

VISION FOR THE REGION
THE WAIKATO CARES LOCALLY, COMPETES GLOBALLY

WAIKATO REGIONAL COUNCIL'S MISSION
Working together to build a Waikato region that has a healthy environment,
a strong economy and vibrant communities



Notice of Meeting:

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

Date: 26 November 2018
Time: 9.00am
Meeting Room: Council Chamber
Venue: Waikato Regional Council, 401 Grey Street, Hamilton East

VRJ Payne
Chief Executive Officer

Hamilton Public Transport Joint Committee

Agenda

Chair	Cr R Rimmington	
Deputy Chair	Cr D Macpherson	
	Members	
Waikato Regional Council	Cr R Rimmington	
	Cr J Hennebry	
Hamilton City Council	Cr D Macpherson	
	Cr L Tooman	
Waikato District Council	Cr D Fulton	
Waipa District Council	Cr G Webber	Cr J Bannon
NZ Transport Agency	M Kettle	C O'Keefe (alt)
Access & Mobility	<i>vacancy</i>	

Quorum Four (4)

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Democracy Advisor

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Hamilton Public Transport Joint Committee

Terms of Reference

- REPORTING TO:** Waikato Regional Council
Hamilton City Council (Growth and Infrastructure Committee)
- CONSTITUTION:** Waikato Regional Council (two members)
(One to be Chair/Deputy Chair)
- Hamilton City Council (two members)
(One to be Chair/Deputy Chair)
- Waikato District Council (one member) with voting rights on satellite service matters only
- Waipa District Council (one member) with voting rights on satellite service matters only
- New Zealand Transport Agency (one representative)
- Access and Mobility (one representative)
(non-voting)
- QUORUM:** Four members.
- MEETING FREQUENCY:** Quarterly or as required.
- ADMINISTRATION:** The administration of the Hamilton Public Transport Joint Committee will be provided by the Waikato Regional Council for the triennium.
- 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 and satellite services.
- 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 and satellite services.
- REFERENCE DOCUMENTS:**
1. Hamilton Public Transport Joint Committee Agreement (Doc#9436774).

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Report 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.

Attachments

1. RPTP Action List (pages 35 – 41)
2. New Ticketing System – Endorsed Implementation Approach (pages 43 – 45)

Doc 13411384

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Hamilton Public Transport Joint Committee OPEN MINUTES

Minutes of a meeting of the Regional Public Transport Plan Development Subcommittee held in Council Chambers, Waikato Regional Council, 401 Grey Street, Hamilton East on 14 September 2018 at 10.02am

Present:

Members

Waikato Regional Council	Cr R Rimmington
Hamilton City Council	Cr L Tooman
Waikato District Council	Cr D Fulton
Waipa District Council	Cr J Bannon
NZ Transport Agency	M Kettle
Waikato Regional Council	Cr J Hennebry – <i>in meeting at 11.04am</i>

In attendance

Hamilton City Council Cr G Taylor

In Attendance:

Staff
M Garrett – Chief Financial Officer
A Wilson – Manager, Public Transport
S Marinkovich – Team Leader, Customer Focus
A Carnell – Team Leader, Network Planning and Performance
T Bio – Democracy Advisor

SECTION A: (UNDER DELEGATION FOR THE INFORMATION OF COUNCIL)**Apologies**

(Agenda Item 1)

Apologies were received from Gerri Pomeroy – Access and Disability, Cr J Hennebry - Waikato Regional Council (lateness) and Cr D Macpherson – Hamilton City Council.

Cr Rimmington moved/Cr Tooman seconded.

HPTJC18/07

THAT the apologies of Gerri Pomeroy of Access and Disability, Cr Hennebry of Waikato Regional Council (lateness) and Cr Macpherson of Hamilton City Council be accepted.

The motion was put and carried (HPTJC18/07)

Confirmation of Agenda

(Agenda Item 2)

Members agreed to confirm the agenda with the addition of the deputation to be considered following confirmation of the minutes.

Cr Fulton moved/Cr Bannon seconded.

HPTJC18/08

THAT the agenda of the meeting of the Hamilton Public Transport Joint Committee of 14 September 2018, in addition to the deputation of Joy Ho, be confirmed as the business for the meeting.

The motion was put and carried (HPTJC18/08)

Disclosures of Interest

(Agenda Item 3)

There were no disclosures of interest.

Minutes of Previous Meeting

(Agenda Item 4) Doc # 12410982

Cr Tooman moved/Cr Fulton seconded.

HPTJC18/09

THAT the Minutes of the Hamilton Public Transport Joint Committee meeting of 18 May 2018 be received and approved as a true and correct record.

The motion was put and carried (HPTJC18/09)

Deputation from Joy Ho

(Agenda Item 4)

A deputation, which spoke to matters relevant to funding a disability concession on the buses was presented by Joy Ho.

During questions, answers and related discussion the Committee the following points were noted:

- Auckland and Wellington had a disability concession already in place for public transport.
- Waikato Regional Council does not have a disability concession for public transport. It was estimated that the cost to implement a disability concession for public transport would equate to around \$50,000 - \$200,000 per annum.
- Ms Ho presented the Chair of the Hamilton Public Transport Joint Committee with a petition titled "Petition to Waikato Regional Council Busit Services for free local bus fares for people with disabilities in the Waikato Region".

The Chairman, on behalf of the Committee, thanked Ms Ho for the time taken to present to the Committee. The Chair advised that her submission would be included in the Draft Regional Public Transport 2018 – 2028 hearing process, and that this was an issue that every council should be looking into.

With the consent of the members, the meeting resumed with Item 5 Resignation from Access and Mobility representative and appointment of replacement.

Resignation from Access and Mobility representative and appointment of replacement

(Agenda Item 5) Doc # 13030861

Chief Financial Officer (M Garrett) presented a report to inform the Joint Committee of the resignation from Gerri Pomeroy (Access and Mobility representative) and to afford the Joint Committee the opportunity to discuss, consider and appoint a representative for Access and Mobility.

During questions, answers and related discussion the Committee the following points were noted:

- The paper was taken as read and members indicated that that Option two was their preference – that Hamilton Public Transport Joint Committee reserve their right to appoint a new Access and Mobility representative until further notice.
- Staff would send a letter recognising Gerri's valued contribution to the Joint Committee.

Cr Rimmington moved/Cr Tooman seconded.

HPTJC18/10

RESOLVED

THAT the report “Resignation from Access and Mobility representative and appointment of replacement” (Doc # 13030861 dated 4 September 2018) be received and;

RESOLVED

THAT the Hamilton Public Transport Joint Committee reserve their right to appoint a new Access and Mobility representative until further notice.

The motion was put and carried (HPTJC18/10)

Hamilton Public Transport Update

(Agenda Item 6) Doc # 13016683

Manager of Public Transport (A Wilson) presented information on matters relevant to the implementation and monitoring of the Waikato Regional Public Transport Plan 2015 – 25.

During questions, answers and related discussion the Committee the following points were noted:

New ticketing system

Fare capping

The advantage for customers is that they would not need to worry about how much they would have to budget for public transport fares for a week as capping fares would work it out for them.

It was noted that staff would analyse other fare capping data and information from regions that had introduced this model and report it back to the Committee for discussion at the November meeting.

Implementation plan

At the last Joint Committee meeting members had considered and endorsed a transition approach and policies that would govern the roll out of the new system within the Waikato issuing super gold cards for free indefinitely.

It was noted that that the Waikato Regional Council was the only council in the consortium that would be distributing free cards post transition to Supergold customers.

Staff would be able to provide information on the number of super gold cards users at the next Joint Committee meeting. In terms of fare revenue risk, it was highlighted that the Super Gold card would produce a different sound when swiped than the smart cards. CCTV and data analysis were discussed in order to help lower the risks involved.

The Joint Committee were informed that the implementation plan would go live before local body elections with the goal to ensure smooth transition. It was clarified

that Super Gold users would be able to obtain a Super Gold card from the Transport centre in Hamilton and there were ongoing discussions with other Councils to ensure provision of the cards from other sites in the region. There was also an option to order a card by phone. This would require a verification of address and personal details.

Fare increase

It was noted that when the new ticketing system comes in, fare capping would also apply to rural areas too.

A recommendation was sought from the Joint Committee on whether to implement the fare increase ahead of the roll of the new ticketing or alternatively to defer the increase to coincide with the revised project timeline for the new system. Members reconfirmed the recommendation made from last meeting that the fare increase be timed for the implementation of the new ticketing system.

Ministry of Education update

The result of this discussion was that the Joint Committee recommended that the Chair of the Regional Transport Committee seek a political dialogue with the Ministry of Education Chief Executive or Minister of Transport to address the issues identified in the report.

Bus Back Advertising – Sensitive Advert policy

It was understood that staff wished to ensure the Joint Committee was comfortable with policies related to potentially sensitive advertising. These policies would enable agencies to sell content without needing Council to approve each advertisement.

It was noted that Council would look to explicitly exclude any form of advertising relating to four main points, as per page 8 of the report (page 23 of the agenda).

Discussion focused on the possible exclusion of bus back advertising that promoted individuals participating in local and central government elections. It was decided by a show of hands that individuals participating in local and central government elections be allowed to advertise their campaign by using bus back advertising.

Cr J Hennebry in the meeting at 11.04am

Cambridge Corridor Project Update

It was highlighted that there had been a workshop recently held on how to get the public on alternate modes of transport.

Scope of the project was identified encompassing Cherry Lane to the Hillcrest roundabout. The challenge was noted as coming off from the expressway and members noted the example of this was the hour ride from the Transport centre to the Hillcrest roundabout.

Staff advised they would keep the Committee updated as this matter progressed.

District Services**Waipa District**

A member noted that the understanding was there was to be an established link between Cambridge and Te Awamutu via the airport. This was a required link from the point of Waipa District Council and would be considered as part of the stakeholder engagement.

Waikato District**North Waikato PT Improvements**

It was understood that at this point in time the Huntly to Pukekohe service was currently working at once a fortnight but this would move to more frequent times. There was a need to work with the Waikato District Council on provisions of bus stops among other factors regarding the implementation of the new services.

City services**Hamilton Youth Concession**

The matter of Hamilton City Council Access Hamilton taskforce was discussed. It was identified that this concession would apply to persons 18 years and under. This had yet to go to a full council meeting of Hamilton City. It was understood that Hamilton City Council were looking to work with Waikato Regional Council in terms of producing a business case, however Hamilton City Council would need to formally approach Waikato Regional Council before this could occur.

New Central Connector Service

Manager, Public Transport (A Wilson) gave a brief update on this project.

Rideshare Pilot

Manager, Public Transport (A Wilson) updated the Committee on the Rideshare pilot concept.

It was understood that pricing would be higher for origin to destination and lower for local public transport centres with the idea to compliment public transport instead of competing with it. The expectation was this was a rideshare and therefore the customer would expect to share the ride should the route be able to pick up another customer.

The Night Rider bus was identified at the last Joint Committee meeting, to be used as the first potential trial.

The policy framework identified the possibility of integration with other modes of transport services such as taxis.

There was an expectation that this should be able to go into operation by next year. Vehicles would be specifically marked and a tender would be considered. Members

felt it important that the distinction be made that this would be a shuttle and not a taxi.

Operations Activity Report

In relation to patronage, the figures are actually stronger than what can be reported. It was noted that figures presented to the committee at this meeting included August figures as well.

Members expressed their support and views of satisfaction with the current data.

Industrial action

Staff provided an update on this matter.

Members noted their support for drivers to receive living wage but there were concerns was around how they would get there and the funding for it.

It was understood that Waikato Regional Council's formal position was that they were waiting for advice from the Ministry of Transport for their position on this issue of the living wage. Members noted that the Waikato Regional Council does not have a formal policy on living wage.

City Council infrastructure

It was noted that there was funding available to find appropriate locations for new bus shelters.

M Kettle moved/Cr D Fulton seconded.

HPTJC18/11

RESOLVED

THAT the "Hamilton Public Transport Update (Doc # 1301668 dated 14 September 2018) be received.

The motion was put and carried (HPTJC18/11)

Meeting closed at 12.34pm

Doc # 13038257

Report to Hamilton Public Transport Joint Committee

Date:	26 November 2018
Author:	M Garrett, Chief Financial Officer
Authoriser:	V Payne, Chief Executive Officer
Subject:	Hamilton Public Transport Update
Section:	A (Committee has delegated authority to make decision)

Purpose

1. 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.

Recommendations:

- 1 That the report Hamilton Public Transport Update (Doc #13016683 dated September 2018) be received.
- 2 That the Joint Committee endorse the proposed eligibility criteria for the disability concession as set out in section 3.1.2 of this report.

Background

2. The Hamilton Public Transport Joint Committee has been established to oversee the implementation and monitoring of the Regional Public Transport Plan. 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.'

3. 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.
4. 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) and other Waikato Councils. 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.

¹ Terms of Reference – Hamilton Public Transport Joint Committee

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 and surrounding districts.

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.

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3 Regional Public Transport Plan Implementation

3.1 Public Transport Plan Review Update

As reported previously, the draft Waikato Regional Public Transport Plan (RPTP) 2018-28 was approved by the Waikato Regional Council on 21 August for full public consultation. The public consultation period was from 23 August 2018 to 19 September 2018.

The draft RPTP received a total of 68 submissions, and of which 20 submitters presented their submissions in person to the RPTP Hearing Committee on 1 October 2018. The deliberations were held on 18 October 2018 where the Hearing Committee considered the recommended changes to the draft Plan based on the written submissions received, evidence presented during hearings and the staff recommendations report.

With the exception of disability concession (discussed further below), the Hearings Committee did not recommend any major changes to the draft RPTP on the basis that majority of submissions were very supportive of the draft plan, and most of the relief sought could be addressed within the plan provision or accommodated through existing network planning processes.

A summary of key changes to the draft RPTP recommended by the Hearing Committee are set out below:

- Amend regional network diagram to include reference to existing rail corridors to the south of Hamilton.
- Amend Policy 45 to ensure consideration is given to the provision of cycling infrastructure and facilities, such as bike storage/parking at key transport hubs to enable integration of walking and cycling modes
- Add a new policy under 3.1.4.4 (Total Mobility) to encourage the expansion of Total Mobility Services to other parts of the region, subject to funding approval from territorial authorities.
- Amend table 3.2 (Mass transit start-up actions) at the request of Waipa District Council to include both Hamilton to Huntly and Hamilton to Te Awamutu services as future rapid services, with further investigation to be undertaken as part of the Mass Transit Plan
- Add a new policy under section 3.7.4 (Vehicle quality standards) to ensure bike racks are provided to regional services, and on services between Hamilton and neighbouring towns.
- Add a new policy under 3.7.1 (Developing partnerships) to enable Council to contract transport services on behalf of other partner entities (e.g. University of Waikato and DHB), provided that the cost of service is funded by that partners.
- Support further investigation of Super Gold Card concession scheme to enable free travel on public transport services during peak periods.
- Introduce a set of new performance measures in table 4.2 (Service performance monitoring) to focus on bus safety and accessibility.

Notwithstanding the changes to the draft Plan, the Hearing Committee also acknowledged that there were a number of matters raised in the submissions that require further investigation and/or funding support from partner agencies. It is suggested that these matters would be best addressed via a follow up action list.

During the deliberations, an 'RPTP Action List' has been developed and endorsed by the Hearing Committee, and is included as Attachment 1 for the Joint Committee information. It is intended that the action list will be overseen by the Regional Transport Committee and Joint Committee as part of the ongoing implementation of the RPTP. A detailed report on the action list will be presented to the Joint Committee at the next meeting.

The RPTP Hearings Committee has approved the Strike-out version of the RPTP 2018-2028 and the Hearing Decisions Report, and recommended both documents to Waikato Regional Council Strategy and Policy Committee for endorsement on 4 December 2018. Once the Final RPTP is endorsed by the Strategy and Policy Committee, it will be adopted by Waikato Regional Council at its meeting on 12 December 2018

3.1.1 Disability Concession

As part of deliberations the RPTP Development Committee made a recommendation to Regional Council to introduce a fare concession for persons with a disability. The Development Committee's resolution was as follows,

"A proposed 100% free concession from the time of introduction of the electronic system, currently scheduled for 1 April 2019, with variation to the Long Term Plan to collect the cost of that from Year 2 onwards in addition to the current Hamilton public transport rate, be recommended to Council for endorsement".

The recommendation was made after considering a submission from Joy Ho requesting a fare concession be introduced for persons with a disability. Ms Ho supported the submission with a petition that included more than 1,000 online signatures and 200 written signatures demonstrating wide-ranging public support for a concession. This submission and the petition were also presented to the Hamilton Public Transport Joint Committee at its meeting in September.

Central to Ms Ho's submission was an assertion that public transport is often a vital means for people with a disability to independently access opportunities and participate in society. It was also noted that people with a disability often have limited incomes and a fare concession would enable greater access to education, employment, healthcare and social opportunities. Ultimately enhancing quality of life.

As a result of the RPTP deliberations, staff have reviewed disability concessions offered in other jurisdictions and developed a proposed set of eligibility criteria that could apply should a 100% disability concession be introduced in the Waikato.

The table below outlines regions that currently offer a fare concession for persons with a people with disabilities:

Regional Council	Mode of transport	Concession type	Eligibility criteria	Discount
Auckland Transport	Bus/Train/Ferry	Accessible Concession	Total Mobility ID and Blind Foundation ID holders	In average, the discount fare granted across all zone is 40% of an adult AT HOP card fare.
Greater Wellington Regional Council	Bus/Train/Ferry	Accessible Concession	Total Mobility ID and Blind Foundation ID holders	They obtain a 50% off their snapper fare (bus) or 10 trip ticket fare on train/ferry services.

Otago Council	Regional	Bus	Go Card Extra	Receive a Supported Living Payment and have a permanent disability or a member of the Blind Foundation or the Association of Blind Citizens of NZ	In average, the discounted fare across all zones is 10% of an adult smartcard fare.
Taranaki Council	Regional	Bus	Access Scheme	Total Mobility ID and Blind Foundation ID holders or alternatively proving your disability to the TRC	In average, the discounted fare granted across all zones is 33% of an adult smartcard fare.

3.1.2 Draft Disability Fare Concession Eligibility Criteria:

As a result of discussions with Hamilton City Council's Disability Advisor, it is recommended that disability concession be referred to as a "accessibility concession", which speaks to its intended purpose.

Supporting policy and criteria would make it clear the accessibility concession would be available to those that have a temporary or permanent impairment that results in a transport disability.

When discussing the potential for an accessibility concession it is important to have a consistent understanding of terminology. Key terms are as follows:

- **Impairment** - An impairment prevents someone from doing something, like how blindness is an impairment to seeing. People with impairments have trouble doing something. If you have a hearing impairment, you can't hear very well. If you bump your head and can't remember things, you're suffering a mental impairment. Some impairments are temporary. If you break a leg, it should heal, but you'll have to live with the impairment for a while. Impairments may or may not result in a disability.
- **Disability** – Disability is literally the opposite of "ability." So having a disability means you're unable to do something. Disability is different to an impairment. For example someone that is blind (the impairment) will have multiple things they can't do (disability), such as not being able to drive a car (transport disability).

The nature of someone's disability (the things that can't do) varies significantly depending on their specific impairment. A person that suffers from arthritis may not be able to write a letter or open a jar but they might be perfectly capable of driving a car.

- **Transport Disability** – Means someone that has the inability to independently transport themselves due to a temporary or permanent physical, intellectual, psychological, sensory or neurological impairment.

A transport disability can have significant and far reaching implications for individuals, families and wider communities by limiting access to education, healthcare, employment and social opportunities.

With the above context in mind the key purpose of an accessibility concession is to help people overcome a transport disability resulting from an impairment.

The draft eligibility criteria and policy that would govern the proposed accessibility concession is as follows:

Eligibility:

- Any person of any age will be eligible for an accessibility concession if it can be demonstrated that they have a physical, intellectual, psychological, sensory or neurological impairment that prevents them from being legally able to drive a motor vehicle or is such that they will be unable to drive once of a legal driving age.
- A temporary impairment means a person will be unable to drive for a period of six months or more but is expected to recover from the impairment. Persons with a short term impairment of less than six months are not eligible for the accessibility concession.
- Any person that has been included within the Total Mobility Scheme will be eligible for an accessibility concession.

Supporting Policy:

- An accessibility concession is only available for use with a registered public transport smartcard.
- An application for a permanent or temporary accessibility fare concession must be supported by:
 - Written verification of eligibility from an assessment organisation included on list published by the Regional Council.
[Note: by way of example assessment organisations would include (but not be limited to) Medical Practitioners, ACC and Total Mobility assessment agencies]
 - Photo identification to be held on file with the Regional Council
- A concession for a temporary impairment will automatically expire 12 months from the date of being activated on the public transport smartcard.
- A concession for a permanent impairment will need to be renewed every 24 months from the date of being activated on the public transport smartcard.
[Note: The renewal process will only require presentation of a valid photo identification and will not require reassessment of an impairment. The purpose of the renewal requirement is to mitigate the potential misuse of lost or stolen smartcards loaded with an accessibility concession]

The draft criteria and policy will be further discussed at the joint committee meeting with a view to providing a recommendation to Regional Council to help inform final decisions on the regional public transport plan in December and associated annual plan budgeting decisions.

3.2 Electronic Ticketing System replacement 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 has jointly procured a new ticketing system with a consortium of eight other Councils in New Zealand (RITS Consortium). A contract for provision of the new system has been awarded to INIT who is specialist provider of technology solutions for public transport systems based

in Germany. Implementation of the new system in the Waikato is anticipated 1 April 2019. 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 for passengers,
- Provide inter-operability between the eight consortium regions,
- Enable a migration to the National Ticketing Programme (NTP) solution once available.

Implementation of the new ticketing system will coincide with the changes to the regions current fare structure and policy. The changes have been previously endorsed by the joint committee and include:

- implementing a zonal fare structure encompassing the entire region,
- extending free passengers transfers across all public services within the Waikato region in association with the use of smartcards only,
- excluding free passenger transfers in association with cash tickets,
- rationalising ticketing products and minimising the use of cash,
- setting cash fares at a standardised premium of 40% relative to smartcard fares (rounded to the nearest 10 cents) across all routes and services within the region,
- utilising standard (adult) smartcard fares as the common reference point for all other fares,
- introducing daily and weekly fare capping for passengers
- standardising the concession discount at 30% off the standard adult smartcard fare for all concession groups and products, and;
- phase out of the 60 plus concession over time

3.2.1 Project Update, Timing and Key Risks

A second round of factory acceptance testing was recently undertaken in Dunedin. The testing has gone well and a tentative implementation date for the Waikato had been as 1 April 2019.

The go live date for the Waikato remains subject to detailed user acceptance testing specific to system functionality for the Waikato. The user acceptance testing is scheduled for February 2019.

Key risks associated the project include:

- Further project delays due to system build timing and user acceptance testing
- Components of the new system not being available from outset and needing to be subject to staged implementation. These components could include:
 - CBD fare zone (low risk based on latest advice from the RITS project team)
 - Fare capping functionality

3.2.2 Implementation planning

Detailed planning for implementation of the new system is currently underway. At a previous Joint Committee Meeting members considered and endorsed a transition approach and policies that will govern the roll out of the new system within the Waikato.

The endorsed approach is included as Attachment 2 to this report. Implementation planning in accordance with the endorsed approach.

3.3 Patronage Update

For the month of October, First (fare paying) boardings increased by 3.33%. Total patronage (including transfers) for the year to date grew by +1.27% with the increase in first boardings higher at 2.76%.

In October there was strong growth in fare paying passenger numbers of 2.73% in Hamilton City despite disruption caused by uncertainty over ongoing industrial action. For the 12 months to date First boardings increased by 2.24% in the City

Transfer boardings for the network fell by 12.50% after adjustment. This figure was affected again by the poor performance of the CBD shuttle, with patronage declining -30.2% compared to last Oct. It is estimated that without the effect of the CBD shuttle, total patronage and transfer boarding for Oct would return to +2.38% and -3.07% respectively after adjustment.

Waipa services have continued to perform well over the year with passenger numbers continuing to rise, particularly on the Cambridge service. The Raglan service also performed particularly well.

It should be noted that patronage figures are understated with reliability of the existing ticketing system and frequent machine limiting our ability to accurately record all boardings and collect all fares.

The following table provides a summary of patronage by area.

Service	Boarding Type	Monthly Result – October 2018		12 Months to Date	
		/Number of Boardings	% change compared to same month last year	Number of Boardings	% change compared to same period one year prior
Hamilton Urban Services	First boarding	227,235	2.73%	2,721,788	2.24%
	Transfer boarding	56,295	-12.85%	761,859	-4.66%
	Total	283,530	-0.79%	3,483,647	0.65%
20 – Cambridge / Hamilton	First boarding	5,169	8.75%	58,293	10.51%
	Transfer boarding	83	55.18%	882	44.87%
	Total	5,252	9.27%	59,175	10.91%
21 – Huntly / Hamilton	First boarding	18,717	-1.59%	232,120	-2.30%
	Transfer boarding	1,089	6.72%	13,955	11.28%
	Total	19,806	-1.17%	246,075	-1.62%
22 – Morrinsville / Paeroa / Hamilton	First boarding	2,370	-6.93%	31,525	4.96%
	Transfer boarding	39	43.03%	355	363.44%
	Total	2,409	-6.40%	31,880	5.87%
23 – Raglan / Hamilton	First boarding	5,014	17.41%	63,043	6.38%
	Transfer boarding	152	-0.05%	1,987	-18.34%
	Total	5,166	16.81%	65,030	5.40%
24 - Te Awamutu / Hamilton	First boarding	6,247	4.69%	73,735	17.13%
	Transfer boarding	107	-29.64%	1,304	-34.88%
	Total	6,354	3.83%	75,039	15.53%
Network Total	First boarding	269,404	3.33%	3,230,346	2.76%
	Transfer boarding	57,895	-12.50%	782,283	-4.44%
	Total	327,299	0.13%	4,012,629	1.27%

Notes:

- 1st boardings are boardings where passengers pay a fare.
- Transfers are free boardings usually associated with a passenger changing buses in order to complete a journey. All boardings on the Hamilton CBD shuttle service are also counted as transfers.
- Patronage numbers exclude special events.
- Percentage comparisons have been adjusted to account for differences between years such as the number of working days that fall within a given month.

3.4 Annual Plan Budget Assumptions

Regional Council staff are currently assessing budget assumptions for the 2019/20 annual plan. Annual plan assumptions will be confirmed by Council in December and set the scope of budgeting for the 2019/20 financial year.

As it stands, for the 2019/20 year Council has budgeted fare revenue (excluding rideshare and district network reviews) of \$6.392m based on the following assumptions:

- 2.5% Fare increase in April 2019 – to coincide with implementation of the new ticketing system

- 2.5% Fare increase in January 2020 – subject to further consideration by the PT Joint Committee and potential national policy changes
- 2.25% patronage growth in 2019/20

First boardings (boarding where passengers pay a fare) across all services is tracking at 2.76% year to date (despite the industrial action), which confirms patronage growth for the current financial year is tracking at least to budget if not above.

Further patronage growth of 2.25% for 2019/20 remains realistic and could be potentially be increased in consideration of planned network improvements.

Key matters to be considered as part of the Annual plan decision making include:

- Disability Concession – Staff will put forward the recommendations from the PT Plan Development Committee and Hamilton City Council to introduce a 100% fare concession for persons with a disability. The concession is estimated to result in forgone revenue from existing passengers of \$100,000 to \$150,000 per year (equivalent to 1.6% - 2.4% of total fare revenue).
- Driver Incentive Payment – As discussed at the previous joint increase meeting staff are exploring options to enhance remuneration for bus drivers through driver incentive scheme. Under the approach a payment would be made to drivers in the event patronage and revenue increases compared to the year prior. The proposed approach would serve to provide a tangible link between customer service and driver remuneration and help close the gap between current wages and the living wage. Staff are currently exploring the viability of potential incentive scheme to the value of \$400,000 per annum. It is not yet clear how this could be funded.
- Proposed Youth Concession – Council is considering a request from Hamilton City Council to prepare a business case for a proposed youth concession at the December Strategy and Policy Committee meeting. If approved staff propose to match the City Council's contribution of \$25,000 from within existing budgets and seek a 75% enhanced FAR from NZTA to fund a business case up to a total value of \$200,000 (\$50,000 combined WRC & HCC local share - \$150,000 NZTA share).

In advance of completing a business case, it is assumed the total cost of providing a youth concession of between \$2.5m to \$3.5m per annum (comprising forgone revenue and additional resource costs) would be funded as follows:

- Local share funded from a non-rates based source
- The balance being funded via a 75% enhanced FAR from NZTA

Regional Council has publicly committed to operating within a 9% rates cap over the three year LTP period via our Financial Strategy. Increased funding demands from a wide range of activities undertaken by Council means that the 9% cap is under pressure as the year 2 LTP budget proposes a 8.8% rates increase.

While the proposed youth concession is not assumed to have rates impact within the current three year LTP period, it will be necessary to find a funding solution to make the Disability Concession and Driver Incentive Payment viable. This may be possible by apportioning costs across NZTA, rates, passenger fares and potentially operational savings.

The budget assumptions will be further discussed at the joint committee meeting with a view to providing a recommendation to be included as an input into Council Annual Plan decision making in December.

3.5 Marketing Update

Industrial action

There's been four instances of bus driver industrial action since the end of September. We receive 24 hours' notice of the industrial action from the union and the WRC focus is on communications to passengers. For each industrial action the following communications have been undertaken once the timetable is confirmed with Go Bus:

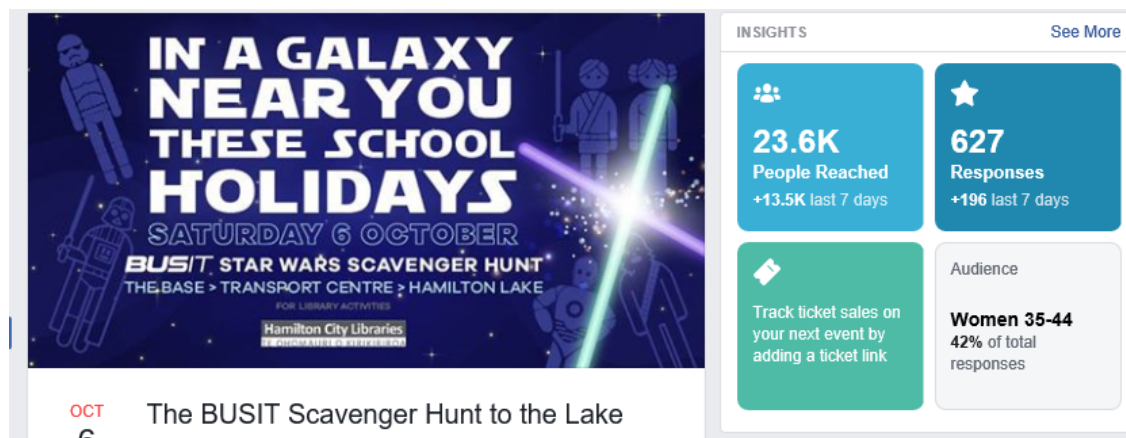
- Press release issued
- Key stakeholders notified, including ringing all Hamilton schools, tertiary institutes and lifestyle villages
- Briefings given to call centre and all staff
- Website and social media updated
- Notifications on app
- Posters put up at key stops
- WRC staff positioned at key stops for the duration of the industrial action to help with passenger information and journey planning

Staff will provide a verbal update to the meeting on the current industrial action underway at the time of writing the report.

School holiday events

We undertook two very successful events in the September school holidays – a joint promotion with Hamilton Zoo in the first week, and an event with Hamilton Libraries on the middle Saturday. We had more than 1,600 people enjoy double decker rides to the zoo and around 800 on the Star Wars library day.

These events are key in increasing positive perception with public transport, giving people 'a go' on the buses, and are leading to increased numbers of Hamilton families using our services, as well as a positive way to work collaboratively with Hamilton City Council facilities.





Some feedback:

Tania: I just want to congratulate you on a very well run event today. And great to catch the bus off the side away from the main part at the base. The whole thing today including how organised the zoo was made for an extremely amazing day for my toddler. So big thank you! And your drivers were amazing! So friendly to the kids. My son was the little boy that ran up to the driver when he got off and thanked him for letting him go on his special bus lol and the bus driver was so lovely talking to him. Makes a big difference to the experience.

Benny: Just want to say a BIG thank you to the team behind the scene - the bus drivers, Bus-It staff at the stations, extra zoo staff and treasure hunt staff. You guys have organized an amazing day for our kids. They absolutely loved it from the moment they hopped on the top deck of the bus. Thumbs up for your friendly faces and top-notch service!! Ka pai!!

World Car Free Day

World Car Free Day is another joint promotion we undertake with Hamilton City Council transport staff, with promotion in schools, workplaces and on-site at the Transport Centre, university, and river paths.

Route and timetable changes

Communications were undertaken for the 23 October route timetable changes – on-bus, web, social media and mailbox drops, as well as newspaper advertising for the Te Awamutu change.

- Extension of the 8 Rotokauri service to the new subdivision at the end of Rotokauri Road
- Extension of the 12 Fitzroy service to Summerset Retirement Village every trip
- Change of timetable for the Te Awamutu morning service to beat the early traffic congestion

Total Mobility – Ridewise system rollout

The Total Mobility scheme, which currently operates in Hamilton, Tokoroa and Taupo, will move from a paper-based system to an electronic ticketing platform on 3 December. All existing clients (approximately 4,000 people) have been communicated with about this change, and issued with new electronic cards.

Taxi providers have been well-informed, and engaged with throughout the planning process, and are now undertaking training in the new system. Additional communications have also been developed for clients such as in-taxi flyers and updated web and handbook material.

Other key communication activities over the last three months include:

- Public consultation on the RPTP
- Double decker visits to six local kindergartens, as well as attendance at other community events such as International Day of the Older Person, and disability events
- Completion of the upgraded BUSIT counter at the Transport Centre, including installation of a wheelchair accessible counter

Coming up:

The next six months will see another step-change in bus improvements – with significant passenger communications and marketing campaigns required, including:

- Introduction of the extension to the Hamilton Gardens on the Orbiter route on weekends and public holidays from 1 December until 7 April (subject to endorsement from the Joint Committee) – we have a large marketing campaign planned for this.
- Introduction of the new ticketing system, and associated fare change communications.
- Replacement of the CBD Shuttle with the central city fare zone, and Central Connector bus service. Stakeholder and passenger engagement will start on these changes in December.
- Improved bus timetable signage at stops across the network.

Special events

- Promotion of Boxing Day bus services will take place – suggestion is that services will run free for the day. The Base has indicated they will contribute financially to cover some of this cost. Other key stakeholders are also being approached.
- We're also working with the Hamilton Gardens Arts Festival to promote buses as a viable option of getting to their events. In the past we have run the 29 Lake and Gardens service free to the Gardens for the duration of the Festival. This year, with the Orbiter now extended to the Gardens during the summer months, a decision is requested from the Committee regarding operating free Orbiter services as well.

4 District Services

4.1 Waipa District

4.1.1 Service Review

Waikato Regional Council, in partnership with Waipa District Council, have commenced a review of public transport services within the Waipa District.

Existing services comprise the - Te Awamutu (24) and the (20) Cambridge routes. These contracts commenced on 5th January 2011, with an initial term until 5th January 2015, and a further four year renewal period up to 5th January 2019, so are due for retendering. A further contract extension will be required in order to enable sufficient time completed the service review and tender new contracts.

Data collection for the review has now been completed. 163 on-board surveys were received in addition to 325 online surveys, and 200 telephone interviews. Point of Entry has been submitted to NZTA for approval and a variation to the RPTP for enhanced Waipa services was approved by the RAG on the 5th November.

Waipa District Council will shortly be arranging a series of structured workshops with stakeholders. NZTA has been engaged and a business case process will need to be followed. A joint workshop between staff and elected members from both Waipa district council and the city council is also planned.

Based on initial workshop with Waipa District Councillors the review will need to consider the viability of:

- increasing service levels between Cambridge and Hamilton
- increasing service levels between Te Awamutu and Hamilton
- establishing connections between Cambridge and Te Awamutu
- Realigning the Te Awamutu service to connect with the Airport & Hamilton
- Park and ride facilities
- PT priority measures on the approach to Hamilton
- Connections within Waipa towns.

The NZ Transport Agency is investigating the future form of the Cambridge Road corridor into Hamilton and will provide a project update the at Joint Committee meeting.

4.2 Waikato District

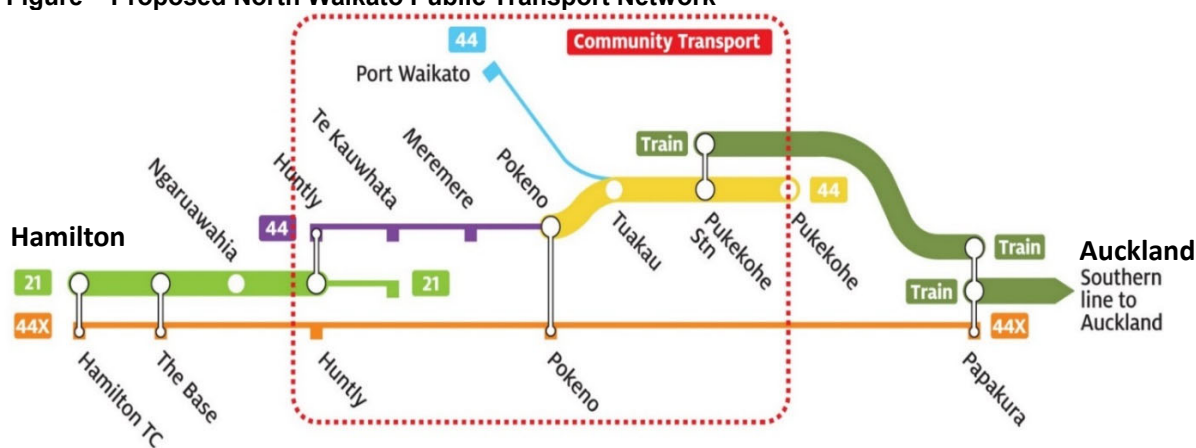
4.2.1 North Waikato PT Improvements

Waikato Regional Council, in partnership with Waikato District Council, Auckland Transport and the NZ Transport Agency, completed a public transport review focused on the North Waikato area in 2017.

This has resulted in a programme of service improvements that have been included within respective LTP budgets. LTP budgets have now been confirmed the project has moved into an implementation phase whereby the agreed service level improvements will be progressively implemented over the next year and a half. It is important that supporting bus stop infrastructure can be delivered by Waikato District Council to support the phased service roll out.

Waikato Regional Council are also working with Waikato District Council to develop further service enhancement options and are attending a Councillor Workshop in December.

Figure – Proposed North Waikato Public Transport Network



Route	Description	Target Implementation Date
Hamilton to Pukekohe	Daily service between Hamilton and Pukekohe via north Waikato towns Monday to Friday, providing community connectivity and broader access to essential services.	January 29 th 2019.
Te Kauwhata to Hamilton	Extension of the existing Huntly bus service extended to Te Kauwhata for one return trip during peak periods on weekdays, providing access to employment, education and social opportunities.	
Pokeno to Pukekohe via Tuakau	Regular bus service between Pokeno and Pukekohe weekdays and weekends. Designed to integrate with train services from Pukekohe to Auckland.	The procurement strategy is currently under consideration, with staff engaged in discussions with Auckland Transport. Implementation is planned circa June 2019.
Hamilton – Huntly - Pokeno - Papakura	Express Service	Now superseded by start-up passenger rail proposal. Not to proceed pending NZTA approval of rail business case.
Port Waikato to Pukekohe	Options include retaining the existing once a week service, or replacing the timetabled bus with a community transport option.	2019/2020
Community Transport Initiatives	This option will investigate the opportunity of community initiated transport solutions to provide improved transport access, particularly in areas where public	2019/2020

	transport may not be a suitable/cost effective option.	
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4.2.2 Huntly and North Waikato Services

Consultation has been undertaken in Huntly for revised route options to serve the town with the double decker. In May of this year staff surveyed Northern Connector passengers to find out the best solution for changes to this route. The consultation closed on Friday 18 May with 196 responses.

Important changes will happen for Huntly services on the 29th January 2019. The double decker vehicle will become the dedicated school assist bus for both Horotiu and Huntly. The planned Te Kauwhata service will begin operating between Te Kauwhata and Hamilton via Huntly, and the daily Huntly to Pukekohe will begin operation. Mercer service station will be added to the route following feedback from Mercer residents. All non-school assist buses will depart from Main Street with a regular timetable.

As part of the Central Connector changes services will start alternating between Huntly East and Huntly West throughout the day to replace the existing Huntly Internal service. This was consulted upon earlier in the year and received overwhelming support for this with positive commentary received on the proposed route. Respondents were also asked to identify where they were travelling from to board the bus and it was found that this correlated very well with the proposed route. This change will provide much better accessibility to all passengers in Huntly.

4.2.3 Raglan – Double Decker Update

Key infrastructure constraints have delayed the deployment of the double decker to Raglan.

New bus Stops on Wainui Road have recently been installed by WDC however, further to testing by the operator there are some concerns with regards to the geometry of the bay platform on the northern stop on Wainui Road which will cause some issues in relation to lining up the bus doors with the accessible kerbs. WRC are working with WDC to resolve this.

WRC are also awaiting confirmation that stops can be installed on James and Bow St to provide alternative boarding / alighting points for the double decker passengers before commencing with the deployment of the double decker which is planned for the 29th January, but is contingent on infrastructure issues being resolved.

WRC successfully worked with Chorus to raise low telecoms cables within Raglan for the double decker earlier this year.

Protected Pohutukawa trees with low branches are present on Bow Street in Raglan which required a minor route modification for the double decker - the double decker vehicle will travel via James Street instead of Bow Street and then onto Wainui road via Bow Street and not via Norrie Avenue due to the gradient of the road.

4.3 Matamata Piako & Hauraki Districts

Matamata Piako District Council and Waikato Regional Council have been undertaking a review of how bus services can be further improved in the district. This includes reviewing improved PT connections between Te Aroha and Morrinsville as well as the University of Waikato and Waikato Hospital in Hamilton. Services between Matamata and Hamilton are also under consideration.

A paper setting out recommendations has been presented to MPDC, has been discussed with the Mayor and is due for consideration by MPDC councillors on the 5th December. An overview of service concept will be present at the Joint Committee meeting for consideration.

5 City Services

5.1 Draft Service Improvements Programme Overview

As per the current long term plan, Council has factored in cumulative operating budget increases of \$450,000 per annum. The purpose of the budget increases is to:

- maintain and enhance service reliability in response to changing network conditions
- expanding service provision and enhance levels of service to keep pace with city growth

The additional operating budget has been tentatively allocated against various improvement activities as outlined below. The activities are draft and subject to change

	2018/19	2019/20	2020/21
Hamilton Gardens – Summer Orbiter Extension	\$ 70,000	\$ 90,000	\$ 90,000
Rototuna North - Borman Rd extension	\$ 30,000	\$ 100,000	\$ 100,000
Rotokauri Service Improvements Extension of Frankton service to The Base + Orbiter realignment			\$ 250,000
Orbiter – Start-up passenger rail connectivity		\$ 80,000	\$ 100,000
Rideshare - DRT (new growth areas + partnerships)	\$ 100,000	\$ 500,000	\$ 500,000
Central Connector	\$ 60,000	\$ 360,000	\$ 360,000
CBD Shuttle – disestablishment	-\$ 40,000	-\$ 240,000	-\$ 240,000
Hamilton / MPDC services improvements	\$ 30,000	\$ 90,000	\$ 90,000
Minor timetable and route improvements	\$ 40,000	\$ 150,000	\$ 150,000
Youth concession business case contribution	\$ 25,000		
Total Estimate	\$ 315,000	\$ 1,130,000	\$ 1,400,000
Total Budget	\$ 450,000	\$ 900,000	\$ 1,350,000
Estimated Variance	\$ 130,000	-\$ 230,000	-\$ 50,000

As can be seen in the table above, there is likely to be an operational surplus in the current financial year that can be carried over to cover the potential deficient in year two.

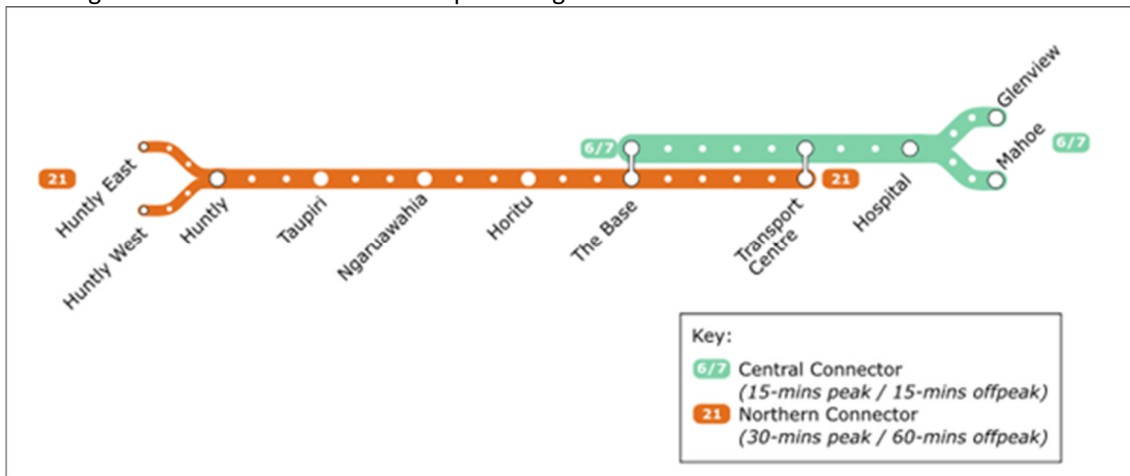
It is important to note that the cost estimates are at a very high level and assume NZTA funding assistance but excludes increased fare revenue. Increased fare revenue has however been factored into overall budget assumption across the entire programme. Staff will manage the improvements programme so as to not exceed existing budget provisions.

5.2 Central Connector Update

Staff are currently pursuing the development of a high frequency 15 min “central Connector” corridor from the Waikato Hospital campus, via the CBD on Anglesea Street through to the Base in the north of the City. As previously reported creation of the Central Connector concept would result in:

- A strong north/south connection within the CBD with buses traveling in both directions from the top end of town to the bottom end of town every 15 minutes (existing CBD shuttle only travels in one direction).
 - Shorter distance travel within the CBD could be potentially be further supported with the provision of discounted fare zone (options still to be confirmed and are subject to ticketing system capability and costs).
- A direct service every 15 minutes in both directions between the CBD and Hospital campus on Pembroke street
- A half hourly direct service from Mahoe and Glenview through to the Hospital, CBD and The Base without the need to transfer between buses.
- A direct service every 15 minutes for Te Rapa residents to make connections through to the Hospital, CBD and The Base without the need to transfer between buses.
- An opportunity to simplify and improve the reliability of the Northern Connector Service through to Huntly.

The diagram below illustrates the concept at a high level.



The introduction of the Central Connector will align with the introduction of the new ticketing system. Implementation timing is dependent on the following matters being addressed:

- Creation of a new discounted fare zone within the CBD;
- Enabling additional platform capacity at The Base; and
- Planning for the provision of bus stop changes on Anglesea St and within the Glenview and Mahoe catchments.

Staff are making progress on all matters identified above. In addition, targeted consultation is about to commence with an emphasis on engaging with users who may be affected by the changes to bus services within the CBD and to provide context for how the route structure within Glenview and Mahoe catchments can be simplified and improved.

Subject to Joint Committee endorsement of the central connector concept and low cost CBD fare, staff will commence public consultation of the options through December with a view to finalising options for committee approval in the New Year.

5.3 Rideshare update

Growth within the City and wider sub-region is occurring on multiple fronts. Servicing all this growth with traditional forms of public transport will present a significant challenge. A goal of WRC is to ensure provision of services as early as possible as areas develop. However, this needs to be balanced against the realities of what may be affordable or practical.

Opportunity exists to consider more effective and affordable approaches to servicing growth area through the provision of demand responsive transport (DRT) solutions.

DRT is user-oriented form of public transport characterised by flexible routing and scheduling of small/medium vehicles to facilitate ridesharing between pick-up and drop-off locations according to passenger needs. DRT services can also be particularly well suited to providing solutions for passengers with special needs.

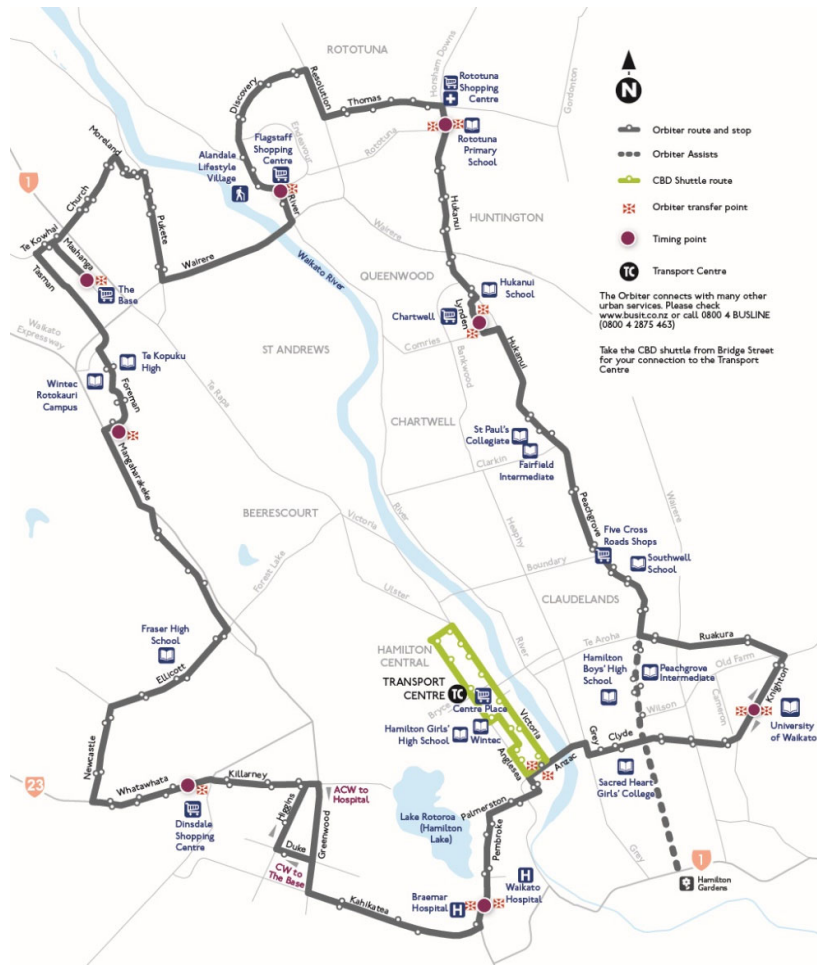
Staff will provide an update on the rideshare planning at the joint committee meeting.

5.4 Hamilton Gardens – Orbiter Summer Extension

Council was approached by representatives of events at the Hamilton Gardens, such as Gourmet at Gardens, requesting improved public transport connectivity to help cater in increasing popularity of events and the associated transport challenge that this creates.

As a result staff plan to extend the orbiter services to the gardens on weekends through the summer period as a trial. The result will be direct connection to the Gardens every 20 minutes in both directions between the hours of 7am and 8pm. It is also planned to offer a promotional fare whereby for the trial period whereby people would need to pay a fare to get to the gardens but the return trip (boardings at the gardens) would be free.

The trial extension is planned to operate from December through to the end of daylight savings.



6 City Council Infrastructure Update

6.1 Shelters and Stops

Sites for new bus stop infrastructure has been developed for the 18/19 financial year and includes:

- 40 new shelters and lights
- 60 new concrete pads
- 30 new accessible kerbs

Consultation will take place with the community regarding new shelter locations, once this is complete a full list of locations will be available.

Existing infrastructure

HCC staff are assessing and prioritising existing bus stops to identify sites for maintenance in the 18/19 financial year. An update will be provided at the next committee meeting.

Year 2 (2019/20) Works - \$5.4M

Timing for the year 2 construction programme is yet to be confirmed and will be finalised as part of the business case development and initial design work undertaken in year 1.

6.2 The Base / Rotokauri Public Transport Hub

Concept designs for the Rotokauri Public Transport Hub has been completed by Hamilton City Council. Works have progressed into the preliminary design stage with ground investigations currently in progress and due to be completed before Christmas. Based on the concept designs, construction rough order of cost has been identified to be approximately \$21m for the Rotokauri Station and \$6.4m of this will go towards land purchase for the park and ride facility.

A single stage business case (SSBC) for the Hamilton to Auckland Passenger Start-up Rail Service is now complete and has been submitted to the NZTA. This report will be tabled at the NZTA board meeting on the 14 of December 2018. Subject to funding made available the project will progress into the detailed design and construction phase. Current expected completion of the start-up station, park and ride and other facilities at this site is March 2020.

6.3 Anglesea Street Draft Improvement Programme

Anglesea Street upgrades are to be undertaken under the Low Cost Low Risk work category of NZTA approved funding. The scope of the work is to address safety improvements for pedestrians and cyclists, and to include Public Transport improvements where possible. Under this approved funding model, annual improvements are to be less than \$1M. The project is progressing well and is currently in the option design phase, which followed the previous problem identification and constraint/opportunity identification phases. Stakeholder engagement has included Waikato Regional Council to understand the short to medium term aspirations for bus operations within the city centre.

A workshop was carried out with WRC to integrate the potential Anglesea improvements and a high level three-year implementation plan has been proposed. Work is now underway on year 1 of that plan.

Finalising of the options and completion of the designs is planned for Christmas, with construction taking place in the new calendar year. Programme acceleration is to be achieved through the Infrastructure Alliance, and an initial meeting has been held to discuss the scope of the work. Expected benefits include reduced tendering and contract award time, consistency in quality, consistency in application of temporary traffic management, and alignment with planned maintenance works to be carried out on Anglesea in the New Year

6.4 Transport Centre

The 10 Year Plan 2018-2028 adopted by Hamilton City Council includes a Transport Centre Rejuvenation project over year 1 (2018/19 - \$950k) and year 2 (2019/20 - \$5.4M).

The project includes:

- 1) the de-construction of existing Passenger Transport (PT) service provider facilities (i.e. Bus Shed),
- 2) provision of new PT service provider facilities,
- 2) development of a business case and initial design for the 2019/20 work programme for the upgrade of the Transport Centre, and
- 3) delivery of the 2019/20 work programme.

Year 1 (2018/19) Works - \$950k

\$800k is allocated for the demolition of the existing Bus Shed and provision of new PT service provider facilities.

Work on the demolition of the existing Bus Shed is schedule to commence on Tuesday 20 November 2018 and will take 2 weeks to complete.

Provision for new PT service provider facilities is still to be finalised. There are two items to be completed. The first, which is well underway, is reconfirming the requirements of the PT service provider for building and land requirements on the existing Bus Shed site located behind the Transport Centre. The second is achieving agreement in principal to the terms of a lease agreement prior to building works being approved. Discussion about the terms of a lease agreement have been initiated this month.

Considering the commercial-in-confidence nature of the lease term discussions staff are suggesting if the Committee is wanting an update on this item that it be done in a public excluded session of the Committee meeting.

Development of the business case (\$30k) for the 2019/20 work programme is expected to start in January/February 2019, and the initial design work (\$120k) will follow on once the business case is completed.

Year 2 (2019/20) Works - \$5.4M

Timing for the year 2 construction programme is yet to be confirmed and will be finalised as part of the business case development and initial design work undertaken in year 1.

7 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

Attachments

Attachment 1 – RPTP Action List

Attachment 2 - New Ticketing System – Endorsed Implementation Approach

Attachment 1 – RPTP Action List

Waikato Regional Public Transport Plan – Submission Action List				
Network area	Submission request	Submission reference	Action	Supporting partner
<i>Hamilton and surrounding towns</i>	A new bus route for the Newstead/Matangi residents to provide a link for the Newstead/Matangi community to the Hamilton urban network.	41.1; 49.2; 52.2	Waikato Regional Council (WRC) will work with Waikato District Council (WaikDC) and New Zealand Transport Agency (NZTA) to undertake feasibility assessment and to confirm service options (including demand response service) and funding. The submitter and the Newstead resident association and Matangi Community Committee will be kept informed	Hamilton City Council, Waikato District Council, NZ Transport Agency, Matangi Community Committee
	Consideration for rapid public transport services between Hamilton and Huntly; and Hamilton and Te Awamutu	29.2 (Waikato DC) 34.3 (Waipa DC)	To undertake further investigation as part of the Mass Transit Plan development. Further discussion with WaikDC and Waipa District Council (WaipDC) to confirm funding for future service levels and infrastructure improvements.	Hamilton City Council, Waikato District Council, Waipa District Council, NZ Transport Agency
	Potential connections to Tamahere, possibly by extending existing routes or utilising demand response service	30	Further work will be undertaken by staff in consultation with the community, and WaikDC. Opportunity may also arise from the Mass Transit Plan work where investigation will be undertaken for Hamilton to Cambridge corridor improvement.	Hamilton City Council, Waikato District Council, Waipa District Council, Tamahere Community, NZTA
	Requests more quality and accessible bus shelters In Hamilton, especially on the way into town, outside of schools and at key Orbiter transfer point	50.2	WRC will work with Hamilton City Council (HCC) on accessible bus shelter improvement in the city. Key priorities for public transport infrastructure improvement will be confirmed as part of the Mass	Hamilton City Council

Waikato Regional Public Transport Plan – Submission Action List				
Network area	Submission request	Submission reference	Action	Supporting partner
			Transit Plan (i.e. future major transport hubs and stops).	
	Bus priority measures along Whatawhata Road and Massey Street, to give priority for Raglan bus through to Hamilton Central Business District (CBD).	43.5	This work could be considered as part of the Mass Transit Plan. A report will be provided to the Hamilton Public Transport Joint Committee (HPTJC) on current known priorities.	Hamilton City Council, NZ Transport Agency
	A number of submitters requested improvements to Raglan bus service and infrastructure, and this includes: <ul style="list-style-type: none"> • A more direct bus route between Hamilton and Raglan, supplemented by a local feeder service that provides links around the town and to tourist attractions • Connect Raglan service to the railway station in Hamilton • Service level improvements, including off-peak and weekends. 	43.4; 43.5; 51.2	The issues raised by the submitters will be discussed with WaikDC.	Waikato District Council, Hamilton City Council, NZ Transport Agency

Waikato Regional Public Transport Plan – Submission Action List				
Network area	Submission request	Submission reference	Action	Supporting partner
<i>Regional towns</i>	A number of submitters requested public transport connections be provided for other towns within Coromandel, including Totara and Coromandel, and connections to Paeroa/Te Aroha.	5.1; 12.1; 17.2	WRC will work with Thames Coromandel District Council (TCDC) and local community to investigate potential public transport options to service towns within Coromandel.	Thames Coromandel District Council, local community
	Request more bus shelters and stops in Morrinsville and Te Aroha	21.1	WRC will raise the request with Matamata Piako District Council (MPDC) who is responsible for provision of bus shelters in Morrinsville and Te Aroha.	Matamata Piako District Council
	Request public transport services between Rotorua and Tokoroa for work and education (noting some education buses are already running), and Rotorua to Tirau for work and tourists (focus on cyclists and budget travellers).	28.2	WRC will work with Bay of Plenty Regional Council and South Waikato District Council (SWDC) to investigate potential public transport connections between Tirau/Tokoroa and Rotorua; and Tokoroa and Hamilton.	Bay of Plenty Regional Council, South Waikato District Council, NZ Transport Agency
	More bus services through to Mangakino	32.3	Improvement to the Mangakino bus service is being considered within the scope of the Taupō public transport network review currently underway.	Taupō District Council
	Request the extension of Taupō network to include key tourist destinations, such as Tongariro National Park.	59.2 (Taupo DC)	WRC will work with Taupo District Council (TDC) to assess the viability of extending the network to Tongariro National Park, noting this may require additional funding from TDC	Taupō District Council

Waikato Regional Public Transport Plan – Submission Action List				
Network area	Submission request	Submission reference	Action	Supporting partner
	A submitter requested early morning/late night services to Meremere route to accommodate students/commuters.	54.2	This matter will be discussed with WaikDC.	Waikato District Council
	Provision for a connector service extending the Hamilton to Te Awamutu Mass Transit service – possibly through to Te Kuiti. Similar to the service proposed for Hamilton to Raglan	45.2 (Waitomo DC)	WRC will work with Waitomo District Council (WaitDC) to explore potential public transport connections to Te Kuiti. Note: there is opportunity to partner with Waikato District Health Board (DHB) and University of Waikato to coordinate public transport services with health and education services.	Waitomo District Council, Otorohanga District Council
<i>Regional-wide</i>	Request concessionary fares for targeted groups, including: <ul style="list-style-type: none"> • Extending the eligible travel periods for Super Golder users • A fare concession for people with disability • A concession for family or group travel 	16.3; 32.4; 35.5; 56.3; 57.6	WRC will undertake further investigation to assess the viability of these concessions, report back to the Regional Transport Committee and Hamilton Public Transport Joint Committee.	Waikato Regional Council, relevant Territorial Authorities (TA), NZ Transport Agency, Disability Group, Grey Power.

Waikato Regional Public Transport Plan – Submission Action List				
Network area	Submission request	Submission reference	Action	Supporting partner
	Waikato DHB wishes to discuss partnership opportunities to make transport choices more accessible and enable greater flexibility for both DHB staff and customers	68	WRC will work with Waikato DHB to explore partnership opportunities, particularly with respect to public-ride share scheme and coordination of health, community-based and public transport services.	Waikato District Health Board
	<i>Regional funding</i> – A request was made by the RPTP Hearing Committee to review the current regional funding model.	N/A	This matter will be considered by WRC in partnership with the relevant City and district councils as part of the next Long Term Plan review.	Waikato Regional Council, Territorial Authorities, NZ Transport Agency
Regional-wide (New)	Council to ensure a living wage is paid to all contracted public transport drivers.	51.6; 55.12	<p>WRC is awaiting advice from the NZTA and Ministry of Transport (MOT) on a national approach/response under the current national contracting model (Public Transport Operating Model (PTOM)) to improve the employment and remuneration conditions of bus drivers.</p> <p>In advance of central government confirming a national position, staff will explore potential options within the existing contracting framework to increase the minimum wages/remunerations for bus drivers. This work will be reported back to the Hamilton Public Transport Joint Committee.</p>	Hamilton Public Transport Joint Committee, NZ Transport Agency, transport operators

Waikato Regional Public Transport Plan – Submission Action List				
Network area	Submission request	Submission reference	Action	Supporting partner
Regional-wide (New)	A request was made by the RPTP Hearings Committee to investigate future public transport connections between Hamilton and the surrounding growth areas (e.g. Te Kowhai).	N/A	WRC to work with HCC and Waikato DC to investigate future public transport connections between Hamilton and the surrounding growth areas (e.g. Te Kowhai). This work will be reported back to the Hamilton Public Transport Joint Committee	Hamilton Public Transport Joint Committee, Waikato District Council, Hamilton City Council
Regional-wide (New)	Action requested by the RPTP Hearings Committee	N/A	NZTA to provide a list of initiatives currently underway regarding mass transit corridors or bus priority measures on the SH network. This work will be reported back to the Hamilton Public Transport Joint committee.	Waikato Regional Council
Regional-wide (New)	Action requested by the RPTP Hearings Committee	N/A	An action point was made that staff investigate the options in respect of removing seats on buses or other options to accommodate luggage, particularly for users going to the airport	Waikato Regional Council
Hamilton urban (New)	Action requested by the RPTP Hearings Committee	N/A	WRC to work with HCC to develop design guidelines or concept plans for future integrated transport hubs in Hamilton. Design concepts will include state of the art passenger waiting, pedestrian and cycling facilities to encourage the use and integration of modes.	Hamilton City Council, NZ Transport Agency

Waikato Regional Public Transport Plan – Submission Action List				
Network area	Submission request	Submission reference	Action	Supporting partner
Hamilton urban (New)	Action requested by the RPTP Hearings Committee	N/A	Staff to investigate the viability of establishing an electric bike ride share scheme in partnership with HCC.	Hamilton City Council

Attachment 2 - New Ticketing System – Endorsed Implementation Approach

Pre-Implementation Phase

- **The entire pre-implementation phase will be supported by extensive passenger communications and marketing via multiple channels.**
- The primary objectives for marketing and passenger communications is to:
 - Ensure customers are aware that the change is coming and what it means for them
 - Ensure customers are aware that the fare structure and policies are changing and how it may impact them
 - Ensure people have access to good information to make their transition too and use of the new system as easy as possible
 - Promote the benefits of the new system and fare polices with the aim of attracting new users
- **Customer services resources will be increased on a temporary basis to facilitate the transition process.**
 - Additional resources have been factored into implementation budgets and include:
 - Enhanced call centre functionally dedicated to ticketing enquires / issues
 - Provision of additional temporary staff to facilitate face to face support at key locations
 - Additional funding for marketing and communication activities
- **New cards will be issued free to any person, not just existing BUSIT card holders, prior to the changeover day to incentivise early adoption and broader uptake of new cards.**
 1. It is anticipated new cards we be available for uplift a couple months prior to the changeover date via the following channels:
 - Website, with capability for the cards to be mailed direct to a nominated address
 - The Hamilton Transport Centre
 - University of Waikato
 - On bus – exact timing to be determined
 - Mobile customer service staff
 - Select sites within regional towns
 2. Every new card will be issued with a supporting pamphlet informing people how to activate, top-up and use their new card. People will be encouraged to utilise online channels in preference to face to face options.
- **Users will be encouraged to run down credit on their existing BUSIT cards and top up new cards in the lead up to the changeover date. With the objective being to:**
 - Minimise the amount of credit that needs to be transferred to new cards post implementation.
 - Maximise the amount of new cards that have preloaded credit at the time of system changeover, which will serve to minimise the need for card top-up transactions on and immediately following the changeover date, which has the potential to impact on-bus service delivery.

- **Travel on all services will be free, on presentation of a new card, for up to 7 days prior to changeover date. Persons without a new card will need to pay for travel via cash or their existing BUSIT card as per normal.**
 - The free travel proposed is proposed as a strong incentive for passengers to acquire new cards prior to the changeover date.
 - Transfer of stored value from existing BUSIT cards to new cards will commence during the free travel week for those that have acquired a new card.

Changeover day and beyond

- **On the day/night prior to the changeover date the old ticketing machines will be removed from all buses and the new ticketing devices installed ready for service the next day.**
 - Once the old machines have been removed it will no longer be possible to utilise existing BUSIT cards on any bus.
- **From the changeover date there will be customer service staff available via a dedicated call centre, at key customer service locations via a number of mobile teams that have the ability to:**
 - Proactively provide information and guidance for customers
 - Respond to customer queries
 - Enable issuance of new cards
 - Transfer credit from old cards to new cards
- **From the changeover date onwards passengers will need to pay for travel with either cash or stored value preloaded on their new smart card. The following exceptions and policy would apply:**
 - Drivers will have discretion for a fixed period of time (Discretionary Period) to accommodate passengers that present an old BUSIT card and whom the driver believes may have been unaware of the system change – under this scenario the passenger will:
 - Be issued a new card for free
 - Be given the option of surrendering the old BUSIT card
 - Be granted free travel for one trip on the basis that they top-up their new card prior to undertaking any subsequent trips
 - Persons that do not present either an old BUSIT card or a new card will be expected to pay a cash fare as per current policy and practices.
 - The duration of the Discretionary Period will be determined closer to the time of implementation. Post implementation the initial period will be monitored and may be extended in the event high numbers of people continue to present old BUSIT cards and genuinely appear to be unaware of the ticketing change.
 - When determining the duration of the initial Discretionary Period or when considering the potential to extend the period, an appropriate balance will need to be struck between ensuring a good customer experience and minimising the potential for misuse and lost revenue.
 - Beyond the Discretionary Period all persons will be expected to pay a fare either with cash or via stored value preloaded on a new card. An inability to do so would result in the person being ineligible to board the bus. The following exception would apply:
 - Persons deemed to be vulnerable should be able to board a bus in any circumstance as per current practices.

- **From the changeover date onwards people will be able to access a new new card for free under the scenarios listed below, a standard issuance fee of \$5 will apply for all other potential scenarios not otherwise listed:**
 - Card issuance and direct mail out via the website will remain free until the new ticketing system has been implemented within all nine regions comprising the regional consortium.
 - New cards will be issued for free when an old BUSIT card is surrendered / swapped out at a customer service location at any stage within a 12 month period from the changeover date. Beyond the 12 month period a standard card issuance fee would apply.
 - Free card exchange may be offered on-bus within a 12 month period from the changeover date provided customers are willing to surrender their BUSIT card to the driver. Note it will not be possible to conduct value transfer from an old card to a new card while on a bus. Therefore it is anticipated most customers with residual stored value above \$5 will opt to not surrender their card to a driver and instead seek to:
 - Undertake a free card swap and value transfer at a customer service location; or;
 - Access a free card via the website (free offering available for a limited time post changeover as noted earlier) and initiate a value transfer via the call centre
 - Purchase a card via a driver and initiate a value transfer via the call centre

- **From one week prior to the changeover date and up to 12 months after the changeover date passengers will be able to transfer any unused credit exceeding \$1 from an old card to a new card via any of the following channels:**
 - **At a customer service location**
 - **A mobile customer service team**
 - **Remotely via a call centre**
 - Beyond the 12 month period any unused credit would be forfeit and reallocated to the PT reserve fund for expenditure on public transport improvements. Funds within the PT reserve cannot be used for any other purpose.
 - The 12 month period may be extended if high numbers of value transfer requests persist.
 - Only balances exceeding \$1 will be eligible for transfer due to the administrative costs associated with facilitating value transfers.

- **New cards will always be free for SuperGold entitled passengers unless it is a replacement for a lost or damaged card. A \$5 fee will apply for issuance of a lost / replacement cards.**