



Notice of Meeting:

I hereby give notice that an ordinary Meeting of the Hamilton Public Transport Joint Committee will be held on:

Date: 10 March 2017
Time: 1.00 pm
Meeting Room: Council Chamber
Venue: Waikato Regional Council, 401 Grey Street, Hamilton East

VRJ Payne
Chief Executive Officer

Hamilton Public Transport Joint Committee

Agenda

Waikato Regional Council Co-Chairman	Cr R Rimmington	
Hamilton City Council Co-Chairman	To be advised at the meeting.	
	Members	
Waikato Regional Council	Cr R Rimmington	
	Cr J Hennebry	
Hamilton City Council	Cr D Macpherson	
	Cr L Tooman	
NZ Transport Agency Access & Mobility	A McKillop	D Crequer (alt)
	G Pomeroy (non-voting)	
Quorum	Three (3) being 1 member from each Council and either the NZTA or Access & Mobility representative	

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DATE 6 March 2017

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OBJECTIVE:

To oversee the implementation and monitoring of the Regional Public Transport Plan in Hamilton.

SCOPE OF ACTIVITY:

1. To consider and recommend on matters relevant to the implementation and monitoring of the Regional Public Transport Plan as it affects Hamilton City.

POWER TO ACT:

1. To recommend in respect of matters relating to the implementation and monitoring of the Regional Public Transport Plan as they affect Hamilton City.

REFERENCE DOCUMENTS:

Hamilton Public Transport Joint Committee Agreement (Doc#9436774)

Item	Table of Contents	Page
1	<u>Apologies</u>	
2	<u>Confirmation of Agenda</u>	
3	<u>Disclosures of Interest</u>	
4	<u>Confirmation of Minutes</u>	
5	<u>Confirmation of Membership and Co-Chairs</u> File: 03 04 21 Docs#10066630 <i>This report seeks confirmation of members, and appointment of the Chairman and Co-Chairs. (Report to be circulated separately to the Agenda.)</i>	
6	<u>Regional Public Transport Plan Implementation Update</u> File:03 04 21 Docs#10018119 <i>This report provides information on matters relevant to the implementation and monitoring of the Waikato Regional Public Transport Plan 2015-2025 as it affects Hamilton City.</i> <i>Representatives from Radiola will be in attendance to give a presentation on the Real Time Information System.</i>	4-36

Report to Hamilton Public Transport Joint Committee March 2017– To be received

File No: 03 04 21
Date: 2 March 2017
To: Chief Executive Officer
From: Chief Financial Officer
Subject: Hamilton Public Transport Update
Section: A (Committee has delegated authority to make decision)

Purpose

To provide the Hamilton Public Transport Joint Committee with information on matters relevant to the implementation and monitoring of the Waikato Regional Public Transport Plan 2015-25 as it affects Hamilton City.

Recommendations:

1. That the report Hamilton Public Transport Update (Doc #10018119 dated 2 March 2017) be received for information,
2. That the Joint Committee:
 - (i) review the planned service improvements in light of changing travel needs and development that has occurred, and
 - (ii) staff investigate the feasibility of implementing service improvements earlier, and
3. That the Committee endorse the recommendation of earlier disestablishment of the Ruakura Route be investigated for the purposes of reprioritising resource to service improvements in North-east Hamilton.

Background

The Hamilton Public Transport Joint Committee has been established to oversee the implementation and monitoring of the Regional Public Transport Plan in Hamilton. The scope of activity of the Joint Committee¹ is:

‘To consider and recommend on matters relevant to the implementation and monitoring of the Regional Public Transport Plan as it affects Hamilton City.’

The Waikato Regional Public Transport Plan 2015-25 (RPTP) was prepared in 2014/15 as a requirement of Part 5 of the Land Transport Management Act 2003. The purpose of the RPTP is to identify public transport services that will be provided over the next 10 years, along with the policies, procedures, information, and infrastructure to support the delivery of those services.

¹ Terms of Reference – Hamilton Public Transport Joint Committee

The RPTP was developed in close collaboration between Waikato Regional Council, the Hamilton City Council, bus operators and other key stakeholders including the New Zealand Transport Agency (NZTA). The RPTP provides an agreed framework to grow an affordable public transport system that contributes to the economic, social and environmental vitality of the region.

Report Structure

This report is prepared quarterly or as required to provide the Hamilton Public Transport Joint Committee with information on matters relevant to the implementation and monitoring of the RPTP as it affects Hamilton City.

The report is divided into three sections as outlined below. The topics covered in each section will vary as the implementation of the RPTP progresses.

1	Regional Public Transport Plan Implementation.....	3
1.1	Implementation of New Bus Contracts	3
1.2	Service Improvements for North-East Hamilton.....	5
1.3	Procurement of a New Electronic Ticketing System Update	7
1.4	Fare Review Project Update	7
1.5	University of Waikato Student Fare Concession Update	8
1.6	Total Mobility Review.....	9
1.7	SuperGold Card Funding Update.....	11
1.8	Ministry of Education School Transport Review	12
1.9	Real Time Information Update.....	13
1.10	Regional Public Transport Plan Review Project Update.....	13
2	Operations Activity Report.....	14
2.1	Patronage Update	14
2.2	Service Performance – Proposed Orbiter Route Amendment.....	16
2.3	Special Events.....	18
2.4	Public Transport Marketing.....	19
3	Hamilton City Council Activity Report	21
4	Assessment of Significance.....	24
	Appendix 1 – RPTP Key Actions Overview	25
	Appendix 2 - Summary of Hamilton Network Changes Confirmed in the Regional Public Transport Plan 2015 - 2025.....	27
	Appendix 3 - Bus Branding Overview	28
	Appendix 4 - Planned Routes and Timetables for Flagstaff and Rototuna Areas.....	30

1 Regional Public Transport Plan Implementation

This section of the report provides information of key implementation actions identified in the RPTP as it affects Hamilton City. Appendix 1 of this report provides an overview of key actions identified within the RPTP, along with indicative timeframes and information that will be presented to the Joint Committee.

Key actions covered in this report include:

1. Implementation of new bus contracts
2. Service improvements for North-East Hamilton
3. Procurement of a new electronic ticketing system update
4. Fare review project update
5. University of Waikato student fare concession update
6. Total mobility review
7. SuperGold card funding update
8. Ministry of Education school transport review
9. Real Time Information update
10. Regional Public Transport Plan review project update

1.1 Implementation of New Bus Contracts

Action A55 of the RPTP (pg. 59) confirms the Regional Council will procure and implement new bus contracts. Last year Council called for tenders and awarded new contracts to operate bus services within Hamilton and services between Hamilton and surrounding towns. The services were allocated into five contractual units and each contract has a nine-year term.

The commencement dates for new contracts are outlined in the table below:

Unit No.	Unit Name	Description	Unit Start	Bus Operator
1	Hamilton West	Comprising all bus services on the western side of Hamilton.	30 Sep 2017	Pavlovich Coachlines
2	Hamilton East	Comprising all bus services on the eastern side of Hamilton including the Orbiter Service	27 Jan 2018	Go Bus
3	North Waikato	Bus services connecting Hamilton, Horotiu, Ngaruawahia, Taupiri and Huntly	18 April 2017	Go Bus
5	East Waikato	Bus services connecting Hamilton, Morrinsville, Te Aroha and Paeroa	18 April 2017	Go Bus
5	West Waikato	Bus services connecting Hamilton, Whatawhata and Raglan	18 April 2017	Go Bus

The tender process enabled participants to compete on both quality and price with contracts being awarded to the tenderers that offered the best combination of the two. The tender process was competitive in relation to the number of suppliers that participated, the quality of bids received and pricing thereof. Overall, implementation of new contracts will result in service enhancements for less cost compared with current contracts.

Commencement of the new contracts will coincide with implementation of the network changes identified in the 2015 Strategic Network Review and confirmed by way of adoption of the current RPTP.

A summary of the key changes is outlined below. A more detailed overview of the network changes by areas is included within Appendix 1 of this report.

Contract implementation timeframes and key service changes

From April 2017, following implementation of Units 3, 4 and 5 comprising bus services between Hamilton and satellite towns:

- Introduction of Saturday and Sunday services between Morrinsville and Hamilton
- Introduction of additional trips on weekdays and the return of Sunday services for Raglan
- Provision of all new buses across the three contracts (12 new buses across the three contracts) and an overall increase in total fleet capacity
- Provision of free passenger Wi-Fi and USB charging ports on all buses
- Provision of comprehensive CCTV systems on every bus
- Provision of bike racks on buses (subject to confirming compliance with relevant vehicle regulations)
- Consistent vehicle branding across all satellite services (as illustrated in Appendix 3):

From October 2017, following implementation of Unit 1, comprising services on the western side of Hamilton:

- Re-establishing 15 minute all-day frequency of the Orbiter Service on weekdays,
- Provision of new and late model existing buses on the Orbiter service (new buses include USB charging ports)
- Provision of free passenger Wi-Fi on every bus
- Provision of comprehensive CCTV systems on every bus
- Introduction of services on weekends and public holidays for the Fitzroy route
- Consistent vehicle branding across all Hamilton services (as illustrated in Appendix 3):

From January 2018, following implementation of Unit 2, comprising services on the eastern side of Hamilton:

- Introduction of new all day, 7 day a week services to Hamilton's northern suburbs (note recommendation in this report to investigate bringing forward improvements into 2017)
- Disestablishment of the existing Ruakura Route (note recommendation in this report to investigate earlier disestablishment in 2017 and redeployment of resource to enhance services in Rototuna and Flagstaff)
- Introduction of 30 new buses to the contracted fleet and an overall increase in total fleet capacity
- Introduction of services on weekends and public holidays for four additional routes on the eastern side of the City (post implementation of new contracts the number of routes within Hamilton that operate 7 days per week will increase from 12 to 17).
- Provision of free passenger Wi-Fi on every bus
- Provision of comprehensive CCTV systems on every bus
- Consistent vehicle branding across all Hamilton services (as illustrated in Appendix 3):

A marketing programme will support the implementation of new contracts in April. The programme will include one or more open days to showcase the fleet of 12 new vehicles and promote the service improvements. It is intended that the general public, Councillors, key stakeholders and media would be invited to attend any such event.

Implementation of Hamilton contracts (October this year for the western side of the city and January 2018 for the eastern side of the city) will see a number of changes to existing routes and service times. A comprehensive communication plan will be developed and implemented prior to any significant changes being implemented. The purpose of the plan will be to ensure existing passengers and local residents are well informed of any pending changes to services.

Prior to implementation of the Hamilton contracts each route will be jointly reviewed by relevant staff from the bus companies, WRC and HCC to ensure the timetables and routes remain fit for purpose and necessary bus stop infrastructure is in place. It is anticipated that a number of routes and timetables will require changes in consideration the changing traffic conditions and potentially in consideration of public feedback as awareness of the pending changes increases. Any significant matters will be brought to the Joint Committee for consideration.

1.2 Service Improvements for North-East Hamilton

In accordance with previous recommendations from the Joint Committee, a number of interim service improvements have been implemented in 2016 and 2017 respectively in the Flagstaff and Rototuna areas, in advance of more comprehensive service improvements being rolled out with the implementation of new bus contracts in January 2018.

In January 2016:

- A new trial bus service, 4N Flagstaff North was established. The service travels from Woodridge, via Cumberland and Thomas Road to Westfield Chartwell. At Chartwell passengers are able to connect with various other services, which enables accessibility to the wider City. The 4N bus also travels through to/from Sacred Heart Girls' College, via St Paul's College, Southwell School, Peachgrove Intermediate and Hamilton Boys' High School during school times in order to help relieve capacity on the Orbiter service.
- The Rototuna Direct West (RDW) and Rototuna Direct East (RDE) services were also extended further north to Borman road to coincide with opening of Rototuna Junior High School and to provide additional coverage into an area not otherwise serviced by public transport.

Both the Flagstaff North and Rototuna Direct services operated in the morning and afternoon peaks, Monday to Friday only.

In January this year (2017):

- The 4N Flagstaff North service gained an additional six return trips in the middle of the day Monday to Friday, providing increased access to Rototuna and Chartwell for Flagstaff residents.
- The Rototuna Direct services gained additional return trips in the middle of the day Monday to Friday as well as services on Saturdays and Sundays.

To date the 4N Flagstaff North service has accommodated more than 16,500 passengers boardings over the past 12 months, while the enhancements to the Rototuna Direct services has resulted in a patronage increase of 24% (14,800 boardings) over the same period. Patronage on both services continues to increase.

From January 2018 the implementation of new bus contracts will see the introduction of new all day, 7 day a week services within the Flagstaff and Rototuna areas. The routes and timetables for the new services were identified as part of the network review that informed the adoption of the current RPTP in 2015. The proposed routes and timetables are included within Appendix 4.

However, much has changed in the northern-eastern suburbs since the initial routes and timetables were developed. For example, a significant amount of new housing has been developed along with the expansion of the roading network, including the provision of number of key links that unlock opportunities for the provision of enhanced bus services.

The Regional Council has made sufficient budget provision for the 2017/18 financial year to potentially enable the service improvements to be brought forward into 2017 and to extend services beyond what is currently included within the new contracts to better align services with existing and future development.

However, achieving this would still require disestablishment of the existing Ruakura route and reallocation of resource to the northern suburbs (currently planned for January 2018). The advancement of enhanced services may also require funding approval from the NZ Transport Agency.

A more detailed overview of the likely implications associated with the disestablishment of the Ruakura route will be provided at the Joint Committee meeting. However, by way of summary, the area currently served by route 15-Ruakura is also well served by a number of other routes which can accommodate passengers that might otherwise be displaced. Nonetheless further analysis is required to better understand the potential implications for passengers prior to final decisions being made.

In relation to further service improvements for the north-eastern suburbs it is recommended that the routes as outlined in the current RPTP are comprehensively reviewed with the input from the Flagstaff and Rototuna communities prior to implementation.

Subject to endorsement from the Joint Committee, staff would progress review and planned improvements for Hamilton's north eastern suburbs as follows:

- April/May 2017 - Undertake community and stakeholder engagement to better understand travel needs and service design requirements for residents in the north-eastern suburbs. Engagement channels would include:
 - Online and printed surveys
 - Stakeholder workshop(s)
 - Open days/drop in sessions for residents to come and talk to us face to face about potential improvements
 - Better understanding implications for existing passengers associated with disestablishment of the Ruakura route
- June/July 2017 – Develop/refine draft service improvement options and identification of supporting infrastructure (such as bus stop locations) and test with key stakeholders.
- August 2017 – Present service improvement options and stakeholder feedback to the Joint Committee for consideration and recommendations regarding implementation.

Confirming the scope of any service improvements in August would potentially enable network changes to be implemented during October/November 2017. However, the viability of any implementation date will be dependent on the nature and extent of any changes, applicable lead-in times and securing any funding approvals that may be required.

A strawman concept for enhanced services for the north-eastern suburbs will be presented at the Joint Committee meeting. It is intended that a strawman concept will form the basis of seeking community and stakeholder feedback during April/May. It is also anticipated that any strawman concept may need to change in light of community feedback.

1.3 Procurement of a New Electronic Ticketing System Update

Action A33 of the RPTP (pg. 49) confirms Waikato Regional Council will investigate and implement a new electronic ticketing system for all contracted services in the region. A new and improved ticketing system is essential in terms of maintaining fare revenue assurance, enhancing network management and planning capabilities along with enhancing the journey experience for passengers.

The Regional Council is jointly procuring a new ticketing system with a consortium of eight other Councils in New Zealand. Procurement of the consortium solution is well advanced with implementation anticipated during the first half of 2018. The solution will:

- Provide a secure and proven platform for fare revenue and patronage data,
- Provide Tag-on Tag-off functionality to enable improved reporting and network planning capability,
- Provide online smart card top-up capability,
- Be procured in a competitive market process,
- Enable a migration to the National Ticketing Programme (NTP) solution once available.

As reported at previous meetings, the interim consortium solution is expected to have a nominal life of five years to enable consortium members to migrate into a NTP solution once available. The NTP seeks to align public transport ticketing systems across New Zealand. The Regional Council is currently participating in development of the NTP in partnership with other regional councils and the NZ Transport Agency.

Procurement of the interim consortium solution and participation in the NTP programme provides a development pathway for ticketing in the region that enables us to address the immediate concerns with the current system and deliver significant enhancements for passengers, while still having the ability to migrate onto an NTP solution once available. In essence the approach better enables Council to keep pace with ticketing technology improvements, which is evolving rapidly on a global basis.

1.4 Fare Review Project Update

Action A31 of the RPTP (pg. 49) requires a comprehensive review of Waikato fare structure review in advance of implementation of a new electronic ticketing system. The purpose of the review is to ensure that the fare system contributes to the goal for public transport:

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

Waikato Regional Council has been working closely with Hamilton City Council, bus operators and other key stakeholders to advance on the fare review project. The overarching objective of the fare review is to ensure the fare system is:

- Simple for customers and simple to administer
- Reflective of the costs of running the service
- Affordable for funders and users
- Supports increased use of public transport.

A workshop was held in September 2015 with Hamilton City and Waikato Regional Councillors to help scope the review and identify options for further investigation. Since the workshop, staff have engaged a consultant to undertake technical analysis in relation to a number of potential change options. However, the project was put on hold during 2016 as it became apparent many of the options were

unable to be implemented due to the limitations of the current ticketing system and greater certainty in relation to the timing and capability of a new and improved ticketing system was required in order to have confidence the options were viable.

As noted above, procurement of a new system is well advanced and there is now sufficient certainty in relation to the timing and capability of a new and improved ticketing system to recommence work on the fare review project. At the Joint Committee meeting staff will provide an overview of the proposed scope and timing for the fare review project.

1.5 University of Waikato Student Fare Concession Update

The University of Waikato is seeking to encourage greater utilisation of sustainable transport modes, including public transport, to and from the University and deliver added value for its students. Staff from the University and Council have been working together to develop a joint approach to deliver benefits for students, staff, the University and the public transport network.

As a result, a fare concession scheme was implemented at the beginning of February this year, providing a 30% discount off the adult BUSIT card fare for University students and staff. The University has agreed to fully fund the value of the 30% concession.

The 30% concession:

- is available to University of Waikato students and staff who present a valid University ID to the bus driver at the time of travel
- is available on all Hamilton, Paeroa, Te Aroha, Morrinsville, Huntly, Ngaruawahia, Raglan, Te Awamutu and Cambridge buses
- applies to single adult BUSIT card fare only. The discount does not apply to any other fare products offered by Council, including cash fares
- can be used in conjunction with the one-hour free transfer within Hamilton City
- is available to eligible students and staff at any time bus services operate, including weekends and holidays.

Initial results for the month of February show that has been good utilisation of the concession with over 12,000 boardings recorded in association with the concession. Further analyses of boardings is currently underway and an update will provided at the committee meeting. The table below shows an initial breakdown of University concession boardings by route:

Route	Off Peak	Peak	Sat	Sun	Total
52 Orbiter	1473	2846	321	296	4936
17 Hamilton East / University	789	778	198	172	1937
13 University	906	834	94	94	1928
2 Silverdale	387	315	69	103	874
3 Dinsdale	60	104	27	41	232
20 Cambridge	97	126	5	3	231
6 Mahoe	61	120	11	17	209
16 Rototuna	48	52	36	24	160
4 Flagstaff/Chartwell	56	62	8	19	145
15 Ruakura	52	69	19		140
10 Hillcrest	62	56	17		135

18 Te Rapa	51	58	10	3	122
8 Frankton	35	68	11	5	119
5 Chartwell	37	62	13		112
7 Glenview	39	58	4	6	107
14 Claudelands	31	62	11		104
21 Northern Connector	39	45	13	6	103
1 Pukete	35	46	6	5	92
12 Fitzroy	26	54	5		85
24 Te Awamutu	37	29	3	7	76
26 Bremworth	32	33	1		66
9 Nawton	25	18	2	5	50
11 Fairfield	11	30		3	44
23 Raglan	2	5	31		38
57 Rototuna Direct West	7	21			28
58 Rototuna Direct East		22			22
22 Morrinsville/Paeroa	22				22
29G Lake & Gardens	12		1	7	20
4N Flagstaff North	3	3			6
Total	4413	5976	916	816	12143

In addition to the concession scheme the University of Waikato has developed a comprehensive programme known as Te Ara ki Angitū: Pathways to Excellence – deigned to make University study more accessible for people throughout the Waikato region. The programme includes provision of various support initiatives including:

- Scholarships
- Access to a portable learning device
- Support and mentoring while at University
- Daily bus services to/from selected Waikato towns and the University. The routes and towns serviced are as follows:
 - Route 1 - Tokoroa, Putaruru
 - Route 2 -Te Kuiti, Otorohanga
 - Route 3 - Te Kauwhata, Huntly, Ngāruawahia
 - Route 4 - Thames, Ngātea, Waihi, Paeroa, Te Aroha, Waitoa, Morrinsville
 - Route 5 - Matamata

Travel on the services is heavily subsidised by the University, with a nominal fare of \$1 per trip being applied for eligible students. The services are contracted and funded directly by the University, however the Regional Council has provided assistance in relation to the planning and coordination of services. Staff will continue to work with the University to explore the extent to which the University and public services can be integrated as demand for the University services is better understood.

1.6 Total Mobility Review

For background, Total Mobility is a nationwide scheme designed to give people with disabilities mobility options, and increase their community participation. The scheme is currently available within Hamilton, Taupo and Tokoroa. The scheme can be implemented within other areas of the region subject to the provision of local share funding.

The Total Mobility scheme is administered by the Waikato Regional Council and provides financial assistance, giving registered users a 50% discount on taxi fares up to a maximum subsidy - \$15 in Hamilton, \$12.50 in Taupo, and \$7.50 in Tokoroa. The user pays the remainder of the fare to the taxi driver. People who use the scheme must carry a Total Mobility ID card and vouchers to get the discounted fare.

There are currently six approved total mobility service providers within Hamilton (five taxi companies and one companion driving service). Collectively the service providers have about 90 taxis and 15 mobility vans, which are wheelchair accessible.

To be eligible for the scheme, people must have a physical, intellectual, psychological, sensory or neurological disability that prevents them from undertaking any one or more of the following five components of a journey unaccompanied on a bus, train or ferry in a safe and dignified manner:

- Get to the place from where the transport departs
- Get on to the transport
- Ride securely
- Get off the transport
- Get to the final destination

The disability can be permanent, temporary (6+ months), or fluctuating (able to use public transport some, but not all of the time).

An eligibility assessment is part of the application process to join the Total Mobility scheme, undertaken by registered assessors from local disability agencies, such as CCS Disability Action, LIFE Unlimited, Arthritis Foundation, The Blind Foundation and IDEA Services.

Currently there are 2624 registered Total Mobility users in Hamilton, who undertook a total of 40,909 journeys over the last 12 months.

The total travel subsidy paid to assist users based in Hamilton was about \$360,000 over the last 12 months. The subsidy is funded jointly by the NZ Transport Agency (60%), and a local authorities (40%). Hamilton's local share funding is met by the Waikato Regional Council passenger transport rate, and Taupo and Tokoroa's local share funding requirements are met by Taupo District Council and South Waikato District Council respectively.

The Regional Council has commenced a review of Total Mobility services provided within the region. At a high level, the review will seek to improve the efficiency and capability of the scheme and will focus on the following areas:

- A new administration system – the Regional Council is currently working with the NZ Transport Agency to investigate an improved administration system for the scheme. It is anticipated that an improved system could be implemented within the next 12 to 18 months. An improved administration system is required, in order to deliver greater administrative efficiencies and enable extension of the scheme within the Waikato should more districts opt into the scheme.
- Legislative changes – The Ministry of Transport has recently announced changes to the rules that apply to small passenger services and the outcomes of this could have implications for the Total Mobility service and providers.
- Electronic ticketing – As part of the review the Council in conjunction with the NZ Transport Agency is investigating the provision of a ticketing system for Total Mobility users, replacing the manual pink vouchers with an electronic identification card.

- Service provider eligibility criteria - following the completion of the items mentioned above, consideration will be given to whether eligibility criteria for service provider participation in the total mobility scheme should be amended.

Eligibility criteria for Total Mobility users are outside of the scope of the review as this is set on a national basis by the NZ Transport Agency. Staff will report back to the Joint Committee with initial findings from the review at the August meeting.

1.7 SuperGold Card Funding Update

Last year the Government announced changes to the SuperGold Card (SGC) public transport concession scheme to ensure the future of SGC funding is sustainable and cost efficient. The key changes for the scheme are as follows:

- From 1 July 2016 regional councils will be funded by way of capped bulk funding (with annual Consumer Price Index (CPI) adjustments) as opposed to per passenger reimbursements;
- From 1 September 2015 the moratorium on new services entering the scheme was lifted, with eligibility criteria being applied for new services; and
- SuperGold cardholders will be required to use smartcards as these become available.

As previously reported, the changes to the scheme do not affect existing benefits for current SGC users and removal of the moratorium on services and requirement to utilise smartcards are unlikely to be significant issues in the Waikato.

However, the shift to a capped bulk funding model will impose a ceiling on the cost of the scheme to the Government and reduce the amount of funding the regional councils might have otherwise expected to receive in the future.

As such, Local Government New Zealand (LGNZ) on-behalf of Regional Councils raised concerns with central Government regarding changes to the scheme, and in particular the potential for additional costs to be transferred to local government under the capped bulk funding model.

In response to this, the Ministry of Transport and the NZ Transport Agency undertook to set up a cross sector SGC Governance Group with the LGNZ Regional Sector Group. The Governance Group oversaw the development of an interim funding approach for the current 2016/17 financial year. Key components of the interim funding approach included:

- A one-year agreement dated from 1 July 2016 – 30 June 2017
- Continuation of the 65% reimbursement rate per SGC trip for that period
- All parties would use best endeavours to work within the national target allocation, for SGC funding.

Looking beyond the 2016/17 financial year, there is no commitment from Central Government to maintain SGC funding on a 'per trip' reimbursement basis.

The SGC Governance Group have identified a potential shortfall of \$1.2m dollars nationally between what Councils may have otherwise expected to receive under the 'per trip' reimbursement funding method vs the bulk funding method adopted by Central Government.

In effect this is likely to result in Waikato Regional Council receiving about the same amount of SGC funding it currently does (approximately \$820,000 per year), despite a forecast increase in SGC patronage. For the Waikato Region the short to medium term financial implications of the capped

funding approach is not expected to be significant. However, implications other Regions, particularly Greater Wellington and Auckland, are likely to be more significant.

Waikato Regional Council will continue coordinate with other regions via LGNZ. A meeting of the SGC Governance Group is scheduled this month, following which advice will be provided to the Minister of Transport on the SuperGold Card scheme funding for 2017/18 and a further update can provided to the Regions.

1.8 Ministry of Education School Transport Review

Since 2012 the Ministry of Education (the Ministry), NZ Transport Agency (the Agency), Waikato Regional Council (Council) and affected schools have been in discussions about the pending withdrawal of Ministry funded school buses in the Waikato where suitable public transport exists.

School bus services provided by the Ministry are free to eligible students and are designed, funded and provided independently to the urban and rural public bus services that are contracted by regional councils. Under the Ministry's School Transport Assistance policy, the Ministry does not provide school transport services where it deems 'suitable' public transport services to be available.

Ten Ministry funded routes in the Waikato have been identified where the Ministry deems suitable alternative public transport services are available. The alternative 'suitable public services' are provided by the Council and include service funding and infrastructure support from respective local authorities and the Agency.

The ten Ministry funded routes cater for approximately 500 students travelling from Te Awamutu, Huntly, Cambridge, Ngaruawahia, Te Aroha, Morrinsville and Melville to three 'special character' schools in Hamilton. The schools are Sacred Heart College, St John's College and Waikato Diocesan School for Girls. These figures have previously been provided by the Ministry.

Termination of the Ministry school bus services will result in a transfer of students onto public buses provided by Council. This transfer will occur at peak times. The current public transport network is unlikely to have sufficient capacity to accommodate the increased number of school students at peak times. To cater for the increased number of bus users would require new services (and vehicles) being put on during peak periods. Funding to meet additional service delivery costs would need to be met by a combination of the Waikato Regional Council, the NZ Transport Agency, affected local authorities and fare revenue from users.

Waikato Regional Council has identified that the current public transport network is unlikely to have sufficient capacity to accommodate the increased number of school students transferring onto the network from the planned service withdrawals.

Staff are currently undertaking a detailed assessment of potential options to cater for the additional demand. A set of workshops have been planned with affected schools, territorial authorities and the Ministry during March to seek feedback on the potential options. Staff will continue to keep the Joint Committee informed of progress.

Representatives from the Ministry were invited to attend the joint committee meeting but they have indicated that they wish the workshops and assessment of the potential options to be completed first prior to meeting.

1.9 Real Time Information Update

Action A50 of the RPTP (pg. 57) confirms 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 services.

The existing real-time information system within Hamilton is at the end of its technological life. While it was innovative at the time of installation over 10 years ago, it no longer meets passenger expectations and is becoming increasingly difficult to maintain.

Passenger facing functionality of the existing system is limited to information at 115 bus stops within Hamilton as well as on board next stop announcements for CBD Shuttle and Orbiter Services. Whereas passengers currently desire reliable real-time information available via mobile devices.

The Council's real-time information supplier is currently upgrading the existing system. The enhancements include:

- replacement of Automatic Vehicle Location (AVL) tracking hardware on existing buses
- trialling of a real-time smartphone application
- improved on-board next stop displays (Orbiter and CBD Shuttle)
- trialling of 5 new on-street passenger information displays
- trialling of technology for assisting people with vision impairments.

Development work for the enhancements are now significantly advanced. A live demonstration of the mobile app, on-bus next stop displays and on-street passenger information displays is planned for the Joint Committee meeting. An update on the planned public go-live date for the enhancements will also be provided at the meeting.

1.10 Regional Public Transport Plan Review Project Update

Waikato Regional Council is required to review the Regional Public Transport Plan (RPTP) as soon as practicable after the review of the Regional Land Transport Plan, to ensure the RPTP remains current and can continue to contribute to the core principles in section 115 of the Land Transport Management Act 2003. Staff are therefore working on project planning for this review. It is proposed that review timeframes will be significantly informed by a number of relevant projects currently underway or planned for 2017-2018.

Staff are preparing a context setting report for the RPTP Development Subcommittee at its first meeting on 11 April. The intent of this first meeting is to hold an open forum with the opportunity to hear from members about their objectives for the development of public transport within Hamilton and the wider region. Member feedback will help shape the scope and process for reviewing the RPTP.

2 Operations Activity Report

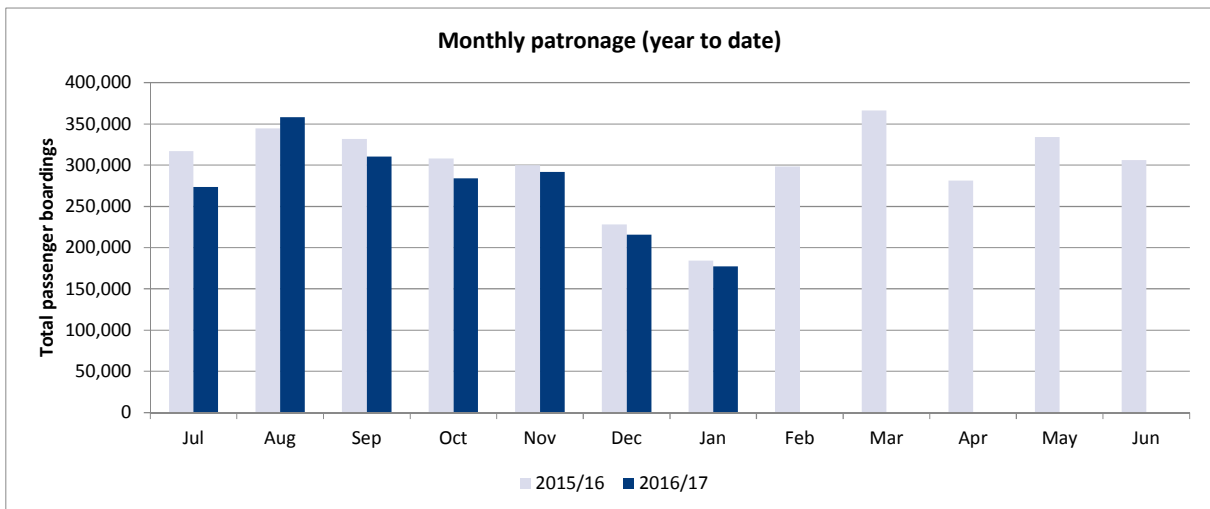
This section of the report provides information of key operational activities and service performance metrics relevant to public transport services in Hamilton. Operational activities covered in this report include:

- Patronage Update
- Service performance - Orbiter route amendment
- Public Transport marketing update.

2.1 Patronage Update

The tables and graph below provide an overview of patronage for Hamilton services in the last 12 months:

Area	Monthly patronage		Patronage last 12-mths		Wheelchairs last 12-mths	
	Jan-17	% change	Jan-17	% change	Jan-17	% change
Hamilton	177,342	-3.8%	3,497,431	-5.3%	3,744	-14%



Passenger type last 12-mths			Payment type last 12-mths			Time period last 12-mths		
Type	Jan-17	% change	Type	Jan-17	% change	Period	Jan-17	% change
Adult	1,537,206	-5.3%	Cash	342,587	-11.9%	OffPeak	1,525,940	-6.2%
Child	756,306	-6.1%	Other	4,718	-21.4%	Peak	1,643,604	-4.7%
Senior	397,298	0.3%	Prepaid	1,968,283	-4.3%	Sat	216,438	-0.8%
Transfer	806,621	-6.9%	SuperGold	375,222	0.5%	Sun	111,449	-9.3%
			Transfer	806,621	-6.9%			
Total	3,497,431	-5.3%	Total	3,497,431	-5.3%	Total	3,497,431	-5.3%

Patronage on Hamilton services over the 12 months has declined by 5.3 percent (194,410 boardings), compared to the previous year. Patronage has declined across 82 percent of routes within Hamilton, as illustrated on the table below. Patronage decline appears to be relatively consistent across all fare types and time periods with the exception of super gold card holders. Fare revenue has also declined by 5.9 percent over the same period. Patronage in most regions across New Zealand has also declined over the same time period (with exception of Auckland & Wellington).

Route group	Area	Patronage last 12-mths			Fare revenue last 12-mths
		Jan-17	# change	% change	% change
11 - Fairfield	Urban	92,185	-12,856	-12.2%	-15.2%
52 – Orbiter (inclusive of CBD Shuttle)	Urban	1,035,003	-116,941	-10.2%	-10.5%
16 - Rototuna	Urban	180,030	-17,343	-8.8%	-8.9%
15 - Ruakura	Urban	47,181	-4,005	-7.8%	-6.4%
08 - Frankton	Urban	173,344	-13,592	-7.3%	-6.7%
09 - Nawton	Urban	118,541	-8,001	-6.3%	-2.7%
01 - Pukete	Urban	113,700	-6,671	-5.5%	-6.3%
04 - Flagstaff	Urban	109,986	-6,430	-5.5%	-7.2%
26 - Bremworth	Urban	56,771	-3,318	-5.5%	-10.2%
14 - Claudelands	Urban	105,947	-6,174	-5.5%	-6.5%
10 - Hillcrest	Urban	94,272	-5,032	-5.1%	-6.3%
18 - Te Rapa	Urban	140,598	-7,467	-5.0%	-6.1%
NRW - Night Rider West	Urban	583	-29	-4.7%	-7.4%
07 - Glenview	Urban	102,517	-4,194	-3.9%	-5.2%
12 - Fitzroy	Urban	115,903	-4,240	-3.5%	-2.6%
13 - University	Urban	133,236	-3,675	-2.7%	-4.4%
NRE - Night Rider East	Urban	1,128	-30	-2.6%	0.3%
17 - Hamilton East / University	Urban	125,853	-3,149	-2.4%	-4.0%
06 - Mahoe	Urban	153,155	-3,725	-2.4%	-3.7%
03 - Dinsdale	Urban	148,164	-2,518	-1.7%	-4.3%
05 - Chartwell	Urban	67,799	-1,116	-1.6%	-4.5%
02 - Silverdale	Urban	208,521	-2,797	-1.3%	-1.9%
30 - Northerner	Urban	4,176	-5	-0.1%	-5.2%
21 - Northern Connector (Hamilton)	Urban	45,611	744	1.7%	-2.9%
29 - Hamilton Gardens	Urban	10,916	1,021	10.3%	4.2%
50 - Rototuna direct	Urban	75,068	14,858	24.7%	24.6%
SPE - Special event	Urban	20,471	5,575	37.4%	292.6%
4N - Flagstaff North	Urban	16,771	16,699	n/a	n/a

The following table summarises patronage change on satellite services that connect with Hamilton. Patronage decline on the Cambridge, Te Awamutu and Morrinsville services appears consistent with national trends over the past 18 months. Potential exists for strong patronage growth on the Northern Connector and Raglan services subject to provision of additional capacity at peak times. Staff are currently assessing options to achieve this and will provide a further update at the next Joint Committee meeting in May.

Route group	Area	Patronage last 12-mths			Fare revenue last 12-mths
		Jan-17	# change	% change	% change
20 - Cambridge	Satellite	49,285	-2,424	-4.7%	-6.0%
24 - Te Awamutu	Satellite	65,937	-2,711	-4.0%	-4.6%
21 - Northern Connector (Huntly)	Satellite	242,110	-8,483	-3.4%	-8.5%
22 - Morrinsville/Paeroa	Satellite	27,886	-530	-1.9%	-8.9%
23 - Raglan	Satellite	60,022	-375	-0.6%	-2.8%
41 - Huntly Internal service	Satellite	2,829	52	1.9%	-27.7%

2.2 Service Performance – Proposed Orbiter Route Amendment

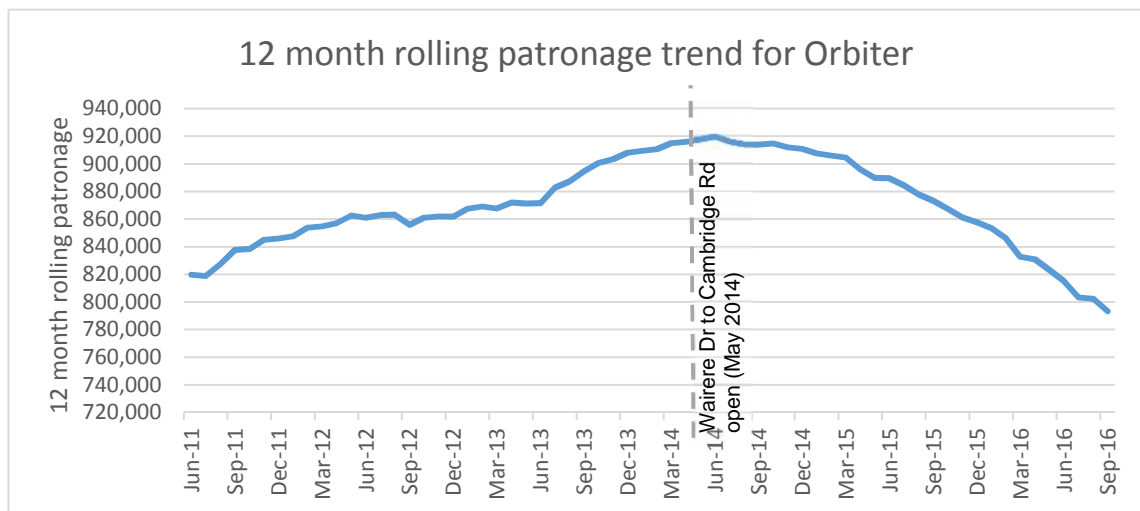
As outlined in the previous section of this report, patronage across a significant portion of routes within the city has declined over the past 12 months. The most significant decline in terms of actual numbers of boarding has occurred on the Orbiter and CBD Shuttle services, which has seen a reduction of 116,941 boarding for the 12 months through to January 2017.

By way of comparison decline on the Orbiter and CBD Shuttle service alone is about equal to the sum total of patronage decline on all other routes in Hamilton combined, which equates to a reduction of 116,367 boardings over the same 12 month period.

The nature of the Orbiter route is such that it influences the operation and patronage of nearly all other routes in the City. This is because the Orbiter route intersects with the majority of other routes within Hamilton and there is a significant number of passengers that transfer between Orbiter services and other routes. Approximately 23% of all passenger in Hamilton transfer between two or more buses to complete their journey.

Reversing the patronage decline on the Orbiter service is a high priority for the Hamilton network as a whole. Staff have been undertaking analysis of the nature and spatial distribution of the patronage decline along the Orbiter route. The analysis has shown that:

- patronage change on the western side of the city has been largely static with the notable exception being an increase in patronage associated the Orbiter service at The Base in Te Rapa.
- the most significant decline of patronage has occurred along the eastern corridor, comprising Peachgrove and Hukanui Roads: primarily between Chartwell in the north and Clyde Street in the south.
- The patronage decline appears to have a correlation with the completion of the Wairere Drive through to Cambridge Road as illustrated by the graph below.



Further analysis was undertaken to identify key factors that may have changed at about the same time Wairere Drive was completed to Cambridge Road, through to the present day. The following factors were identified:

- Completion of Wairere Drive through to Cambridge Road may have increased the relative ease of traveling by car, which may have contributed to patronage decline. This is supported by patronage research undertaken in 2015, where a number of respondents specifically cited roading improvements such as Wairere Drive and the relative ease of driving as a contributing factor to their decision not use public transport.

2.3 Special Events

Special events are key to Hamilton, and the wider Waikato region. They provide opportunities for increased tourism and economic benefits, as well as contributing to making our region a better place to live in.

Public transport is a significant component of many of our region's special events and support is given as follows:

Hamilton Gardens Arts Festival - February

Travel on the 29 Lake and Gardens bus is provided free for the duration of the festival. Two additional bus trips were put on for the Teddy Bear's Picnic event, further promoting bus use to families with young children.

Balloons over Waikato Nightglow - March

The Regional Council, in association with the Balloons over Waikato promoter, Classic Events, provide free buses from five park and ride sites at key Hamilton locations to/from the Nightglow at the University of Waikato.

People will be able to board buses from:

- Grosvenor Park, Rototuna – roadside parking, Thomas Rd
- Frankton Primary School – Rifle Range Rd
- Melville High School via Hamilton East – Collins Rd and roadside parking in Hamilton East
- City Shuttle – roadside parking
- The Base via River Road – parking available in The Base northern car park.

At the end of the Nightglow event buses will run on a continuous, as-available basis until all passengers have made their return journey.

Last year more than 16,500 passengers were carried, greatly reducing traffic congestion for the event, as well as promoting the BUSIT network to non-users.

World Masters' Games – April

Next month cycling and rowing events take place in the Waipa District for the World Masters' Games. We are working with Waipa District Council, Go Bus and the event organisers to put on additional trips and route extensions to the Cambridge bus service, providing public transport for athletes and spectators for the week of events. Passengers on these services will pay fares.

Fieldays - June

Council staff work closely with the Fieldays Society and Go Bus to provide and promote the free bus service between Hamilton and Mystery Creek.

- 4,800 passengers were carried on direct bus services to/from the event in 2016, up 15% on 2015
- This year WRC will continue to provide free on urban and regional BUSIT services for passengers connecting on to the Fieldays shuttles, reducing car journeys and congestion in the region further during this busy time. Last year 744 passengers took advantage of the free connecting bus services.

Stadium shuttle – year-round

The Regional Council, in association with Hamilton City Council, the Chiefs and FMG Stadium Waikato promote and run a free bus service from Hamilton's CBD and hospitality district to/from the Stadium on rugby, league and other big event days. For Chiefs home games, patronage averages around 400 people. This year sees a Lions game take place at the Stadium, so additional buses and promotion will be put on for this sell-out match.

2.4 Public Transport Marketing

For the past quarter, passenger communications and marketing have focused on:

- A comprehensive marketing campaign for Hamilton – “The bus works for me”. This awareness campaign has used regular passengers talking about why the bus works for them, and has been promoted via:
 - Bus backs
 - Newspaper advertising
 - Online and in-app advertising
 - Shopping centre advertising
 - Adshels



- Route and timetable changes to the Rototuna Direct, 4N Flagstaff North, 30 Northerner and 8 Frankton bus services took place on 4 January, launched with a comprehensive passenger communications campaign.
- A combined stakeholder and marketing plan was implemented for working with intermediate and secondary schools in the City to promote bus use amongst students. Focus was on getting ready for using the bus before and as schools went back – route planning and BUSIT card sales as well as bus etiquette, school bus monitor programmes and bus loading at schools.



- Marketing and promotional activities were also undertaken at the Wintec city and Rotokauri campuses.
- Marketing and communications for the next three months will focus on:
 - Balloons over Waikato park and ride and Stadium Shuttle promotion
 - Upgrading the BUSIT website
 - Increased above the line marketing including social media, radio and in-app advertising
 - Creation of video footage to promote the network
 - A brand study – for BUSIT and all regional council transport functions
 - Northern suburbs and fare review stakeholder and community engagement
 - Launch of regional service improvements, with benefits to Hamilton users
 - Customer experience research.

Planning will also take place for 2017/2018 marketing, which will concentrate on the significant improvements being made to the BUSIT network, supported by a \$100,000 increase to the annual marketing budget. Significant focus will be placed on following initiatives as they are progressively implemented:

- New Real Time system including an app
- New bus fleet with consistent livery, on-board wifi and increased capacity
- Significant route changes including more buses to The Base, Chartwell and the northern suburbs and more frequent Orbiter services
- Launch of new ticketing system.

3 Hamilton City Council Activity Report

Infrastructure and Land use activity

Access Hamilton

The Access Hamilton strategy was adopted in 2010. Given seven years have passed it is appropriate that it be refreshed to ensure it is relevant in terms of guiding the city's development and transport infrastructure planning. To ensure this aligned with our external funding partner's requirements we have utilised the New Zealand Transport Agency's (NZTA) Better Business Case Approach. Staff held workshops with key stakeholders including:

- NZ Police
- NZTA
- Waikato Regional Council staff
- Waikato DHB
- Waipa DC
- Waikato DC
- Property Council
- Various departments within HCC.

A HCC Councillor workshop captured transport issues, concerns, challenges and possible solutions/alternatives from elected members. Following these workshops it is apparent that the strategic direction of the existing Access Hamilton strategy is still relevant.

To further progress this work stream a task force has been established by HCC. The first meeting confirmed the terms of reference and it was agreed that additional external attendees be included including a representative from Waikato Regional Council along with a technical staff member and senior representation from NZTA. The next task force meeting will be 10th March 2017.

Housing Infrastructure Fund

Hamilton City Council will be submitting an application to the Government's Housing Infrastructure Fund. The focus for the application is the Peacocke area of the city with a view to bringing forward the timeframes for transport and water infrastructure thereby enabling faster housing provision.

Bus Shelter Programme

The 2016/17 financial year will deliver:

- 8 additional accessible kerbs
- 12 new shelters
- 12 refurbished sites.

The Bus Shelter contract has recently closed and tenders are being reviewed. HCC expect the first round of bus shelter to be installed in April, the remainder in June.

The refurbished sites will be carried out over the next three months.

This will bring the total number of accessible kerbs in the city to 78 from a total of 980.

The 2017/18 financial year will deliver:

- 12-15 new shelters
- 10 Accessible kerbs
- Upgrades have not been confirmed at this stage.

Adshel Bus Shelters

Hamilton City Council has a Street Furniture Service contract with Adshel New Zealand Ltd (an operating arm of APN News and Media Ltd) for the right to advertise on bus shelters located on footpath and open spaces owned and under the direct control of the Council.

This contract was signed in 2001 and is due to expire 1 September 2024, we currently have 40 Adshel bus shelters in the city.

A percentage of the income from the advertising in these shelters is paid to Council on a quarterly basis (generally around \$15,000). This contributes to the cost of maintenance of all other bus shelters in the city. Adshel are fully responsible for any maintenance and renewal costs associated with their shelters.

A proposal has been received from Adshel for the installation of 10 digital screens in Hamilton by mid-2017. It is proposed that this will be via the installation of some new bus shelters (currently three sites identified) as well as via replacement/upgrade of existing shelters (seven sites identified).

Adshel is seeking Hamilton City Council approval for the installation of these digital screens, the new bus shelter style and the new bus shelter locations.

There is not a need for resource consents for these digital screens, but a written permission (permit) is required for the new sites pursuant to the Public Places Bylaw 2016. An independent traffic safety report has been prepared for each of the proposed new sites to ensure there are no adverse safety issues arising from installation of the digital advertising units.

The locations for the digital screens are still being finalised and consultation with adjacent property owners will be undertaken prior to any installation.

The proposal bus shelter style is shown below – and has specifically had a fully ‘boxed’ end developed to address the issue that we have had previously when a trip hazard was created when the glass end panel was broken.



Figure 1: Proposed Bus Shelter with digital screen.

Installation of digital screens is viewed as critical to keep up with technology changes. This form of advertising has become far more popular than the traditional 'poster billboards' which are currently in place in the city. Associated with the increasing popularity for advertisers is the expected increase in revenue share which Hamilton City will continue to use for maintenance and renewal of council owned bus shelter infrastructure.

Hamilton City Transportation staff are working through the final details of the proposal – including exploring opportunities for relocating any of the old units that are removed into new locations in the city (following full refurbishment) and opportunities for use of the poster billboard sites for road safety promotion at minimal cost to Council. It is expected that the application will be approved in the next couple of weeks once the final details have been confirmed.

Bus Shelter Colour Scheme

The current colour scheme for bus shelters has been reviewed. Currently those on general routes are being painted/powder coated black, while those on the Orbiter route being green/ silver (to match the current vehicle livery) or black.

In many cases a bus stop will be visited by both general services and orbiter services.

A change to the livery of the buses is being introduced as part of the new contract. The Orbiter buses will be silver with purple trim in the future. A review of the colour scheme of the bus shelters has therefore been undertaken by HCC and WRC staff.

The upgrade/refurbishment of the existing Adshel shelters (which have several on the Orbiter route) also provides a good opportunity to have any change implemented quickly.

It is recommended moving forward, all bus shelters be painted/powder coated black because:

- Black is cheaper (saving of approximately \$250 per shelter compared to silver/green colour scheme)
- It is generally easier to get residents to agree to black bus shelters rather than silver/green.
- It will be easier to have a standard fleet of shelters moving forward if there are any route changes made to the Orbiter.

Mass Transit Plan

The Regional Public Transport Plan will be reviewed over the next year. Early discussions have identified the benefit of developing a joint Hamilton City and Waikato Regional mass transit plan. This will guide infrastructure and service development in response to the growth and development of Hamilton City. Investigation is being carried out to understand resource and budget requirements to deliver the plan.

4 Assessment of Significance

To the best of the writer's knowledge, this decision is not significantly inconsistent with nor is anticipated to have consequences that will be significantly inconsistent with any policy adopted by this local authority or any plan required by the Local Government Act 2002 or any other enactment.

*Andrew Wilson
Manager, Public Transport Operations
Waikato Regional Council*

*Mike Garrett
Chief Financial Officer
Waikato Regional Council*

*Jason Harrison
Unit Manager | City Transportation
Hamilton City Council*

Appendices

Appendix 1 – RTP Key Actions Overview

Appendix 2 - Summary of Hamilton Network Changes 2015 – 2025

Appendix 3 - Bus Branding Overview

Appendix 4 - Planned Routes and Timetables for Flagstaff and Rototuna Areas

Appendix 1 – RTP Key Actions Overview

Policy Focus Area 1 - Network & Service Provision

Key Actions	Indicative Timeframe					Committee Update
	2015	2016	2017	2018	2019	
Implement revised bus network			■	■		This report
Service performance review - six monthly.	■	■	■	■	■	August
MoE school bus review	■	■	■			This report
Implement special events policy	■					Complete

Policy Focus Area 2 - Fares & Ticketing

Key Actions	Indicative Timeframe					Committee Update
	2015	2016	2017	2018	2019	
Comprehensive fare structure review		■	■			This Report
Implement new ticketing system – buses			■	■		This Report
Total mobility review		■	■			This Report
Annual fare level review	■	■	■	■	■	May

Policy Focus Area 3 - Branding & Marketing;

Key Actions	Indicative Implementation Timeframe					Committee Update
	2015	2016	2017	2018	2019	
Review BUSIT branding and application	■	■				Complete
Specify vehicle branding requirements	■	■				Complete
Develop and annually review marketing plan	■	■	■	■	■	May

Policy Focus Area 4 – Aligning Services, Infrastructure & Land Use

Key Actions	Indicative Implementation Timeframe					Committee Update
	2015	2016	2017	2018	2019	
Implement - Network Operating Framework	■	■	■	■	■	TBD
Develop joint PT infrastructure plan			■			This Report
Upgrade real-time passenger info system			■			This Report

Policy Focus Area 5 – Procurement & Contract Management

Key Actions	Indicative Implementation Timeframe					Committee Update
	2015	2016	2017	2018	2019	
Develop and procure new bus contracts						Complete

Policy Focus Area 6 - Funding & Investment

Key Actions	Indicative Implementation Timeframe					Committee Update
	2015	2016	2017	2018	2019	
Investigate alternative funding sources						TBD
Investigate integrated pricing policies						TBD

Appendix 2 - Summary of Hamilton Network Changes Confirmed in the Regional Public Transport Plan 2015 - 2025

Areas		Changes to Commence 2017	Benefits	Implications to be Factored into Communication Plan
Western Suburbs	Glenview Melville Fitzroy	Route 12-Fitzroy will become a seven day a week service. From 6pm weekdays and all day on weekend the route will no longer go via Lake Crescent, and will instead travel along Pembroke Street via the Hospital.	Provision of a seven day a week service is a significant improvement. Travelling via the Hospital will enable easier connections with other services.	Existing users on Lake Crescent will have a reduced level of service.
		Route 6-Mahoe and Route 7-Glenview will be combined after 6pm weekdays and all day on weekends.	Enables reallocation of resource to elsewhere within the network	The route becomes longer after 6pm on weekdays and during weekends. The change is not expected to have a significant impact on patronage.
	Frankton Nawton Dinsdale Bremworth	Route 9-Nawton bus will travel to The Base every trip	Increases accessibility to a major activity and employment centre. The change is expected to result in positive patronage growth.	
		Route 8-Frankton will go from a 20 minute service in the peak to a 30 minute frequency.	Implemented – January 2017	
	Te Rapa St Andrews Pukete	Route 18-Te Rapa will travel to The Base every trip.	Increases accessibility to a major activity and employment centre. The change is expected to result in positive patronage growth.	The service will no longer travel along Oakfield Crescent in Pukete.
	Hamilton Gardens	Route 29 – Lake & Gardens will no longer travel to the Lake – instead it will become a dedicated transport link between the Transport Centre, Hamilton East and Hamilton Gardens, with additional scheduled trips to Hamilton Park Cemetery at Newstead on Wednesday, Saturday and Sunday.	Increases accessibility within Hamilton East and connectivity to the Hamilton Gardens.	No longer services The Lake directly.
Areas		Changes to Commence 2018	Benefit	Implications to be Factored into Communication Plan
Eastern Suburbs	Rototuna Flagstaff Chartwell Fairfield	Route 16-Rototuna, Rototuna Direct East (RDE) and Rototuna Direct West (RDW) services will be combined to make two high-frequency, seven day a week bus routes, extending to both ends of Borman Road. The services will travel near the new high school.	Provides a significant improvement for existing users and extends services into new areas. The change is expected to result in positive patronage growth.	Requires additional resource. Existing users on Clarkin Road will have a reduced level of service.
		Route 4-Flagstaff will be split into two services (Flagstaff East and Flagstaff West), with one branch extending to Woodridge and the other to Cumberland. Buses will no longer travel along Clarkin (instead Bankwood/Heaphy will become a high frequency corridor) meaning Fairfield Intermediate and the back entrance to Dio will no longer be directly served.		
		Route 30-Northerner will be combined with Route 5-Chartwell, running seven days a week. This service will become an hourly off-peak service with the Herbert/Bankwood loop being removed. The terminus will become Huntington.	Provides a significant improvement for majority of existing users. The change is expected to result in positive patronage growth.	Some existing users on Herbert Street and the top end of Bankwood Road will have a reduced level of service.
		Route 11-Fairfield will be extended and will terminate at Westfield Chartwell.	Increases accessibility to a major activity and employment centre. The change is expected to result in positive patronage growth.	
	Hillcrest Silverdale Hamilton East Claudelands	Route 15-Ruakura will be disestablished, reducing duplication of bus routes in this area. Routes 2-Silverdale, 10-Hillcrest, 14-Claudeldands and the Orbiter will continue to run in the areas previously served by route 15-Ruakura. There will no longer be a bus service inside the Nottingham Drive subdivision, or along Enderly, Brooklyn, Ruakura, Crosher or Helena.	Enables a reallocation of resource to elsewhere within the network.	Existing users within the vicinity of Route 15-Ruakura will have a reduced level of service. The change is not expected to have a significant impact on patronage.
		The 17 Hamilton East route and the 10 Hillcrest route will be amended. Route 17 will travel to the University at peak times only and Route 10 will provide enhanced services to Riverlea all day. There will no longer be a bus service to the eastern end of Brookfield Street.	Enables a reallocation of resources to elsewhere within the network and better aligns the supply of services with the demand for services within the Hamilton East locality.	Users within the vicinity McFarlane Street will have a reduced level of service during off-peak periods. The 17 Route will travel less frequently to the university.
Route 10 Hillcrest will become a seven day a week service.		Provides a significant improvement for existing users. The change is expected to result in positive patronage growth.		

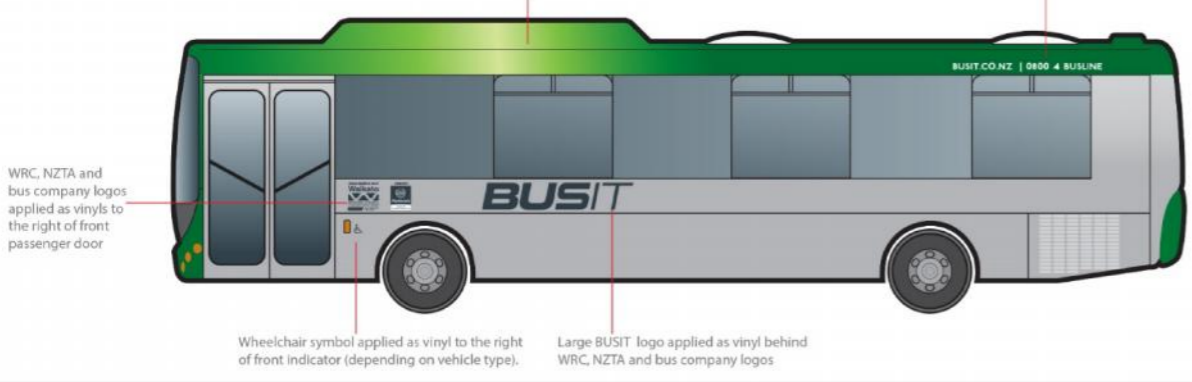
Appendix 3 - Bus Branding Overview

BUS LIVRY BRANDING GUIDELINES 2016

HAMILTON SIDE (PASSENGER)

Top of bus (above passenger windows), entire front and rear indicator surrounds to be painted in BUSIT Green – metallic (Deltron 9Y7RB) unless otherwise agreed. Remainder of the bus to be painted in BUSIT Orbiter silver – metallic (Deltron 9Y7PB) unless otherwise agreed. Colours should follow panel lines where possible, so that one panel does not need to be painted with two colours

busit.co.nz and 0800 number applied as vinyl on green top strip

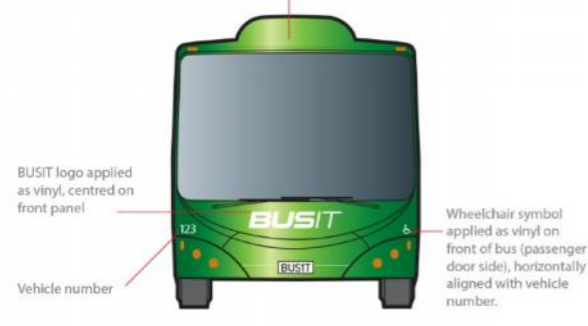


NB: All symbols, logos and text sizes to be determined based on vehicle type, and approved by WRC.

Additional vinyl decals may be applied to the buses at WRC's discretion.

HAMILTON FRONT

Entire front of bus to be painted in BUSIT Green – metallic (Deltron 9Y7RB) unless otherwise agreed



HAMILTON BACK

BUSIT logo applied as vinyl, centred on top half of bus back

Bus back available for advertising (full coverage), but vehicle number must be visible at all times, in position indicated above



BUS LIVRY BRANDING GUIDELINES 2016

ORBITER SIDE (PASSENGER)

Orbiter destinations applied as vinyl on purple top strip

Top of bus (above passenger windows), entire front and rear indicator surrounds to be painted in BUSIT Purple – solid (Delfleet 9Y7M) unless otherwise agreed. Remainder of the bus to be painted in BUSIT Orbiter silver – metallic (Deltron 9Y7PB) unless otherwise agreed. Colours should follow panel lines where possible, so that one panel does not need to be painted with two colours

busit.co.nz and 0800 number applied as vinyl on purple top strip

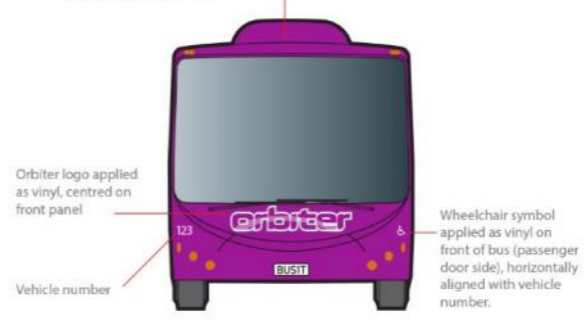


NB: All symbols, logos and text sizes to be determined based on vehicle type, and approved by WRC.

Additional vinyl decals may be applied to the buses at WRC's discretion.

ORBITER FRONT

Entire front of bus to be painted in BUSIT Purple – solid (Delfleet 9Y7M) unless otherwise agreed



ORBITER BACK

Orbiter logo applied as vinyl, centred on top half of bus back

Bus back available for advertising (full coverage), but vehicle number must be visible at all times, in position indicated above



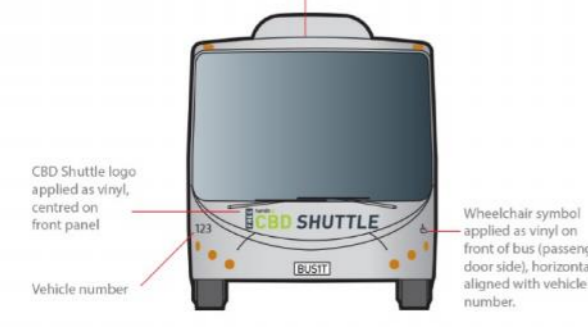
so that one panel does not need to be painted with two colours

NB: All symbols, logos and text sizes to be determined based on vehicle type, and approved by WRC.

Additional vinyl decals may be applied to the buses at WRC's discretion.

CBD SHUTTLE FRONT

Entire bus to be painted in BUSIT Orbiter silver – metallic (Deltron 9Y7PB), unless otherwise agreed

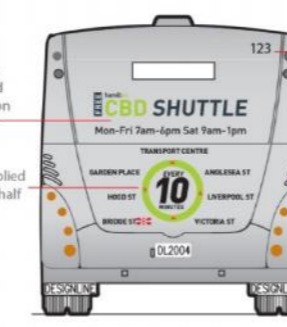


CBD SHUTTLE BACK

CBD Shuttle logo and times applied as vinyl, centred on top half of bus back

Route graphic applied as vinyl on lower half of bus back

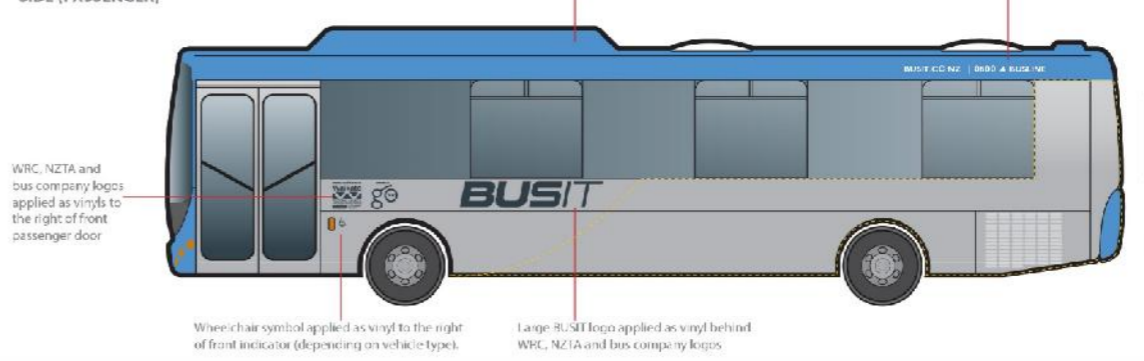
Bus back available for advertising (full coverage), but vehicle number must be visible at all times, in position indicated above



NORTHERN CONNECTOR/ RAGLAN/MORRINSVILLE/ WHATAWHATA SIDE (PASSENGER)

Top of bus (above passenger windows), entire front and rear indicator surrounds to be painted in BUSIT Blue – solid (Delfleet 7A5K) unless otherwise agreed. Remainder of the bus to be painted in BUSIT Orbiter silver – metallic (Deltron 9Y7PB), unless otherwise agreed. Colours should follow panel lines where possible, so that one panel does not need to be painted with two colours

busit.co.nz and 0800 number applied as vinyl on blue top strip

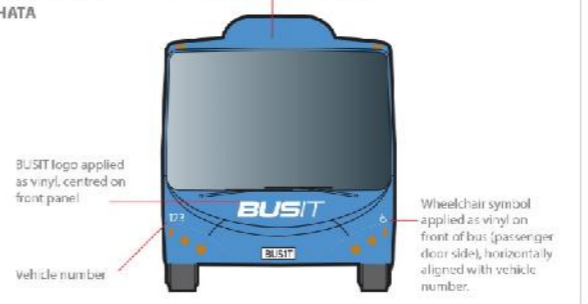


NB: All symbols, logos and text sizes to be determined based on vehicle type, and approved by WRC.

Additional vinyl decals may be applied to the buses at WRC's discretion, contained within indicated yellow dotted area.

NORTHERN CONNECTOR/ RAGLAN/MORRINSVILLE/ WHATAWHATA FRONT

Entire front of bus to be painted in BUSIT Blue – solid (Delfleet 7A5K) unless otherwise agreed



NORTHERN CONNECTOR/ RAGLAN/MORRINSVILLE/ WHATAWHATA BACK

BUSIT logo applied as vinyl, centred on top half of bus back

Bus back available for advertising (full coverage), but vehicle number must be visible at all times, in position indicated above

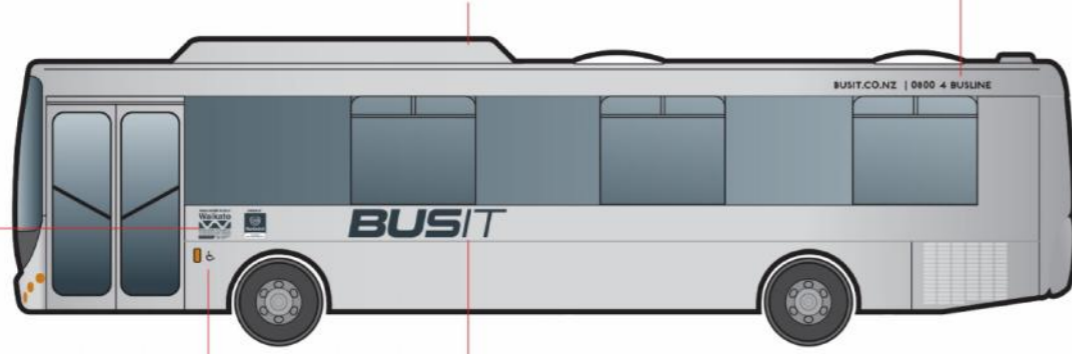


**SPARE BUSES
SIDE (PASSENGER)**

Entire bus to be painted in BUSIT Orbiter silver - metallic (Deltron 9Y7PB) unless otherwise agreed. Colours should follow panel lines where possible, so that one panel does not need to be painted with two colours

busit.co.nz and 0800 number applied as vinyl on top strip

WRC, NZTA and bus company logos applied as vinyls to the right of front passenger door



Wheelchair symbol applied as vinyl to the right of front indicator (depending on vehicle type).

Large BUSIT logo applied as vinyl behind WRC, NZTA and bus company logos

NB: All symbols, logos and text sizes to be determined based on vehicle type, and approved by WRC.

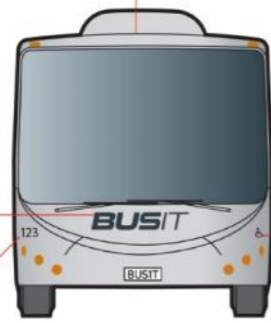
Additional vinyl decals may be applied to the buses at WRC's discretion.

**SPARE BUSES
FRONT**

Entire bus to be painted in BUSIT Orbiter silver - metallic (Deltron 9Y7PB), unless otherwise agreed

BUSIT logo applied as vinyl, centred on front panel

Vehicle number

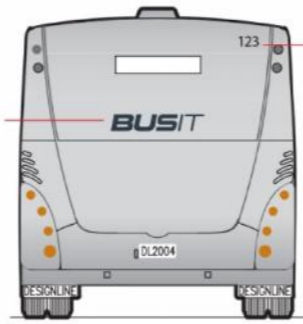


Wheelchair symbol applied as vinyl on front of bus (passenger door side), horizontally aligned with vehicle number.

**SPARE BUSES
BACK**

BUSIT logo applied as vinyl, centred on top half of bus back

Vehicle number



Appendix 4 - Planned Routes and Timetables for Flagstaff and Rototuna Areas

4E Flagstaff East

MONDAY TO FRIDAY					
4E	Transport Centre	River Rd (Dio)	Bankwood Rd	Westfield Chartwell	Cumberland
	Depart	Arrive	Arrive	Arrive	Arrive
AM	7:05		7:14	7:20	7:40
	7:35		7:44	7:50	8:10
	8:05		8:14	8:20	8:40
	8:35		8:44	8:50	9:10
	9:05		9:14	9:20	9:40
	9:35		9:44	9:50	10:10
	10:05		10:14	10:20	10:40
	10:35		10:44	10:50	11:10
	11:05		11:14	11:20	11:40
	11:35		11:44	11:50	12:10
	12:05		12:14	12:20	12:40
	12:35		12:44	12:50	1:10
PM	1:05		1:14	1:20	1:40
	1:35		1:44	1:50	2:10
	2:05		2:14	2:20	2:40
	2:35		2:44	2:50	3:10
	3:05		3:14	3:22	3:40
	3:35	3:43		4:05	4:25
	4:05	4:13		4:35	4:55
	4:35	4:43		5:05	5:25
	5:05	5:13		5:35	5:55
	5:35		5:44	5:52	6:10
	6:05		6:14	6:20	6:37
	6:45		6:53	6:55	7:12
	7:45		7:53	7:55	8:12
	8:45		8:53	8:55	9:10

SATURDAY, SUNDAY AND PUBLIC HOLIDAYS				
4E	Transport Centre	Bankwood Rd	Westfield Chartwell	Cumberland
	Depart	Arrive	Arrive	Arrive
AM	7:25	7:34	7:38	7:55
	8:20	8:29	8:35	8:55
	9:20	9:29	9:35	9:55
	10:20	10:29	10:35	10:55
	11:20	11:29	11:35	11:55
PM	12:20	12:29	12:35	12:55
	1:20	1:29	1:35	1:55
	2:20	2:29	2:35	2:55
	3:20	3:29	3:35	3:55
	4:20	4:29	4:35	4:55
	5:20	5:29	5:35	5:55
	6:20	6:29	6:32	6:50
	7:20	7:29	7:30	7:45

4E	Cumberland	Westfield Chartwell	Bankwood Rd	Transport Centre
	Depart	Arrive	Arrive	Arrive
AM	6:50	7:03	7:06	7:23
	7:55	8:08	8:11	8:30
	8:55	9:08	9:11	9:30
	9:55	10:08	10:11	10:30
	10:55	11:08	11:11	11:30
	11:55	12:08	12:11	12:30
PM	12:55	1:08	1:11	1:30
	1:55	2:08	2:11	2:30
	2:55	3:08	3:11	3:30
	3:55	4:08	4:11	4:30
	4:55	5:08	5:11	5:30
	5:55	6:08	6:11	6:28
	6:50	7:02	7:05	7:20

Times in BOLD are scheduled, all other times are approximate.



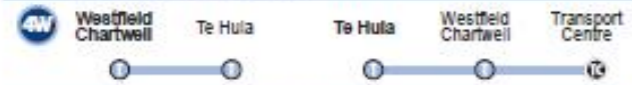
Route description

Bryce Street, Victoria Street, Boundary Road, Heaphy Terrace, Clarkin Road, Bankwood Road, Comries Road, Lynden Court, Hukanui Road, Glen Lynn Avenue, River Road, Endeavour Avenue, Discovery Drive, Tuirangi Street, Magellan Rise, Cumberland Drive.

- Flagstaff east route and stops
- Limited trips
- Transport Centre
- Timinus
- Timing point

4W Flagstaff West

MONDAY TO FRIDAY



	Depart	Arrive	Depart	Arrive	Arrive
AM			7.05	7.20	
			7.40	7.55	8.20
		8.05	8.23	8.23	8.33
		8.35	8.53	8.53	9.03
		9.05	9.23	9.23	9.33
		9.35	9.53	9.53	10.03
		10.05	10.23	10.23	10.33
		10.35	10.53	10.53	11.03
		11.05	11.23	11.23	11.33
		11.35	11.53	11.53	12.03
PM		12.05	12.23	12.23	12.33
		12.35	12.53	12.53	1.03
		1.05	1.23	1.23	1.33
		1.35	1.53	1.53	2.03
		2.05	2.23	2.23	2.33
		2.35	2.53	2.53	3.03
		3.05	3.23	3.23	3.33
		3.37	3.53	3.53	4.03
		4.07	4.23	4.23	4.33
		4.37	4.53	4.53	5.03
		5.07	5.23	5.23	5.33
		5.37	5.53	5.53	6.03
		6.05	6.18	6.45	6.55
		6.32	6.45	7.40	7.50
		7.25	7.40	8.40	8.50
		8.25	8.40		
		9.25	9.38		

Times in BOLD are scheduled, all other times are approximate.

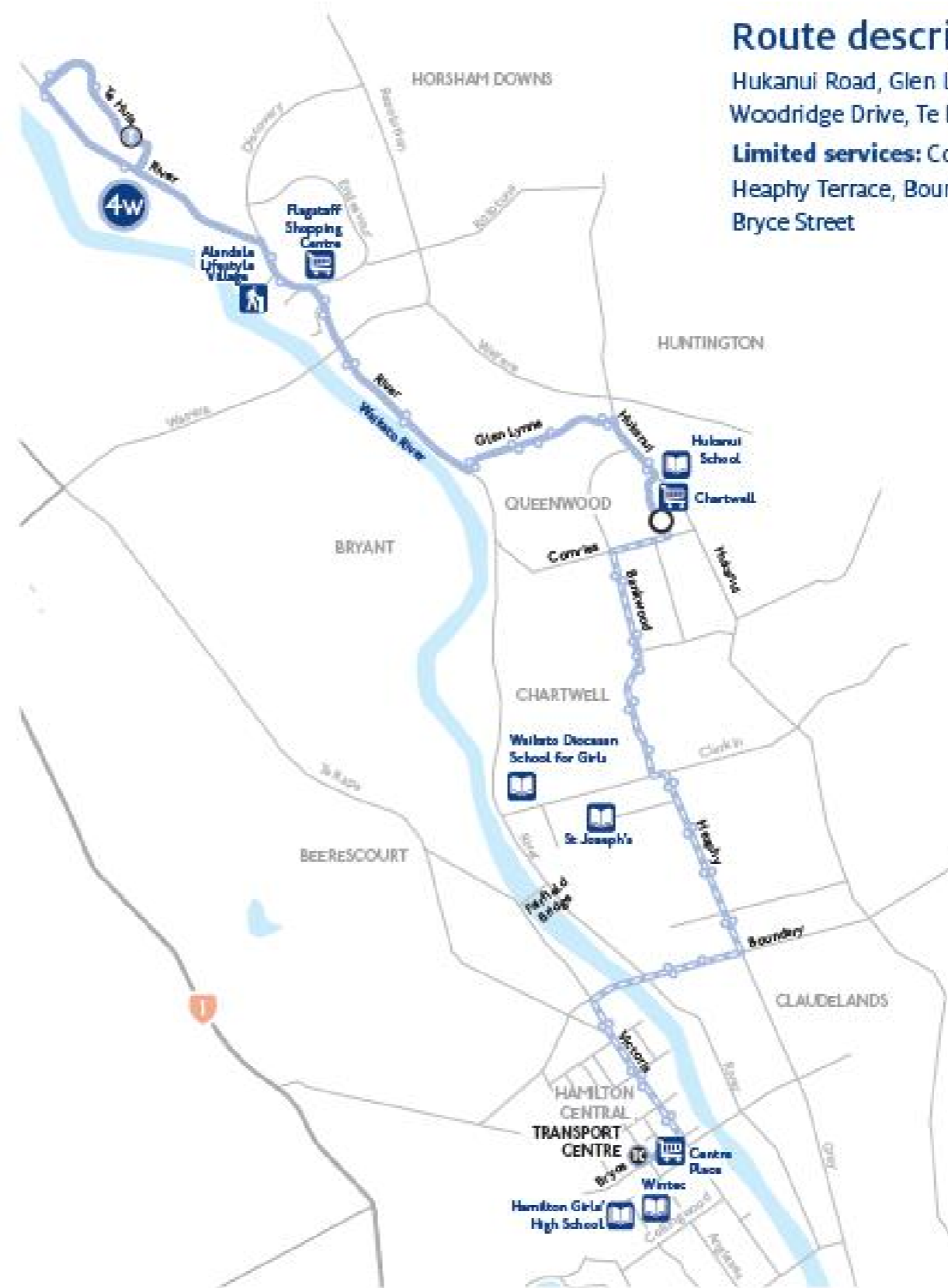
SATURDAY, SUNDAY AND PUBLIC HOLIDAYS



	Depart	Arrive
AM	8.08	8.23
	9.05	9.23
	10.05	10.23
	11.05	11.23
	12.05	12.23
PM	1.05	1.23
	2.05	2.23
	3.05	3.23
	4.05	4.23
	5.05	5.23
	6.02	6.20
	7.02	7.15



	Depart	Arrive
AM	7.20	7.30
	8.23	8.33
	9.23	9.33
	10.23	10.33
	11.23	11.33
PM	12.23	12.33
	1.23	1.33
	2.23	2.33
	3.23	3.33
	4.23	4.33
	5.23	5.33
	6.20	6.32



Route description

Hukanui Road, Glen Lynne Avenue, River Road, Woodridge Drive, Te Huia Drive, River Road

Limited services: Comries Road, Bankwood Road, Heaphy Terrace, Boundary Road, Victoria Street, Bryce Street

- Flagstaff west route and stops
- Limited trips
- Transport Centre
- Terminus
- Timing point

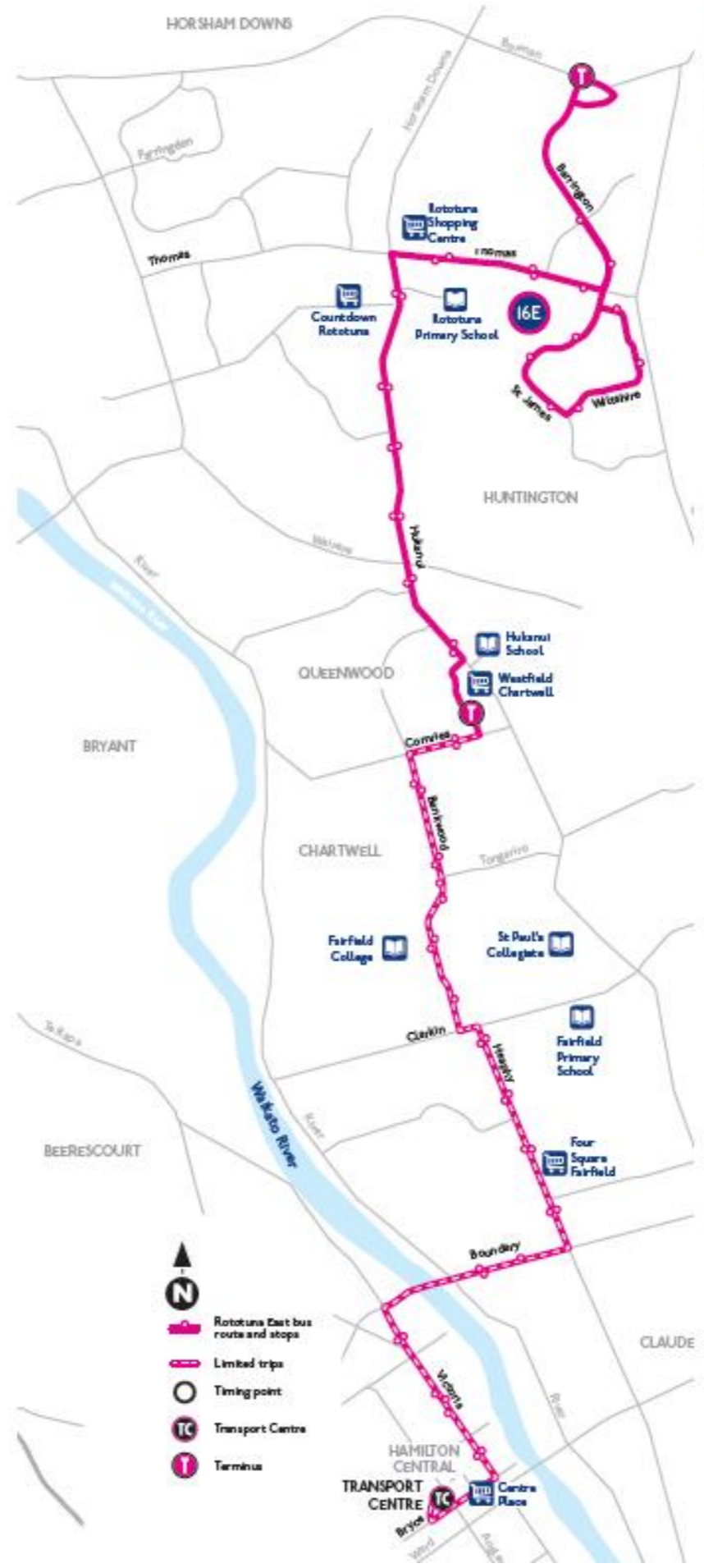
16E Rototuna East

MONDAY TO FRIDAY			ROTOTUNA EAST			
16E	Transport Centre	Westfield Chartwell	Borman Road	Borman Road	Westfield Chartwell	Transport Centre
	TC	○	○	○	○	TC
	Depart	Arrive	Arrive	Depart	Depart	Arrive
AM		7.22	7.40	6.45	6.57	
		7.50	8.05	7.10	7.22	7.40
		8.22	8.35	7.40	7.55	8.20
		8.50	9.05	8.05	8.20	
		9.20	9.35	8.35	8.50	
		9.50	10.05	9.05	9.18	
		10.20	10.35	9.35	9.48	
		10.50	11.05	10.05	10.18	
		11.20	11.35	10.35	10.48	
		11.50	12.05	11.05	11.18	
PM		12.20	12.35	11.35	11.48	
		12.50	1.05	12.05	12.18	
		1.20	1.35	12.35	12.48	
		1.50	2.05	1.05	1.18	
		2.20	2.35	1.35	1.48	
		2.50	3.05	2.05	2.18	
		3.22	3.35	2.35	2.48	
		3.35	3.52	3.05	3.18	
		4.05	4.22	3.35	3.48	
		4.35	4.52	4.05	4.18	
	5.05	5.22	4.35	4.48		
	5.52	6.05	5.05	5.18		
	6.20	6.33	5.35	5.48		
	6.55	7.10	6.05	6.18		
	7.55	8.10	7.10	7.23		
	8.55	9.10	8.10	8.23		

Times in BOLD are scheduled, all other times are approximate.

SATURDAY, SUNDAY AND PUBLIC HOLIDAYS		
16E	Westfield Chartwell	Borman Rd
	TC	○
	Depart	Arrive
AM	7.38	7.50
	8.35	8.50
	9.35	9.50
	10.35	10.50
	11.35	11.50
PM	12.35	12.50
	1.35	1.50
	2.35	2.50
	3.35	3.50
	4.35	4.50
	5.35	5.50
	6.32	6.50
	7.30	7.43

16E	Borman Rd	Westfield Chartwell
	○	TC
	Depart	Arrive
AM	6.50	7.03
	7.50	8.03
	8.50	9.03
	9.50	10.03
	10.50	11.03
	11.50	12.03
PM	12.50	1.03
	1.50	2.03
	2.50	3.03
	3.50	4.03
	4.50	5.03
	5.50	6.03
	6.50	7.03



Route description

Lynden Court, Hukanui Road, Thomas Road, St James Drive, Wiltshire Drive, St James Drive, Barrington Drive, Hartford Terrace, Borman Road

Limited trips: Bryce Street, Victoria Street, Boundary Road, Heaphy Terrace, Clarkin Road, Bankwood Road, Comries Road, Lynden Court

