service reliability – on time performance of bus services on key public transport corridors (core gold network)
- Number of bus vehicle movements (peak and off peak)
- Impact on different passenger types (e.g. transport disadvantaged, shoppers, commuters, etc)
- Impact on other travel modes
- Other economic and environmental assessments as appropriate.

In addition, Waikato Regional Council will continue to provide real time information to users through the provision of the Real-Time Bus Information System and other new technology (e.g. text messaging and smartphone applications).

Policies: Infrastructure planning and delivery

P32	Encourage investment in public transport infrastructure and facilities that improve public transport attractiveness and that are accessible, safe, affordable and operationally efficient.
P33	Promote the coordinated planning and programming of public transport infrastructure and services.
P34	Ensure that public transport services and infrastructure focus first on meeting the needs of the core gold network, in particular the strategic network in Hamilton, then the rest of the network before looking to extend the network.

¹⁸ Territorial authorities (e.g. Hamilton City Council) are responsible for local roads, while the NZ Transport Agency is responsible for state highways.

P35	Ensure the following measures are taken into account when prioritising service and infrastructure improvements: <ul style="list-style-type: none"> • Passenger impact assessment • Provide efficient and reliable access to key employment centres • Reliability performance – on time performance of bus services on key public transport corridors (core gold network) • Number of bus vehicle movements (peak and off peak) • Impact on different passenger types (e.g. transport disadvantaged, shoppers, commuters, etc) • Impact on other travel modes • Economic and environmental impact assessments as appropriate.
P36	Investment priorities for public transport infrastructure will be developed through the Network Operating Framework in Hamilton, and through the service level agreements with territorial authorities in other parts of the region.
P37	Promote the protection of land that may be appropriate for future public transport corridors, park and ride facilities and transport interchanges.
P38	Require adequate provision of public transport infrastructure in new development areas prior to new services being provided.

Actions: Infrastructure planning and delivery

A45	In Hamilton, the council will work with Hamilton City Council, the NZ Transport Agency and other strategic partners as part of the Network Operating Framework (NOF) process to identify infrastructure priority for public transport.
A46	Waikato Regional Council will work with Hamilton City Council and the NZ Transport Agency to develop a coordinated three-yearly indicative programme of works for the development and maintenance of public transport infrastructure in the city.
A47	Outside of Hamilton, Waikato Regional Council will work with territorial authorities, the NZ Transport Agency and other stakeholders to develop a programme of works for the maintenance and development of public transport infrastructure in the region.
A48	The council will work with territorial authorities to ensure that best practise design and performance standards and guidelines are considered, including the NZ Transport Agency's Guidelines and Standards for Public Transport Infrastructure and Facilities.
A49	The council will work with territorial authorities and developers to ensure adequate infrastructure provision in new development areas to support the use of public transport.
A50	The council will maintain and upgrade the real time information system and investigate other new technology to support the efficient and reliable delivery of the public transport service.

Table 18: Policies and Actions: Infrastructure planning and delivery

6.5.4 Integrated land use planning

An important contributor to the successful delivery of public transport services is a supportive land use planning framework. The nature and location of urban development can have a strong influence on the ability of the public transport system to provide effective and efficient travel options.

The policies in this section recognise the need to encourage a land use planning environment that is supportive of public transport. They also recognise the need for close working relationships between the council and its strategic partners to enable the public transport system to reach its potential.

Policies: Integrated land use planning

P39	Promote a collaborative and integrated approach to the planning and management of public transport and land use to maximise opportunities for public transport.
-----	---

Actions: Integrated land use planning

A51	The council will work collaboratively with transport partners to undertake strategic planning to assess new opportunities for public transport routes at the earliest stages of strategic growth planning initiatives.
A52	The council will work with strategic partners to ensure an integrated package of transport interventions, including public transport solutions, are investigated and implemented to ensure the long term protection of strategic corridors.
A53	The council will promote public transport supportive land use practises through its participation in statutory and non-statutory land use planning processes, including district plan changes, designations, major resource consent processes and structure planning and growth strategies.

Table 19: Policies and Actions: Integrated land use planning

6.6 Policy focus area: Procurement and contract management

As discussed in section 2.2.2, the RTP must give effect to the Public Transport Operating Model (PTOM) under the LTMA 2003. The policies in this section are designed to support the procurement process and to give effect to the PTOM requirements.

Under the PTOM, the RTP is required to identify services that are integral to the regional public transport network and allocate these services into units. Each unit is made up of a route or group of routes operating to a timetable specified for that unit.

The public transport services that are integral to the region are described in Chapter 7 and provide the basis for identifying the public transport units that will be implemented in the region. These public transport units will be provided under contract to Waikato Regional Council.

Services that do not form part of the region's core public transport network will be exempt from operating under contracts and will be identified as exempt services (see section 6.6.5).

In addition to the policies set out in this section, all the policies identified in this RTP (e.g. farebox and fare concessions) will also be applied to the units to ensure they contribute to the overall objectives of this plan.

6.6.1 Procurement approach

The overall procurement approach adopted in this RTP is to build commerciality-based partnership relationships between the council (procuring authority) and public transport operators. It is also designed to:

- encourage councils and operators to work together on the design and operation of units
- improve opportunities for competitors to access the public transport market
- create incentives to reduce a reliance on public subsidies
- provide a more transparent approach to procurement and service management.

In the future, all public transport services (except exempt services) will be procured through performance-based partnering contracts that reflect a long term and full-life-cost quality-based approach. This will create an environment where goals and objectives are aligned through collaborative planning, joint investment, performance incentives, and shared risks and rewards. Contracts will include performance measures that must be achieved, and incentive mechanisms aimed at rewarding patronage growth and reduced reliance on subsidies⁽¹⁹⁾.

¹⁹ The Waikato Regional Council Procurement Strategy sets out detailed procurement requirements, including the setting of key performance indicators and financial incentive mechanisms for contracts.

Policies: Procurement approach	
P40	The council will ensure the appropriate allocation of roles, responsibilities and risks/rewards between the council and operators within the PTOM contact framework.
P41	The council will establish units (groups of services) that are integral to the public transport network based on unit design principles set out in this plan.
P42	The council will implement a procurement system that is consistent with the PTOM to support the efficient and effective delivery of services.
P43	The council will apply a partnering approach to the planning and operation of services, and procure units using the 'partnering delivery model'.
P44	The council will manage the transition from existing contracts by phasing in the new procurement approach to ensure no disruption to the travelling public.
P45	The council will ensure PTOM contracts are priced efficiently by encouraging competition for unit contracts.
P46	The council will ensure all PTOM contracts will specify driver training requirements including addressing the needs of people with disabilities and other road users including cyclists and pedestrians.

Actions: Procurement approach	
A54	The council will prepare a Procurement Strategy that is consistent with this plan and complies with NZ Transport Agency requirements.
A55	The council will implement performance-based partnering contracts that reflect a long term and full-life-cost quality-based approach and include key performance indicators and a financial incentive mechanism.
A56	The council will develop principles and objectives to guide successful partnering with operators that include an annual business planning process in operator contracts.

Table 20: Policies and Actions: Procurement approach

6.6.2 Grouping services into units

Waikato Regional Council has taken a principles-based approach to establishing units. The following principles have been developed by Waikato Regional Council, in conjunction with the NZ Transport Agency and operators, to guide the development of units:

- **Attractive** – A unit or group of units should be attractive to multiple tenderers.
- **Marketable whole** – Units should align with identifiable customer markets and provide exclusivity to those markets.
- **Efficient** – Units should be configured and potentially grouped to maximise operational and administrative efficiencies.

- **Whole route operation** – Each unit must comprise a service or group of services that operates all timetabled services on the entire length of one or more routes.
- **Mode specific** – Units must be single mode-specific.

Based on the above principles, and further consideration on geographical catchments and three broad market types present in the region (urban, satellite and rural), the region's public transport network is divided into nine public transport units as outlined in figure 8.

Appendix E provides a more detailed explanation of the process for developing units, unit principles, unit requirements and unit considerations.

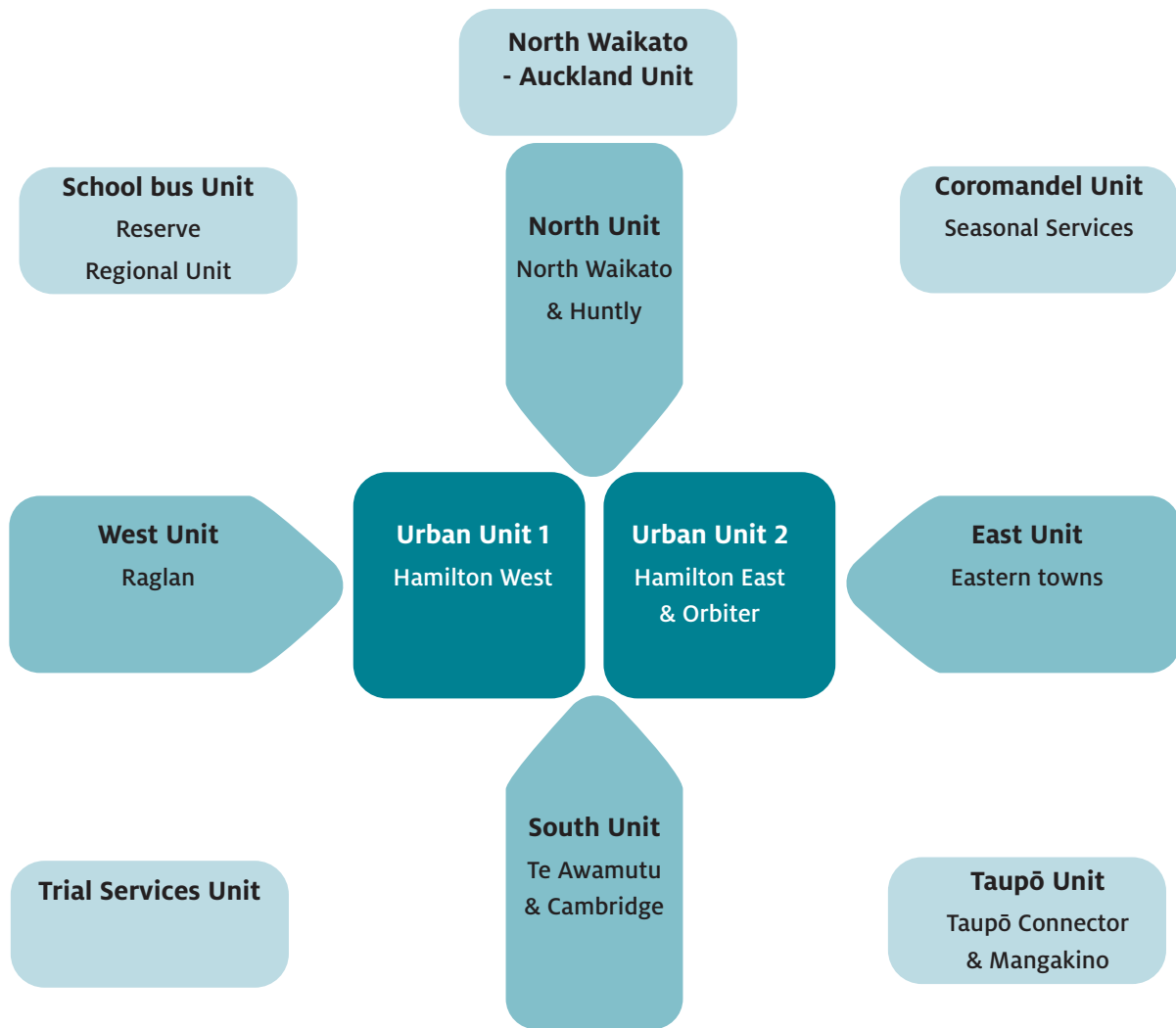


Figure 8: Proposed unit structure for the Waikato region

6.6.3 Transition and timing

There will be a transitional period between the adoption of this plan and full implementation of the PTOM contracting environment to coincide with existing public transport contract expiry timeframes.

An indicative timeframe for unit commencement is included in Appendix E.

6.6.4 Unit performance

Waikato Regional Council will also monitor the performance of individual public transport units, to ensure they contribute to the overall plan objectives. Performance indicators for units will be set out in the individual contract, but as a minimum will include the key performance indicators specified in the NZ Transport Agency's Procurement Manual. This information will be used to inform the annual business planning process with operators and a continuous programme of service optimisation.

Waikato Regional Council will work with operators to ensure they collect and provide the data necessary for the regular review and monitoring of service, unit and system performance.

Policies: Unit performance

P47	<p>The council will monitor the performance of individual public transport units against the key performance indicators specified in the NZ Transport Agency's Procurement Manual, including:</p> <ul style="list-style-type: none"> • annual patronage growth • farebox recovery ratio • average seat utilisation • service reliability and punctuality • customer satisfaction.
------------	--

Actions: Unit performance

A57	The council will prepare an annual monitoring report on the unit performance.
A58	The council will use the monitoring information, and work with operators to introduce variations to services where required to improve the efficiency and effectiveness of the network.

Table 21: Policies and Actions: Unit performance

6.6.5 Exempt and excluded services

The operator of an exempt service must register that service with the regional council. Exempt services include inter-regional public transport services, commercial services registered with the council before 30 June 2011, and any other public transport services that do not receive a public subsidy and are not identified in the public transport plan as integral to the public transport network.

Excluded services are defined in legislation (section 5 of the LTMA 2003) and include Ministry of Education school bus services, services not available to the public generally and services not operating to a schedule.

Exempt and excluded services are not subject to the policies in the RPTP.

Waikato Regional Council must keep a current register of all exempt and excluded public transport services operating in the region.

6.7 Policy focus area: Funding and investment

In preparing the plan, Waikato Regional Council is required to take into account the amount of public transport funding likely to be available within the region for the period covered by the plan, and provides an indication on the potential funding requirements for delivering the services and proposed improvements in the RPTP. This section also sets out policies and actions that guide the allocation and prioritisation of funding for public transport in the region.

6.7.1 Availability of funding

The projected regional expenditure for public transport operations is outlined in figure 9 reflects the costs of providing services and infrastructure improvements (ticketing and real-time information system) described in this RPTP.

(\$000)	2014/15	2015/16	2016/17	2017/18
Public transport operations	\$17,568	\$16,162	\$16,501	\$16,802

Figure 9: Projected Waikato Regional Council expenditure on public transport (indicative)

The public transport funding likely to be available within the region is shown in figure 10. This takes into account expected operating expenditure, the forecast revenue from fares based on the agreed farebox recovery target (see section 6.3.3), estimates of funding from national and regional sources, and the new NZ Transport Agency financial assistance rates for public transport.

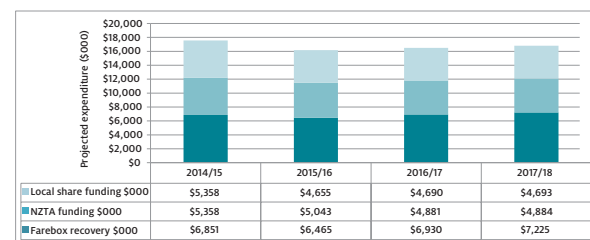


Figure 10: Estimated public transport funding available within the region (indicative)

In the short to medium term, public transport funding is expected to be similar to current levels or slightly lower due to the implementation of the new PTOM contracts. There is also an expectation from the NZ Transport Agency and other relevant funding partners that public transport services are delivered more efficiently and effectively to reduce operating costs.

6.7.2 Investment focus and future funding opportunity

As discussed in section 4.1, rising costs coupled with the constrained ability of users and funders to pay, is impacting on the ability to maintain service levels and grow patronage.

Waikato Regional Council has responded to this situation by developing a new network structure that is intended to provide enhanced levels of service within the existing allocated budget. In addition, the implementation of PTOM (see section 6.7) is expected to further enhance efficiency through collective partnerships with regard to route design, contracting with marketable units and increased market competition.

It is expected that the current funding allocations will be used to cover existing commitments, including maintaining the current levels of service and implementing the network changes as described in this plan. Beyond this, any additional funding will be prioritised to improve service delivery to advance the strategic priorities as outlined in section 5.2.

Furthermore, the RTP has also identified other potential funding opportunities for public transport as follows:

- **Central government funding:** Waikato Regional Council, in conjunction with territorial authorities, will work with central government as and when required to seek appropriate levels of funding for the provision of public transport.
- **Local government funding:** The current local share funding arrangements allow local communities, via their local council, to determine the level of service they are willing to contribute to, but can result in variations in service levels in different parts of the region and uncertainty for users.
- **Explore alternative funding sources:** The potential for alternative funding sources for public transport needs to be more fully explored, in conjunction with territorial authorities. Possible funding sources could include:
 - advertising (such as on and in buses, and on tickets and timetables)
 - parking charges
 - developer contributions
 - collaborative inter-agency funding partnerships (with district health boards or tertiary institutions, for example).



Policies: Funding and investment	
P48	Ensure that public transport services continue to operate in an efficient and effective manner, through continuous operational improvements.
P49	Ensure that all proposals for improvements and extensions to the public transport network meet the objectives of this plan, provide value for money, and are able to be funded in a sustainable manner.
P40	Ensure the local share funding arrangements for public transport are fair and equitable, and that they support the objectives of this plan.
P51	Actively encourage the development and implementation of alternative funding sources for public transport.

Actions: Funding and investment	
A59	The council, in conjunction with territorial authorities, will work with central government as and when required to ensure appropriate levels of funding for the provision of public transport.
A60	<p>The council will collect the local funding share for public transport services specified within this plan in accordance with funding policy specified in the council's long term plan, and the principle of contributor and beneficiary as defined in the Local Government Act 2002. The council will use the following principles to allocate the local share of public transport funding:</p> <ol style="list-style-type: none"> i. Where a contracted public transport service lies wholly within one district, then 100 per cent of the local share requirement shall be provided from within that territorial authority or provided via council targeted rate. ii. Where a contracted public transport service traverses two or more districts, then the local share requirement shall be apportioned on the basis of 50 per cent from the origin district(s) and 50 per cent from the destination district(s) or in proportions agreed between the council and the territorial authorities concerned. Funding will therefore originate from within those territorial authorities and/or provided via a council targeted rate.
A61	The council will investigate and where appropriate implement alternative funding sources for public transport, including but not limited to advertising (such as on and in buses, and on tickets and timetables), and collaborative inter-agency funding partnerships (with district health boards or tertiary institutions, for example).
A62	The council will encourage local authorities to investigate and where appropriate implement development contributions and/or parking charges to help fund improvements to the public transport network, and to consider the impact of parking supply and pricing policies on the demand for public transport.
A63	The council will ensure that all proposals for service improvements and extensions to the current public transport network have been evaluated in terms of their contribution to the objectives of this plan and the Regional Land Transport Plan, value for money, and their ability to be funded in a sustainable manner.

Table 22: Policies and Actions: Funding and investment

Chapter 7: Services integral to the Waikato PT network

Chapter 7: Services integral to the Waikato PT network

This chapter presents details of the current and proposed future services that are integral to the regional public transport network. These services have been allocated into operation units (as outlined in Appendix E) and will be provided under contract to Waikato Regional Council.

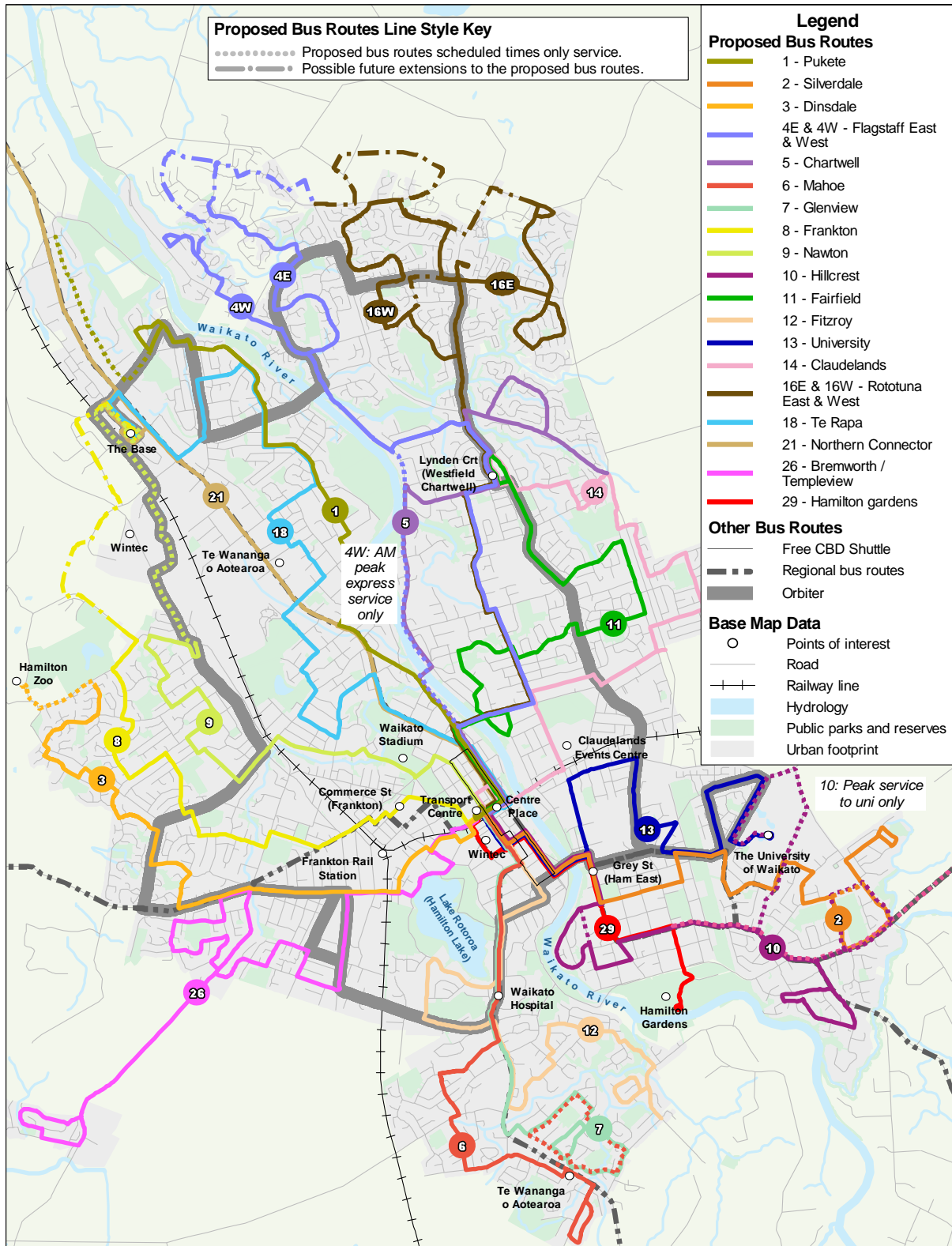
Network and service policies, including the proposed network hierarchy and principles, are set out in section 6.2 (network and services) and should be read in conjunction with service level details outlined in this chapter.

7.1 Hamilton urban services

The future Hamilton urban services are set out in Map 4 (core services) and Map 5 (targeted services).

Table 23 provides a summary of service level details (main locations served, service type and frequency) for the proposed Hamilton public transport services.

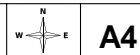




Proposed Public Transport Bus Network for Hamilton City

Created by: A. Jeffries
Projection: NZTM
Date: 16 Feb 2015

Status: version 7
Request No.: 27641
File name: Proposed_New Hamilton_Bus_Network



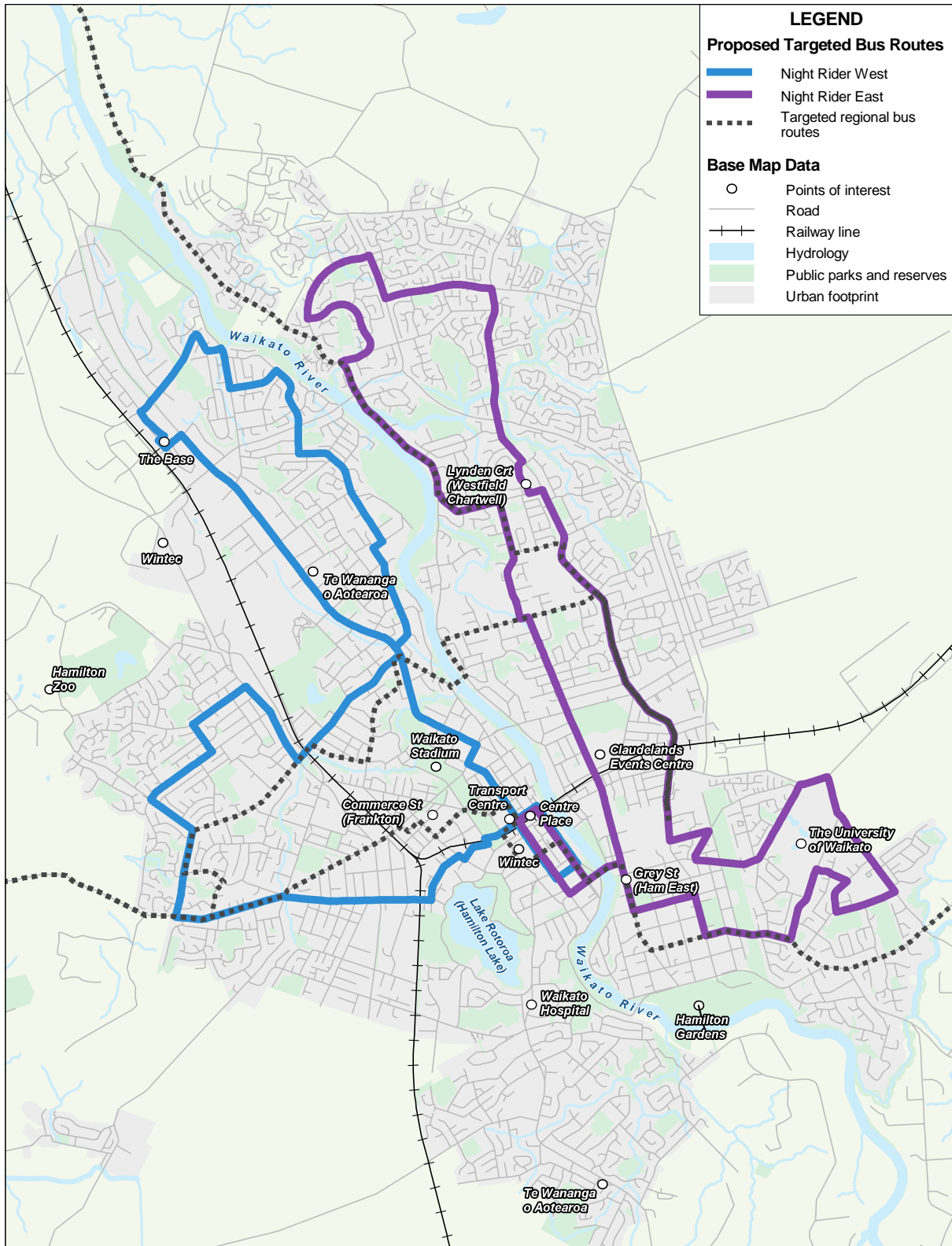
Acknowledgements and Disclaimers

- Bus routes data owned by Waikato Regional Council.
- Points of Interest data sourced from Terralink International. COPYRIGHT RESERVED.
- Cadastral information derived from Land Information New Zealand's Landonline Cadastral Database. CROWN COPYRIGHT RESERVED.
- 1:50,000 NZMS260 Hydrological data sourced from NZTopo Database. CROWN COPYRIGHT RESERVED.



DISCLAIMER: While Waikato Regional Council has exercised all reasonable skill and care in controlling the contents of this information, Waikato Regional Council accepts no liability in contract, tort or otherwise howsoever, for any loss, damage, injury or expense (whether direct, indirect or consequential) arising out of the provision of this information or its use by you.

Map 4: Proposed public transport network for Hamilton city



Proposed Targeted Public Transport Bus Network for Hamilton City

Created by: A Jeffries
 Projection: NZTM
 Date: 24 Sep. 2014
 Status: version 4
 Request No.: 27641
 File name: Proposed_New Hamilton
 Bus_Network



A4
 N

ACKNOWLEDGEMENTS AND DISCLAIMERS

- Bus routes data owned by Waikato Regional Council.
- Points of Interest data sourced from Terralink International. COPYRIGHT RESERVED.
- Cadastral information derived from Land Information New Zealand's Landonline Cadastral Database. CROWN COPYRIGHT RESERVED.
- 1:50,000 NZMS260 Hydrological data sourced from NZTopo Database. CROWN COPYRIGHT RESERVED.



DISCLAIMER: While Waikato Regional Council has exercised all reasonable skill and care in controlling the contents of this information, Waikato Regional Council accepts no liability in contract, tort or otherwise howsoever, for any loss, damage, injury or expense (whether direct, indirect or consequential) arising out of the provision of this information or its use by you.

Map 5: Proposed targeted public transport network for Hamilton city

Route name	Route No. and hours of operation	Places served	Service type	Frequency (target no. buses per hour)					Notes
				M-F peak	M-F off peak	Sat	Sun	Evenings M-F	
Bremworth/ Templeview	26 M-F 0645-1840 Sat 0745-1840	CBD, Frankton, Dinsdale, Templeview	Core Standard	2	1	1	-	-	
Hamilton Gardens	29 M-F 1020-1510 S-S 1020-1510	CBD, Hamilton East, Gardens & Cemetery*	Targeted Other	-	1	1	1	-	Wednesday, Saturday and Sunday Limited trips to cemetery
Dinsdale	3 M-F 0615-2135 S-S 0650-1940	CBD, Frankton, Dinsdale, Western Heights	Core Standard	2	2	1	1	1	
		Extension to Hamilton Zoo	Targeted Other	0	2	1	1	-	
Frankton	8 M-F 0620-2140 S-S 0650-1940	CBD, Frankton, Livingstone, Nawton	Core Standard	2	2	1	1	1	Proposed future extension into Rotokauri Development
Nawton	9 M-F 0620-2135 S-S 0650-1945	CBD, Maeroa, Livingstone, Nawton, Wintec, The Base	Core Standard	2	2	1	1	1	Extended to The Base 2017
Fitzroy	12 M-F 0650-2105 S-S 0750-1845	CBD, Waikato Hospital, Ohaupo Rd, Bader St, Fitzroy	Core Standard	2	2	1	1	1	Peak service via Lake Cres M-F daytime; Evenings and weekends via Hospital
Glenview	7 M-F 0620-2145 S-S 0710-1920	CBD, Waikato Hospital, Ohaupo Rd, Glenview	Core Standard	2	1	1	1	1	
Mahoe	6 M-F 0650-2145 S-S 0710-1920	CBD, Waikato Hospital,	Core Gold	4	4	2	2	2	
		Melville, Deanwell, Exeter Park	Core Standard	2	2	1	1	1	

Table 23: Summary of service levels - Hamilton

Te Rapa	18 M-F 0620-2140 S-S 0650-1940	CBD, Maeroa, Forest Lake, Te Rapa, The Base	Core Standard	2	2	1	1	1	Extended to The Base 2017
Pukete	1 M-F 0650-2135	CBD, Whitiara, Beerescourt, St Andrews, Pukete	Core Standard	2	2	1	1	1	
	S-S 0650-1935	Maui St Extension	Targeted Peak	2	-	-	-	-	
Orbiter	52 M-F 0610-2150 Sat 0715-1940 Sun 0820-1940	The Base, Rototuna, Westfield Chartwell, Five Cross Rds, Waikato University, Waikato Hospital, Dinsdale Shopping Centre, Wintec Avalon Campus	Core Gold	4	3	3	3	2	
CBD Shuttle	51 M-F 0700-1800 Sat 0900-1300	Bridge St, Victoria St, Liverpool St, Anglesea St, Transport Centre, Alexandra St, Hood St	Core Gold	6	6	6	-	-	
University	13 M-F 0640-2140 S-S 0740-1840	CBD, Hamilton East, Clyde Park, Waikato University	Core Standard	2	2	1	1	1	
		Hilda Ross*	Targeted Other	-	*	-	-	-	Selected trips Monday-Friday 2018
Silverdale	2 M-F 0625-2140	CBD, Hamilton East,	Core Gold	4	4	2	2	2	
	S-S 0650-1945	Flynn Park, Hillcrest, Silverdale	Core Standard	2	2	1	1	1	
		Additional capacity school term only	Targeted Peak	2	-	-	-	-	
Hillcrest	10 M-F 0620-2105 S-S 0720-1910	CBD, Hamilton East,	Core Gold	4	4	2	2	2	
	10 M-F 0620-2105	Hayes Paddock, Hillcrest, Riverlea	Core Standard	2	2	1	1	1	Commence in 2018

	S-S 0720-1910								
	10 M-F 0655-0925 M-F 1425-1830	Additional peak service via Hillcrest Rd to University	Targeted Peak	2	-	-	-	-	Cambridge Rd, Naylor St in 2018
	10	Abbeyfield House*	Targeted Other	-	*	-	-	-	Selected trips Monday-Friday
Flagstaff	4W/4E 4 W M-F 0705-2140	CBD, Whitiara, Fairfield, Bankwood, Westfield Chartwell,	Core Gold	6	4	2	2	2	-
	S-S 0720-1915 4 E M-F 0645-2110	Queenwood, Flagstaff, River Rd, St Petersburg	Core Standard	2	2	1	1	1	
	S-S 0650-1945	Queenwood, Flagstaff, Discovery Park, Magellan Rise	Core Standard	4	2	1	1	1	
Rototuna	16W/16E 16 W M-F 0630-2140	CBD, Whitiara, Fairfield, Bankwood, Westfield Chartwell,	Core Gold	6	4	2	2	2	-
	S-S 0720-1920 16 E M-F 0645-2110	Callum Brae, Wentworth Dr, Moonlight Dr to Rototuna Shops	Core Standard	2	2	1	1	1	
	S-S 0650-1945	Rototuna Shops, St James Park to Somerset Heights	Core Standard	2	2	1	1	1	
Chartwell/ Huntington	5 M-F 0635-1905 S-S 0725-1820	CBD, Whitiara, Fairfield Bridge, River Rd, Comries Rd, Westfield Chartwell, Huntington	Core Standard	3	1	1	1	-	
Fairfield	11 M-F 0645-1940 S-S 0750-1850	CBD, Whitiara, Fairfield, Mardon Rd, Snell Dr, Westfield Chartwell	Core Standard	2	2	1	1	-	
Claudelands	14 M-F 0640-1940 Sat 0745-1845	CBD, Claudelands, Enderley, Chedworth Park, Westfield Chartwell	Core Standard	2	2	1	1	-	

Night Rider	NR Fri 0000-0355 Sat 1900-0355		Targeted							Friday/Sat night only A Thursday service may be implemented in future
-------------	--------------------------------------	--	----------	--	--	--	--	--	--	--

Table 23 continued: Summary of service levels - Hamilton

Note 1: Explanation of route hierarchy and service types, and relevant policies are set out in section 6.2.1.

Note 2: 4 buses/per hour = approximately 15 minutes frequency; 2 buses/per hour = approximately 30 minutes frequency; 1 bus/per hour = approximately 60 minutes frequency.

Routes currently in operation until December 2017	17	Hamilton East, University - 2018*	* Proposed to be disestablished in January 2018 (subject to change)
	15	Ruakura - 2018*	
	30	Northerner - 2018*	



7.2 Satellite towns and rural area services

The future satellite town and rural area services are set out in Map 2 (page 27 of the RPTP). The plan does not propose any changes to the current service levels for these services.

Table 24 below provides a summary of service level details (main locations served, service type and frequency) for the satellite and rural services (including Taupō and north Waikato services).

Route name	Route No. (current) and hours of operation	Places served	Service type	Frequency - bus trips per day
Satellite services				
Raglan	23 M-F 0655-1840 Sat 1000-1730	CBD, Frankton, Dinsdale, Whatawhata, Te Uku Raglan, Manu Bay*	Satellite	*Summer only - limited trips to Manu Bay Selected trips school term only via St Johns College Mon-Fri - 3 return trips Sat - 2 return trips
	23b	Raglan Assist	Satellite Targeted Peak	Operates during school term only, Monday-Friday
	23w	Whatawhata Assist	Satellite Targeted Peak	Operates during school term only, Monday-Friday
Te Awamutu	24 M-F 0700-1805 S-S 0730-1710	CBD, Hospital, Rukuhia, Ohaupo, Te Awamutu, Kihikihi*	Satellite	Monday to Friday 8 return trips each day. Saturday, Sunday and Public Holidays, 3 return trips each day. *Kihikihi extension on a Tuesday and Thursday only.
Cambridge	20 M-F 0700-1810 S-S 0730-1655	CBD, Hamilton East, Tamahere, Cambridge, Leamington	Satellite	Monday to Friday 7 return trips each day. Saturday, Sunday and Public Holidays, 3 return trips each day.
Morrinsville/Paeroa	22 M-F 0645-1840	CBD, Hamilton East, Eureka, Morrinsville, Te Aroha, Paeroa*	Satellite	Mon-Fri - 3 return trips *limited trips to Paeroa and Te Aroha
Morrinsville Assist	22a	Morrinsville Hamilton Boys High School	Targeted Peak	Extra morning only inbound service school term to Hamilton Boys' High - Monday to Friday
Northern Connector	21 M-F 0610-1850 S-S 0725-1820	CBD, Whitiara, Te Rapa, The Base, Ngaruawahia, Huntly	Core Gold	Selected trips to Huntly and The Base

Route name	Route No. (current) and hours of operation	Places served	Service type	Frequency - bus trips per day
Rural services				
Pukekohe	44 Thursdays 0920-1545 fortnightly	CBD, The Base, Ngaruawahia, Huntly, Te Kauwhata, Meremere, Pukekohe	Rural Targeted Off peak	Alternate Thursdays only
Huntly Internal	41 Tue and Fri 0955-1310	Huntly East and Huntly West	Satellite Targeted Off peak	Tuesday and Friday only
Horotiu Assist		Horotiu, Chartwell, Hamilton Boys High	Targeted Peak	Monday to Friday School term only - 7.55am-3.30pm
Summer Shuttle and Park & Ride	MCB01/MCB02		Targeted	MCB 01 - Ferry Landing to Hot Water Beach MCB 02 - Park and Ride - Hahei to Cathedral Cove car park Summer period only
Taupō Connector	Central M-F 0725-1805 Sat 0730-1655	Summerset village, Wharewaka, Hospital, AC baths, Medical centres, Warehouse, i-SITE	Rural	Monday to Friday Saturday
Taupō Connector	North M-F 0940-1430	Medical Centres, Warehouse, i-SITE, Huka Falls, Wairakei Village	Rural	Monday to Friday only, 9.40am-2.30pm
Taupō Connector	West M-F 0800-1730 Sat 1035-1610	Medical Centres, Warehouse, i-SITE, Jarden Mile	Rural	Monday to Friday 8am-5.30 pm, Saturday 10.35am-4.10pm
	Assist	Summerset village, Wharewaka, Hospital, Medical centres, Warehouse, i-SITE	Rural Targeted Peak	Assist bus only operates Monday to Friday, school term only during the hours of 7.45am-8.25am and 3.40pm-4.20pm
Mangakino to Tokoroa	Tues, Thurs, Fri 0930-1400		Rural Targeted Off peak	
Mangakino to Taupō	Every second Wednesday 0930-1530		Rural Targeted Off peak	This service only operates every second Wednesday

Route name	Route No. (current) and hours of operation	Places served	Service type	Frequency - bus trips per day
North Waikato services				
Tuakau to Pukekohe	476 ⁽²⁰⁾	Pukekohe terminus, Buckland Rd, Tuakau		Monday to Friday: - One AM peak return trip - One PM peak return trip Wednesday only: - Two inter-peak return trips
Port Waikato to Pukekohe	50 ⁽²¹⁾	Pukekohe terminus, Tuakau terminus, Port Waikato		Two inter-peak return trips on Thursdays only

Table 24: Summary of service levels - satellite and rural areas

Note 1: Explanation of route hierarchy and service types, and relevant policies are set out in section 6.2.2.

Note 2: 4 buses/per hour = approximately 15 minutes frequency; 2 buses/per hour = approximately 30 minutes frequency; 1 bus/per hour = approximately 60 minutes frequency.

7.3 School bus services

As outlined in section 4.2.6, Waikato Regional Council, the Ministry of Education, NZ Transport Agency, affected territorial authorities and school principals are working collaboratively to address the potential withdrawal of Ministry-funded school bus services. Details of proposed future services will be dependent on the outcomes of current discussions.

7.4 Total Mobility scheme

Table 25 outlines the demand-responsive taxi services for people with disabilities, as currently provided in Hamilton, Tokoroa and Taupō. In each area there must be at least one vehicle equipped to carry wheelchair passengers.

Policy and actions outlined in section 6.2.5 apply to these services.

Area	Hours of operation
Hamilton	The approved Total Mobility providers shall be available 24 hours, seven days a week. The wheelchair service shall be available 24 hours, seven days a week unless exempt from the NZ Transport Agency. It is expected the service will normally be provided within 30 minutes of a request being received, except at school times.
Tokoroa	The approved Total Mobility providers shall be available 24 hours, seven days a week. The wheelchair service shall be available between 6am and 5.30pm Monday to Friday, and at weekends by prior request. It is expected that within the core period of operation (6am-5.30pm) service will normally be provided within 30 minutes of a request being received, except at school times.
Taupō	

Table 25: Demand-responsive taxi services for people with disabilities

20 Auckland Transport bus route

21 Auckland Transport bus route

Chapter 8: Monitoring and review

Chapter 8: Monitoring and review

8.1 Performance indicator

A set of performance measures have been developed to enable Waikato Regional Council to monitor the progress of public transport provision against the objectives of this plan.

Figure 11 sets out key performance measures for this plan based on the goal and strategic priorities for public transport (refer chapter 5).

The council will implement a regular monitoring system to ensure the data required to report on these key performance indicators is collected, analysed and reported on a regular basis. This will help to inform future reviews of the plan.

In addition to the “regional-wide monitoring” outlined below, the council will also monitor the performance of individual public transport units, to ensure they contribute to the overall plan objectives.

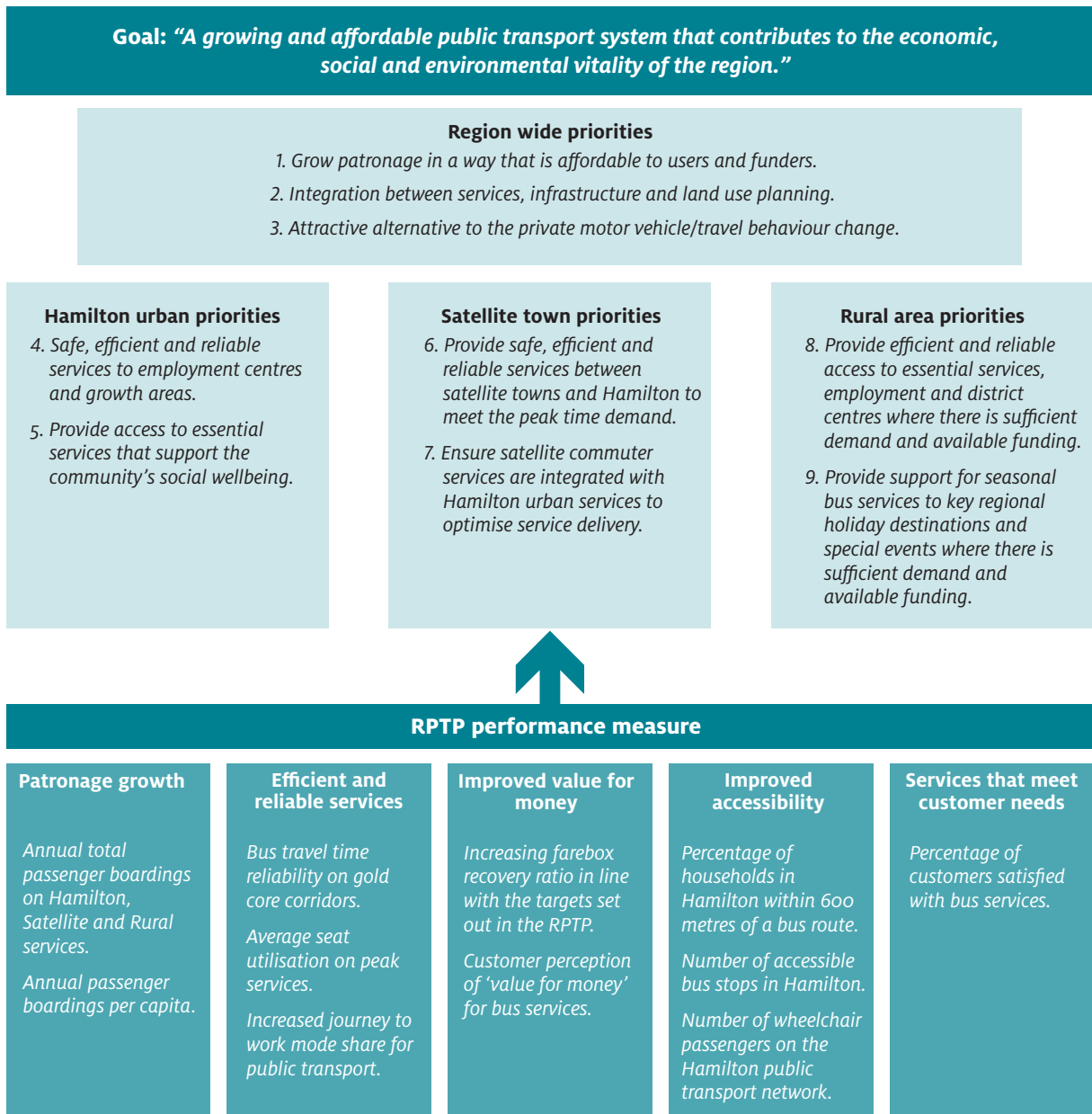


Figure 11: RPTP monitoring framework

8.2 Significance policy

The following policy sets out how to determine the significance of variations to the plan, as required by the LTMA. The plan can be varied at any time but consultation will be required in accordance with Section 125 of the LTMA if the variation is significant.

This policy outlines what is considered significant in terms of variations to the Regional Public Transport Plan. It provides criteria and procedures that the regional council will use in assessing which variations are deemed significant and the subsequent consultation requirements.

8.2.1 Application of policy

The council will determine the significance of a variation on a case by case basis. A significant variation will be one that is likely to have an impact that is more than minor on:

1. the ability to achieve the goal and strategic priorities set out in this plan
2. the ability to achieve the objectives of the Regional Land Transport Plan
3. the amount and allocation of funding available to public transport across the region.

In determining significance, the council will consider:

- whether the proposed variation will have a material effect on the overall level, quality and use of public transport services in the region
- the number of people affected by or interested in the proposal, and whether there is a substantial impact or consequence for affected persons
- the extent to which the variation has already been consulted upon, and the manner in which this has been undertaken
- the extent to which the variation is inconsistent with the Regional Land Transport Plan.

This policy does not preclude the council from undertaking special consultative procedures for a variation that does not meet the significance criteria, if the benefits of that consultation are considered to outweigh the costs.

8.2.2 Significant and non-significant matters

Significance is a continuum, from variations of high significance through to variations of low significance. Matters that will always be considered 'significant' are:

- variations that amend this significance policy.

Matters that will always be considered 'not significant' are:

- minor editorial and typographical amendments to the plan
- minor changes to fare levels in accordance with current policy and funding levels.

Matters that will usually be considered 'not significant' are:

- those on which the council has recently consulted. i.e. the addition, removal or amendment of any matter on which the council has already consulted in accordance with its special consultative procedure
- minor changes to service descriptions after a service review. e.g. changes to the frequency and hours of a service that result in the same, or a better, level of service
- changes to the description of services or service groupings as a result of an area-wide service review, as long as there is no significant increase in cost.

8.2.3 Approach to non-significant changes

Targeted stakeholder engagement will be undertaken where variations do not trigger the significance policy, but may affect a sector of the community or industry.

If the council determines that a proposed variation is not significant, targeted consultation will be undertaken as follows:

- **Consultation for service reviews:** As service reviews affect only a part of the region, full consultation will generally not be required. Instead, key stakeholders (including the relevant operators, the NZ Transport Agency, territorial authorities and the affected community) will be included in preliminary consultation on the development of options. Targeted public consultation may follow once options have been identified.
- **Consultation for minor changes in the delivery of public transport services:** Minor changes in service delivery that are required to improve efficiency, such as minor changes to routes, frequencies, operating hours and fare adjustments that are consistent with the policies in this plan. In these cases, consultation will generally be undertaken at a low level with the operators involved, and may also include the relevant territorial authorities and passengers who use the services.
- **Changes in procurement policies and PTOM transition plans:** Waikato Regional Council's arrangements for the transition to the PTOM contracting environment are under development. However, the policies and timelines will generally only affect public transport operators. In these instances targeted consultation with incumbent and potential public transport operators will be undertaken.
- **Other non-significant variations:** Waikato Regional Council will work through any proposals for changes that affect only a sector of the community or the industry (such as a change in Total Mobility provision or a change to specific vehicle quality standards) with those most likely to be affected, as well as other relevant stakeholders.

Appendices

Appendix A: Regional Public Transport Plan Development Committee

Constitution/membership		
Representation from	No. of members	Name/s
Waikato Regional Council	2	Cr Lois Livingston (Chair) Cr Hugh Vercoe (Deputy chair)
Hamilton City Council	2	Mayor Julie Hardaker Cr Margaret Forsyth
Territorial authority funders	1	Cr Grahame Webber
New Zealand Transport Agency	1	Andrew McKillop Alternate - Robert Brodnax

Appendix B: Summary of Strategic Network Review

Waikato Regional Council has undertaken a strategic review of its public transport network, as an agreed action stemming from the adopted 2011-2021 Waikato Regional Public Transport Plan (RPTP), with the purpose of examining the deeper fundamentals of investment priorities for public transport in the region.

Driving this need to prioritise is the current funding environment where central government wants to see improved outcomes for its investment in public transport. Further, the current network, specifically in Hamilton, has historically been provided on an equitable basis and thus areas of over-demand and over-capacity have developed.

The strategic network review involved a programme of current network performance reviews, a best practice study, a wide series of workshops and a technical assessment to come to its conclusion. Workshop streams were attended by 64 regional stakeholders representing political, urban, satellite and rural interests.

At the heart of the project was the need to develop an investment and prioritisation framework for the provision of public transport. The workshop programme tested, through an iterative process, alternative options to current public transport policies. New investment priority statements were firstly defined, then refined following the results of testing.

The first priority for investment, utilising the series of core routes, was to always have enough capacity to accommodate the travel demands of the morning and afternoon peaks. The next highest priorities were to ensure good service is provided during the inter-peak weekdays (9am-3pm) and on Saturdays. Outside of these times, services should then be targeted to areas where there are higher concentrations of transport disadvantaged people.

Future investment decisions on public transport infrastructure, such as bus lanes and interchange facilities, can also be progressed as a result of the review.

The strategic network review has confirmed that the:

- current public transport network is predominantly a supply-led system and is over-delivering levels of service within Hamilton city
- operation of the Hamilton urban public transport network compared to important service operation metrics shows that the majority of the services are marginal to poor, and has therefore been the primary focus for service optimisation undertaken by this project
- current level of public transport service provision is not financially sustainable and changes to create a better

balance between demand and supply-led services is required.

To achieve the change in public transport service provision at a network level, the strategic network review has identified:

- a set of urban service priorities that focus on peak service provision with a series of flexible additional services that are targeted based on social need
- a set of satellite town and rural service priorities have also been developed that focus more on connectivity and social need than the urban services
- an assessment process that allows all services (existing, planned and requested) to be considered against a set of common criteria for service type (urban, satellite or rural) and investment priorities met in accordance with stakeholders' stated preferences.

Appendix C: Farebox recovery policy

Background

The Waikato Regional Public Transport Plan (RPTP or the plan), prepared by Waikato Regional Council (the council), is a strategic document that sets the objectives and policies for public transport in the region, and contains details of the public transport network and development plans over the next 10 years (2015-2025).

The plan builds on the strategic direction for transport established through the Waikato Regional Land Transport Plan 2015-2045 (RLTP), and aims to deliver an effective, efficient and integrated public transport system for the people of the Waikato.

The RPTP will provide the basis for collaborative partnerships with territorial authorities and transport operators to support the efficient and effective delivery of public transport services and infrastructure.

Farebox recovery policy requirements

The farebox recovery policy has been developed in response to the requirement from the NZ Transport Agency for regional councils to include a farebox recovery policy in their regional public transport plans. Regional farebox recovery policies are intended to contribute to the national target, which is to achieve a minimum national 50 per cent farebox recovery ratio by 2018 averaged across all public transport services in New Zealand. The policy reflects the Government's desire to contain the recent growth in subsidy expenditure on public transport, and to encourage a greater share of user funding.

The NZ Transport Agency farebox policy outlines the following principles for regional councils to consider when developing a farebox recovery policy and farebox recovery ratio targets:

- Fares should reflect the level of private benefits that users receive from public transport, while subsidy levels should reflect the 'spill over' benefit to the road users, ratepayers and the wider community, environment and economy.
- The cost of providing public transport services should be shared equitably between users, ratepayers and contributors to the National Land Transport Fund.
- Farebox recovery policies should be consistent with central and local government fare and funding policies, and recognise the wider benefits of public transport.
- Farebox recovery policies should reflect the desire to meet the community's social needs, including the provision of services for the transport disadvantaged, and the willingness of affected communities to pay.
- Farebox recovery policies should not be the only driver of the pricing of fares, but be part of a wider assessment of all of the relevant factors when reviewing fares.

Components of the farebox recovery ratio

The farebox recovery ratio measures the proportion of total operating costs that are recovered from passenger fares. Increasing the farebox recovery ratio involves either an increase in total fare revenues, or a reduction in subsidy costs, or a combination of both. This can be achieved through one or a combination of the following measures:

- a. Increased fare levels and/or changes in fare structure that result in a higher fare per passenger
- b. increased passenger numbers on existing services, resulting in higher overall fare revenues
- c. reduced operating costs, through measures such as reducing poor-performing services, or introducing operational efficiencies.

These measures are interdependent. For example, an increase in fare levels will, other things being equal, result in some reduction in passenger volumes. Similarly, an increase in passenger volumes leads to increased operating expenditure to provide additional services (unless spare capacity is available).

It is also important to note that some of the mechanisms to improve farebox recovery can have a negative impact on some of the other public transport objectives. For example, raising fares or reducing costs through service level reductions are likely to work against policies aimed at increasing public transport patronage and mode share, or improving accessibility for the transport disadvantaged. The council has taken these matters into account in establishing its farebox recovery policy.

Calculating the farebox recovery ratio

The farebox recovery ratio (FRR) is calculated using the following formula:

$$\text{FRR} = (\text{FT} + \text{S}_3) / (\text{FT} + \text{ST})$$

Where:

- FT (total farebox revenues) = FN + FG
- FN = Farebox revenues on net contract services and commercial services
- FG = Farebox revenues on gross contract services
- ST (total subsidy payments) = S₁ + S₂ + S₃
- S₁ = operating subsidies on contracted services
- S₂ = concession fare payments on contracted and commercial services (as applicable)
- S₃ = SuperGold card payments on contracted and commercial services

The table below shows that in 2013/14 the farebox recovery ratio for Waikato was 38.8 per cent. This means that public transport passengers contribute 38.8 per cent of the total system operating costs through fares. The shortfall is met from subsidies from the NZ Transport Agency and council rates.

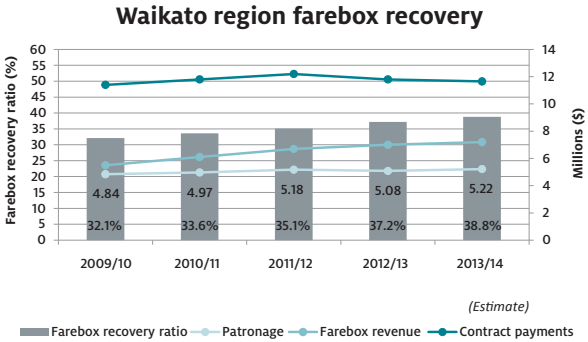
a. Passenger volume (trips pa)	5,220,104
b. Farebox revenues (FT)	\$6,484,756
c. SuperGold revenues (S3)	\$853,800
d. Total farebox & SuperGold revenues (FT+S3)	\$7,338,556
e. Average fare per passenger (d/a)	\$1.41
f. Contract costs	\$11,566,469
g. Total subsidy costs (incl SuperGold) (f+c)	\$12,420,270
h. Farebox recovery ratio (d/g)	38.8%

improvements. The targets should also take account of the ability of users, especially the transport disadvantaged, to pay fares at the level required, and the community’s willingness to pay for those services.

However, the council recognises the need to achieve an equitable balance between user charges and subsidies, and for the Waikato region to make a positive contribution to the achievement of national farebox targets. This suggests the need to increase the farebox recovery ratio in Waikato over time, but in a way that does not threaten the recent patronage gains that have been made.

Historical data shows that the Waikato farebox recovery ratio was close to 50 per cent until 2002/03, but declined over the next few years to approximately 30 per cent in 2006/07. This decline coincided with a period of rapid expansion in public transport service levels in the region. While passenger numbers increased strongly as a result of these service improvements, the resulting increases in farebox revenues were more than offset by an increase in subsidy payments over the same period.

Although Waikato’s farebox recovery ratio remains below the national target of 50 per cent, over the last 5 years it has increased substantially as shown in the following figure.



It is also important to note that the national farebox recovery target of 50 per cent is expressed as a national average – it does not mean that all regions need to achieve 50 per cent, and it is necessary to take different regional circumstances into account in establishing the appropriate level of farebox recovery for each region. For Waikato, farebox targets need to take account of the overall objective of growing public transport patronage, and the need to build on the patronage growth that has been achieved from those past service

Options considered for farebox recovery policy

A range of potential farebox recovery targets were identified and modelled (40 per cent, 45 per cent, 50 per cent). The targets and potential mechanisms to achieving them are set out in the table below.

Mechanism to achieve target	Potential targets for 2021			
	38% (status quo)	40%	45%	50%
Cost savings only	No change	0.7% reduction in operating costs per annum over and above inflation	3.6% reduction in operating costs per annum over and above inflation	6.3% reduction in operating costs per annum over and above inflation
Fare increases only	Increase fares in line with inflation	1.1% increase in fares per annum over and above inflation	5.8% increase in fares per annum over and above inflation	10.5% increase in fares per annum over and above inflation
Patronage increases only	Increase patronage in line with service costs	0.7% increase in patronage per annum, plus any resulting increase in service cost	3.7% increase in patronage per annum, plus any resulting increase in service cost	7.3% increase in patronage per annum, plus any resulting increase in service cost

A combination of measures would be used to achieve any particular farebox recovery target, but the extent to which some of these mechanisms can be applied will be limited. In particular, there is likely to be limited scope to further reduce operating costs through greater efficiencies, as any gains are likely to be offset by service improvements in other areas to satisfy increasing demands. For this reason, most of the gains in farebox recovery are expected to be made through increased fares and increased patronage, although ongoing increases at the level necessary to achieve the higher targets are unlikely to be achieved. The 50 per cent target was therefore not considered further.

The following three options were identified:

- **Option 1:** Target of 40% by 2018 and 40% by 2021 (current target)

- **Option 2:** Target of 40% by 2018, and 43% by 2021 (small level of change)
- **Option 3:** Target of 43% by 2018, and 45% by 2021 (high level of change)

An assessment of these options is set out in the following table. It is noted that natural growth in patronage due to population has been considered and is likely to be around 1.3 per cent per annum. Assuming the current fare structure and cost of running the public transport services remains constant, this will result in an estimated farebox recovery ratio of around 41 per cent by 2021 through increasing revenue gained by more people being able to access public transport.

Measure	Option 1 Target 40%	Option 2 Target 43%	Option 3 Target 45%
Approach to achieving target	Increase fares in line with inflation, and patronage in line with service costs	Small annual fare increases (1-2% pa) combined with modest patronage growth (1-2% pa)	Higher fare increases (4-5% pa) to reach 43% by 2016/17 combined with modest patronage growth (2-3% pa)
Affordable for users and funders	Users: Most affordable for users Funders: No change in funding required, but unlikely to be supported by NZ Transport Agency	Users: Lower fare increases than previous years and therefore more affordable for users Funders: No material change in funding required	Users: Less affordable for users with higher fare increases for 3 years Funders: Small reduction in funding required, more likely to be supported by NZ Transport Agency

Reliable and efficient	No direct impact		
Access to essential services	Affordable access and patronage is maximised under this option	Fare increases will limit access for some and will reduce growth in patronage	Higher fare increases will limit access and will further reduce growth in patronage

These options were also discussed with stakeholders, who generally supported a 40 per cent target for the farebox recovery ratio (option 1). The NZ Transport Agency sought an option that provided for continued improvement in the farebox recovery ratio. Note that a lower farebox recovery ratio means more funding is required by the NZ Transport Agency and regional ratepayers, as co-investors in public transport.

On the basis of the council’s assessments and stakeholder feedback, it was decided the farebox recovery ratio target be specified as a target range of 40-43 per cent over the first three years the plan (2015-18). The lower end of this range would be consistent with the majority of stakeholder feedback while the upper end provides room for the farebox recovery ratio to increase in accordance with NZ Transport Agency preference as a co-investment partner. The policy also includes an expectation that the farebox recovery ratio continue to improve over the course of the plan, but retains flexibility for this to be balanced against other objectives/considerations, such as patronage growth and affordability. No target has been specified for the 2018-21 period, as this will be set as part of the next 3-yearly review of the RPTP.

Farebox recovery policy implementation strategy

The farebox recovery policy implementation strategy sets out how the farebox recovery policy will be applied and farebox recovery ratio target achieved.

Previous fare increases and service optimisation improvements have contributed to an increasing farebox recovery ratio, while maintaining modest patronage growth and a consistent level of operating costs. In the future there will be less ability to increase fares without impacting on patronage growth. Therefore, achieving farebox recovery targets will have a greater reliance on service optimisation and increasing patronage where there is existing service capacity.

Waikato Regional Council plans to achieve the farebox recovery target through various means, including improving the efficiency of existing services, monitoring and rationalising service delivery, undertaking regular fare reviews, and by achieving patronage growth through service innovations such as real time information and ticketing improvements.

The farebox recovery ratio is intended to continue to improve over the course of the plan in accordance with the target. This will not only improve value for money for ratepayers and the NZ Transport Agency as co-investors, but also provide greater flexibility to consider service enhancements and other options. This is particularly important for possible intervention options that have the potential to reduce farebox recovery in the shorter term (e.g. fare concessions) but increase patronage

and/or farebox recovery in the longer term. Any short term impact would need to be managed to ensure the farebox recovery ratio did not fall below its target range and therefore the higher the farebox recovery ratio the more flexibility there is to consider a wider range of options.

The farebox recovery objectives are to be balanced against other objectives and considerations set out in this plan when making decisions, including patronage growth and affordability. A wide range of potential interventions will be considered as part of each annual fare review to improve farebox recovery levels, including:

- patronage increases
- service optimisation
- fare increases
- service innovations, such as improved electronic ticketing and real time information system improvements.

The council will seek to achieve the farebox recovery target by:

- a. Continuously monitoring and optimising the delivery of existing services. Optimisation is defined as maintaining patronage with reduced resources or increasing patronage within existing resources.
- b. Encouraging increased patronage by identifying and implementing targeted innovations such as real time information, ticketing and service improvements.
- c. At least annually reviewing and adjusting fare levels generally in line with movements in baseline public transport operating costs or in response to patronage growth slowing or declining.

It is also noted that long term plan revenue and fare increase assumptions and farebox recovery policy need to align. This may require changes to the long term plan, as the RPTP farebox recovery policy has less emphasis on annual fare increases than previously, although this will need to be balanced against council budget assumptions/requirements.

Appendix D: Matters to take into account in plan preparation

Legislative matters addressed in the plan.

Matters we must address	How we have addressed them
How the plan contributes to the purpose of the Act.	The plan contributes to the purpose of the Act through its goal, strategic priorities and policies that seek to develop an efficient, effective, affordable and integrated public transport network that supports economic growth of the region and achieves value for money.
Preparation of the plan in accordance with NZ Transport Agency guidelines.	The NZ Transport Agency's guidelines were considered in the development of the plan. Regular meetings have been held with NZ Transport Agency staff to review the process and proposed contents of the plan.
Applied the principles of section 115A(1) of the Act.	The council has applied the principles of section 115(1) by working in partnership and collaboration with territorial authorities to deliver the regional public transport services and infrastructure necessary to meet the needs of passengers. The principles of the plan aim to achieve integration, reliability, frequency, and coverage necessary to encourage passenger growth. The plan also emphasises the importance of collaboration between Waikato Regional Council, local authorities and operators to ensure the integration of public transport services and infrastructure.
Takes into account any national energy efficiency and conservation strategy.	The National Energy Efficiency and Conservation Strategy 2011-2016 sets out an objective of a more energy-efficient transport system, with a greater diversity of fuels and alternative energies. The plan proposes a network that will supply better frequencies with the existing level of resources thereby enabling more users to travel by public transport and reduce single occupancy vehicles on the roading network.
Takes into account any relevant regional policy statement, regional plan, district plan.	Section 2.3 of this plan addresses the relevance of the regional documents.
Takes into account the public transport funding likely to be available in the region.	The funding likely to be available is discussed in Section 6.7 of the plan.
Takes into account the need to obtain best value for money, having regard to the desirability of encouraging a competitive and efficient market for public transport services.	The procurement approach is covered in section 6.6.
The views of public transport operators in the region.	The region's operators have been involved in the development of the units for PTOM.
Considers the needs of persons who are transport disadvantaged.	The needs of the transport disadvantaged are being investigated in conjunction with the RLTP and have been addressed in Section 5.4 of the plan.

Items we must include	Are they included?	Where are they in the plan?
Identify the public transport services integral to the public transport network that the Waikato Regional Council proposes to provide.	Yes	Chapter 7
Provide an outline of the routes, frequency, and hours of operation of the services that are integral to the network.	Yes	Chapter 7
Arrange all of the public transport services into units.	Yes	Section 6.6 and Chapter 7
Indicate the date each unit commences.	Yes	Appendix E
Identify units for which Waikato Regional Council intends to provide financial assistance.	Yes	Section 6.6, Chapter 7 and Appendix E
Identify any taxi or shuttle services for which Waikato Regional Council intends to provide financial assistance.	Yes	Chapter 7
Describe how the network will assist the transport disadvantaged.	Yes	Chapter 5.4
Specify any objectives and policies that apply to any unit, and any taxi or shuttles services for which Waikato Regional Council provides financial assistance.	Yes	Section 6.2
May describe exempt services, but may not make them subject to the objectives and policies applying to units.	Yes	Section 6.6
May describe other matters Waikato Regional Council deems relevant.		
For units, Waikato Regional Council must include policies on: <ul style="list-style-type: none"> • accessibility, quality and performance • fares and the method or formula or other basis for setting and reviewing those fares • the process for establishing units • the approach that will be taken to procuring the delivery of the services in a unit • how the procurement of services will be phased in over time • managing, monitoring, and evaluating the performance of units. 	Yes	Chapters 6, 7 and 8
Any procurement of units that Waikato Regional Council does not intend to provide financial assistance for must be approved by the NZ Transport Agency.	No	
Must contain a policy on significance for reviews.	Yes	Chapter 8

Appendix E: Allocation of services to units

As discussed in Section 6.6 of the plan, the Public Transport Operating Model (PTOM) seeks to grow patronage while reducing a reliance on subsidies. This is done by meeting the two-fold objective of growing the commerciality of public transport services and a confidence that services are priced efficiently.

One of the major components of the proposed operational framework is the allocation of services to operational units. Each unit is made up of a service route or group of service routes operating to a timetable. All routes described in Chapter 7 of this plan are grouped into units based on the unit design principles developed jointly by Waikato Regional Council, the NZ Transport Agency and operators. Each unit will be delivered through a separate operating contract.

Process for developing units

Waikato Regional Council has taken a partnership approach with operators in developing the public transport units for the region. An early concept unit design was identified in 2013 as part of the strategic network review which was based on geographical catchments and three broad market types present in the region – urban, satellite and rural.

The initial unit concept design was refined through consultation with operators to:

- identify services integral to the network
- define unit design principles
- identify potential unit options and procurement approaches
- identify an approach to monitoring and evaluating the performance of units.

The outcome of the consultation has been reflected in the preferred unit design adopted in the RTPP and the procurement policies described in section 6.6 of the plan.

Unit principles

The following principles, developed by Waikato Regional Council in conjunction with operators and the NZ Transport Agency, have been taken into consideration in the development of the final proposed unit structure.

Unit attractiveness – A unit or group of units should be attractive to multiple tenderers.

Rationale – This principle is central to the Public Transport Operating Model and the overarching objective to grow confidence that services are priced efficiently and there is access to public transport markets for competitors. The potential for credible competition for a market is regarded as a fundamental driver of efficient pricing. Consideration

of the attractiveness of a unit from the perspective of multiple operators requires consideration of the conditions that are likely to make it viable for an operator to enter an otherwise established market.

Marketable whole – Units should align with identifiable customer markets and provide exclusivity to those markets.

Rationale – This principle aligns with the requirement for the regional council to contract for the provision of every unit on an exclusive basis (LTMA s116). Unit alignment with identifiable customer markets is desirable as it focuses attention on growing patronage overall in preference to attracting existing patronage from other services or units. Maximising exclusivity of a unit should also enhance the relevance of any financial incentive mechanism applicable to the unit. This is due to an operator having exclusive exposure to the growth potential of the unit.

Efficient – Units should be configured and potentially grouped to maximise operational and administrative efficiencies.

Rationale – Maximising operational and administrative efficiencies can serve to reduce costs and increase returns on investment for operators and councils. Ultimately, maximising efficiencies should be of most benefit to public transport users by minimising the need for fare increases and ensuring maximum resource can be applied to providing quality and desirable services. Operational efficiencies also require consideration of efficient groupings of routes and services and the effect unit configuration may have on the ease of incrementally changing an integrated network of routes and services over time.

Unit requirements

Whole route operation – Each unit must comprise a service or group of services that operates all timetabled services on the entire length of one or more routes in the RTPP (legal requirement). This precludes the defining of a unit that only covers part of a route in the network, and helps define the 'marketable whole' and reinforce the customer base.

Mode specific – Units must be single-mode specific – that is, a unit cannot include both a bus and ferry or train route.

Unit considerations

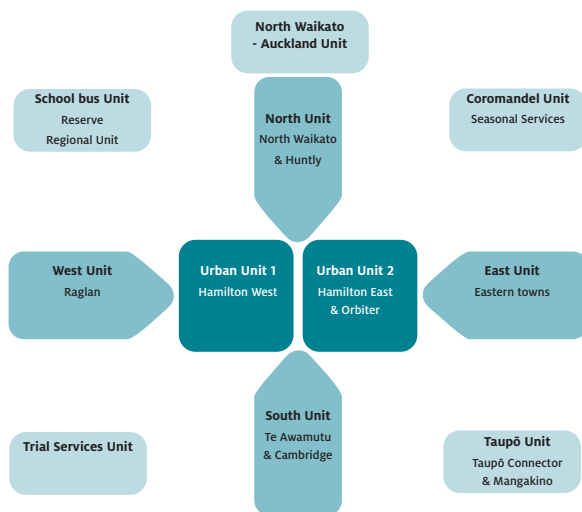
Network and service review – The network review undertaken in 2013 forms the basis of the new public transport network contained in this plan (Chapter 7) and helps to guide the unit design.

School services – The Ministry of Education is currently reviewing the provision of Ministry-funded school bus services in the region. The outcome of the review may have implications for the final identification of services integral to the network. There are also school services operated under contract to individual schools that are not considered integral to the network that may need to be registered with the council as exempt services.

Potential for group tendering – The council intends to establish a policy allowing for group tenders. The policy would enable potential operators to bid for units individually and potentially offer a discounted price if awarded a group of units. The policy can serve as a tool to allow flexibility in establishing the size, grouping options and combinations of units.

Preferred unit structure

The diagrams and table enclosed outline the preferred unit structure and procurement approach for bus units in the Waikato region. Following consideration of feedback from multiple operators and the NZ Transport Agency, this structure and approach is considered to best give effect to the unit design principles and requirements. Policies from chapter 6 of the plan will apply to these units.



Proposed unit structure for the Waikato region

All Hamilton urban and satellite units are to be tendered and awarded allowing at least six months lead in time prior to the expiry of existing contracts. A detailed procurement programme has been developed in consultation with the NZ Transport Agency and operators to ensure the aim and objectives of PTOM are met.

Operators may choose to tender for a group of units and offer a discounted price if awarded all units within the group. A group tender policy would be developed and included in the Waikato Regional Council Procurement Strategy.

Waikato Regional Council and Auckland Transport will jointly procure and manage the North Waikato Unit in order to accommodate subsidised inter-regional services and comply with legislative requirements.

The School Bus Unit is intended to provide flexibility to respond to the potential withdrawal of Ministry of Education funded school services.

Unit descriptions and commencement dates

The following tables represent how the services in the region are grouped into specific units and the 'indicative dates' by which units are expected to start operating. Information about the timing and scope of the units will be specified in the Waikato Regional Council Procurement Strategy.

Hamilton Urban Unit 1	
Commencement date: January 2017	
Name	Route no.
Bremworth/ Templeview	26
Hamilton Gardens	29
Dinsdale	3
Frankton	8
Nawton	9
Fitzroy	12
Glenview	7
Mahoe	6
Te Rapa	18
Pukete	1
CBD Shuttle ⁽²²⁾	51

22 This service will start one year after Hamilton urban unit 1 commencement.

Hamilton Urban Unit 2	
Commencement date: January 2018	
Name	Route no.
Orbiter	52
University	13
Silverdale	2
Hillcrest	10
Flagstaff	4
Rototuna	16
Chartwell/ Huntington	5
Fairfield	11
Claudlands	14
Night Rider	NR

North Unit	
Commencement date: July 2016	
Name	Route no.
Pukekohe	44
Northern Connector	21
Huntly Internal	41
Horotiu Assist	

West Unit	
Commencement date: January 2017	
Name	Route no.
Raglan	23
Raglan Assist	23b
Whatawhata Assist	23w

South Unit	
Commencement date: January 2019	
Name	Route no.
Te Awamutu	24
Cambridge	20

East Unit	
Commencement date: July 2016	
Name	Route no.
Morrinsville/Paeroa	22
Morrinsville Assist	22a

Taupō Unit	
Commencement Date: January 2017	
Name	Route No.
Taupō Connector	Central
Taupō Connector	North
Taupō Connector	West
Taupō Connector	Assist
Mangakino to Tokoroa	
Mangakino to Taupō	

North Waikato Unit	
Commencement date: TBA	
Name	Note
Tuakau to Pukekohe	This unit will be operating within the Waikato region and will join up with an Auckland unit at a boundary point to provide cross-boundary services. Waikato Regional Council will work with Auckland Transport to procure a single operator for both units, and agree on a funding arrangement (with Waikato District Council) to share the cost of the adjoining services.
Port Waikato to Pukekohe	

Coromandel Unit	
Commencement date: January 2016	
Name	Route no.
Summer Shuttle and Park & Ride	MCBo1/MCBo2

Trial Services Unit	
Commencement date: TBA	
Name	Note
TBA	<p>From time to time there may be a need to trial services to test viability. The addition of a generic trial unit will allow for the contracting of trial services.</p> <p>In some circumstances there may be a need for the regional council to contract services regardless of whether the council is contributing financially to the trial.</p> <p>Services that utilise funding from local or central government fall outside of the definition of “exempt” or “excluded” and therefore must be contracted with the regional council. The inclusion of this unit would, for example, enable new trial services in South Waikato District.</p>

School Bus Unit	
Commencement date: TBA	
Name	Note
TBA	Reserve unit for the potential withdrawal of Ministry of Education-funded school services.

RPTP policies that apply to units

It is expected that the policies and actions identified in Chapter 6 of this plan will be reflected in the provisions of PTOM unit contracts with public transport operators. In particular, the following policies and actions will apply to units:

Unit	Waikato RPTP policy and action
All units (excluding North Waikato and School units ⁽²³⁾)	<ul style="list-style-type: none"> • Vehicle specifications: P11, A18, A19, A20 • Fares and ticketing: P17, P18, P19, P20, A30, A32, A33, A34, A35 • Farebox recovery: P21, P23, A38, A39, A40 • Branding and marketing: P24, P27, P28, P29, P30, P31, A41, A42, A43, A44 • Procurement: P40, P41, P42, P43, P44, P45, P46, A54, A55, A56 • Unit performance: P47, A58
Hamilton urban units 1 and 2 only	<ul style="list-style-type: none"> • Service levels: P1, P3, P4, A1, A3, A4
North, West, East, South and Taupō units only	<ul style="list-style-type: none"> • Service levels: P6, P7, P8, A7, A8, A9, A11 • Vehicle specifications: P12

²³ North Waikato unit will be jointly procured with Auckland Transport and may be subject to the Auckland RPTP policies; the scope of the School Unit is still to be determined.

Appendix F: Glossary of commonly used terms and acronyms

Term	Definition
BUSIT	Waikato regional public transport brand
Contracted service	A public transport service for the provision of which the council has let a contract in accordance with the procurement procedures approved by NZ Transport Agency
Council	All references to 'council' in this plan refer to Waikato Regional Council
DHB	District health board
Electronic ticketing system	A system for issuing and cancelling single and multi-trip tickets, and recording the data by service and time to enable computer analysis of passengers' overall journey patterns
Evening service	A service catering for demand after 6pm on weekdays
Exempt services	A public transport service that is exempt under Section 130(2) of the LTMA 2003, including inter-regional and commercial services
FAR	Financial assistance rate
Farebox recovery ratio	The proportion of the costs of operating any public transport service, which is recovered from the fares charged, and from any other revenue which can be credited to that service
GPS	<i>Government Policy Statement on Land Transport</i> A Government policy statement issued under section 86 of the Land Transport Management Act 2003 which contains the Crown's land transport investment strategy and indicative funding ranges for activity classes
Inter-peak service	A service operating on weekdays between the morning and afternoon peak periods
LGA	Local Government Act 2002
LTP	<i>Long Term Plan</i> The 10 year plan produced by regional and territorial authorities under the Local Government Act 2002
LTMA	Land Transport Management Act 2003
NEECS	National Energy Efficiency and Conservation Strategy
NZ Transport Agency or NZTA	New Zealand Transport Agency The single Crown entity established under section 93 of the Land Transport Management Act 2003
Off-peak service	Any service operating outside peak periods (that is, all inter-peak, evening, weekend and public holiday services)
Operator	A commercial organisation whose business is the provision of public transport services (In other contexts "operator" is sometimes used to refer to the driver of a public service vehicle)
Peak services	For the purposes of defining level of service: peak services are regarded as those weekday services, including timetabled connecting services, which are scheduled to arrive in the central business district of Hamilton before 9am, and to depart between 3.30pm and 6pm

Term	Definition
PTOM	Public transport operating model
RCA	Road controlling authorities
RLTP	<i>Regional Land Transport Plan</i> A regional land transport plan, prepared under Part 2 of the Land Transport Management Act 2003
RPS	Regional Policy Statement
RPTP	Regional Public Transport Plan
RPTP Development Committee	Regional Public Transport Plan Development Committee
RTC	Regional Transport Committee A regional transport committee established under section 105 or clause 11 of schedule 7 of the Land Transport Management Act 2003. Regional transport committees have representation from regional councils, territorial authorities and the NZ Transport Agency
Service	Refers to any public transport service that is covered by the Act, and includes taxi services and other small passenger vehicle services
Transport disadvantaged	Those members of the regional community who, due to factors such as their age, disability, low income or inability to drive a motor vehicle, have limited access to private transport and for that reason may have relatively poor access to employment, shopping and social and recreational opportunities. Transport disadvantaged is defined in the Land Transport Management Act 2003 as ‘people whom the regional council has reasonable grounds to believe are the least able to get to basic community activities and services, such as work, education, healthcare, welfare and food shopping’.
TA	Territorial local authorities (district and city councils)
TM	Total Mobility
Unit	A unit is made up of a service route or group of service routes operating to a timetable. Units are based on unit design principles developed by the council, NZ Transport Agency and operators.

COMPETING GLOBALLY
CARING LOCALLY

Policy Series 2015/02

ISSN 2230-4339 (Print)

ISSN 2230-4347 (Online)

Printed April 2015



Private Bag 3038
Waikato Mail Centre
Hamilton 3240
New Zealand

Freephone 0800 800 401
info@waikatoregion.govt.nz
www.waikatoregion.govt.nz