



AGENDA

WRC Transport Committee Meeting

Date: Wednesday, 22 April 2026

Time: 9:30 am

Location: Council Chambers
Waikato Regional Council
Level 1, 160 Ward Street, Hamilton

Members: Cr Angela Strange – Committee Chair
Cr Chris Hughes – Committee Deputy-Chair
Cr Robert Cookson
Cr Mich'eal Downard
Cr Ben Dunbar-Smith
Cr Kataraina Hodge
Cr Keith Holmes
Cr Warren Maher
Cr Tipa Mahuta
Cr Gary McGuire
Cr Jennifer Nickel
Cr Garry Reymer
Cr Noel Smith
Cr Liz Stolwyk

WRC Transport Committee

Ngā Tikanga Whakahaere | Terms of Reference

1. *Mana ā-Ture* | Status

This Committee was established by Council under [clause 30\(1\)\(a\) of Schedule 7](#) of the *Local Government Act 2002*. It is a discretionary committee that can be created or disestablished by Council resolution.

2. *Kawenga* | Responsibilities

This Committee is responsible for:

- a. Setting visions, goals and actions for transport and public transport work programmes.
- b. Setting objectives, priorities, and levels of service for the operation and delivery of transport services through the *Regional Land Transport Plan* and public transport services through the *Regional Public Transport Plan*.
- c. Overseeing and monitoring the performance and effectiveness of the following activities undertaken by Council against agreed strategies and plans:
 - i. Strategic transport initiatives and investments – road and rail
 - ii. All forms of Public Transport services – bus, rail and other
 - iii. Community transport
 - iv. Total Mobility
 - v. Road Safety
- d. Setting Council's advocacy position on regional issues, for discussion at the Regional Transport Committee and the RTC Public Transport Subcommittee.
- e. Contributing to integrated transport and land use planning discussions and initiatives such as the Future Proof Implementation Committee, Upper North Island Strategic Alliance and Regional Deals.
- f. Responding to government and external agency processes, initiatives and consultation.
- g. Providing thought leadership across matters of regional transport significance.

3. *Ngā Apatono* | Powers

The Committee has the following powers required to carry out its responsibilities:

- a. Receiving regular monitoring reports and presentations.
- b. Recommending Council's position on the *Regional Land Transport Plan* and *Regional Public Transport Plan*.
- c. Reviewing policies and plans (such as those related to Community Transport and the Customer Experience Roadmap).
- d. Leading oversight of the regional transition to the new National Ticketing Solution.
- e. Overseeing outcomes from the distribution of the Community Transport Fund.
- f. Recommending Council's response to any significant changes to the operational environment that may impact the ability to undertake the Committee's responsibilities in accordance with agreed levels of service.
- g. Support Cross boundary collaboration to:
 - i. Foster cooperation on issues where an inter-regional response will create policy or advocacy efficiencies.
 - ii. Be kept informed of emerging cross boundary issues and to provide guidance on Council's position.
 - iii. Provide guidance on cross boundary collaboration and receive updates and feedback.

4. *Ngā Tūranga* | **Membership**

4.1 *Ngā Mema* | **Members**

All elected members of the Council are members of this Committee.

4.2 *Ūpoko me te Ūpoko Tuarua* | **Chair and Deputy-Chair**

The Chair and Deputy-Chair are appointed by Council in accordance with clause 25 of Schedule 7 of the Local Government Act 2002.

5. *Tokamatua* | **Quorum**

Two members. Refer clause 23(3)(b) of Schedule 7, Local Government Act 2002).

6. *Ngā Tikanga Pōti* | **Voting**

a. Decisions are made by majority vote of members present.

b. If votes are equal, the Chair has a deliberative and casting vote.

Refer clause 24 of Schedule 7, Local Government Act 2002.

7. *Ngā Hui i te Tau* | **Frequency of meetings**

Quarterly or as required.

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1 KARAKIA TIMATANGA

Whakataka te hau ki te uru	Cease o winds from the west
Whakataka te hau ki te tonga	Cease o winds from the south
Kia mākinakina ki uta	Bring calm breezes over the land
Kia mātaratara ki tai	Bring calm breezes over the sea
E hī ake ana te atakura	And let the red-tipped dawn come
He tio	With a touch of frost
He Huka	A sharpened air
He hau hū	And promise of a glorious day
Tīhei mauri ora!	Behold we live

2 APOLOGIES**3 CONFIRMATION OF AGENDA****4 DISCLOSURES OF INTEREST**

Members are reminded of the need to be aware of maintaining a clear separation between personal interests and duties and their role as an elected member.

If any member has an interest that creates an actual, or could be perceived to create, a conflict in relation to any item on the agenda, it is recommended that this be disclosed.

5 MINUTES FOR CONFIRMATION OR RECEIPT

Nil

6 GENERAL ITEMS

6.1 PUBLIC FORUM

Rā | Date: 13 April 2026

Kaituhi | Author: Dave Doggart, Team Lead, Democracy

Kaituku | Authoriser: Dave Doggart, Team Lead, Democracy

TE ARONGA | PURPOSE

1. To provide details of speakers that are planning to present in the public forum, and to attach any materials that they may have supplied.
2. To provide an overview of the process and relevant standing orders pertaining to public forums.

KŌRERO WHAKATAHI | EXECUTIVE SUMMARY

3. Public forums are a defined period, usually at the start of an ordinary meeting, which, at the discretion of a meeting, is put aside for the purpose of public input. Public forums are optional and are designed to enable members of the public to bring matters of their choice, not necessarily on the meeting's agenda, to the attention of the local authority.
4. In the case of a committee or subcommittee, any issue, idea or matter raised in a public forum must also fall within the relevant terms of reference.

Time limits

5. Where implemented, public forums run for a period of up to 30 minutes, or such longer time as the meeting may determine. Requests to speak at a public forum (where available) must be made to the chief executive (or their delegate) at least 10 clear working days before the meeting; however, this requirement may be waived by the chair. Requests should also outline the matters that will be addressed by the speaker(s).
6. Speakers can speak for up to 5 minutes. Where the number of speakers presenting in the public forum exceeds 6 in total, the chair has discretion to restrict the speaking time permitted for all speakers.

Restrictions

7. The chair has the discretion to decline to hear a speaker at a public forum or to terminate a presentation at any time where:
 - (a) A speaker is repeating views presented by an earlier speaker at the same public forum;
 - (b) The speaker is criticising elected members and/or staff;
 - (c) The speaker is being repetitious, disrespectful or offensive;
 - (d) The speaker has previously spoken on the same issue;
 - (e) The matter is subject to legal proceedings; and

- (f) The matter is subject to a hearing, including the hearing of submissions where the local authority or committee sits in a quasi-judicial capacity.

Questions at public forums

- 8. At the conclusion of a presentation, with the permission of the chair, members may ask questions of speakers. Questions are to be confined to obtaining information or clarification on matters raised by a speaker.

No resolutions

- 9. Following the public forum, no debate or decisions will be made at the meeting on issues raised during the forum unless related to items already on the agenda.

NGĀ TOHUTORO | REFERENCES

- 10. The rules pertaining to public forums are contained in the Standing Orders. The Executive Summary above contains an excerpt of those rules, but the Standing Orders are available on the Council website, or by clicking [here](#).

ĀPITI HANGA | ATTACHMENTS

Nil

6.2 DIRECTOR'S REPORT

Rā | Date: 8 April 2026

Kaituhi | Author: Lorraine Cheyne, Manager – Transport Strategy & Delivery

Kaituku | Authoriser: Phil King, Director, Regional Transport Connections

TE ARONGA | PURPOSE

1. This report:
 - (a) updates the Transport Committee on legislative and policy changes impacting WRC's regional land transport and public transport planning, management and operations functions.
 - (b) provides an update on current workstreams of interest to elected members and the wider public.
 - (c) Provides an updated register of actions arising from the February WRC Transport Committee meeting.

KŌRERO WHAKATAKI | EXECUTIVE SUMMARY

2. Current legislative and policy changes impacting on WRC's regional land transport and public transport planning, management and operations include:
 - (a) National fuel supply issues
 - (b) WRC submission to Ministry of Transport's Proposal to Strengthen Total Mobility.
 - (c) Public Consultation on Improvements to Lane Use
3. Current workstreams of interest to elected members and the wider public include:
 - (a) Bus Contracts Request for Proposal
 - (b) Metro Spatial Plan Programme
4. The report also provides an update of actions arising from the February WRC Transport Committee meeting.

TAUNAKITANGA KAIMAHI | STAFF RECOMMENDATION:

That the report *Director's Report* (WRC Transport Committee, 22 April 2026) be received.

TE TAKE | ISSUE

Current legislative and policy changes impacting on WRC's regional land transport and public transport planning, management and operations.

National Fuel Supply

5. The US and Israeli war on Iran has resulted in a sudden and drastic disruption to fossil fuel supply from the Middle East. Some 20% of global oil and LNG supply transits through the

Strait of Hormuz. Vessel transits in the Strait have dropped from over 100 to around eight per day.

6. The immediate supply disruption and short-term outlook for further shortage has increased the cost of all fuels and, significantly, the price of diesel.
7. In response to fuel supply issues the Government has adopted a four-phase approach to managing the country's fuel security:
 - (a) Phase 1: Watchful – Government is monitoring fuel stocks and shipments/global supply.
 - (b) Phase 2: Precautionary – Government will review regulations to enable reduced fuel use; and will implement a public sector fuel response plan.
 - (c) Phase 3: Managed – Government will use powers, implemented by industry to protect critical services, covering ambulances, fire service, hospitals and food supply chains.
 - (d) Phase 4: Protected – Government will impose formal rules to ensure fuel is distributed fairly with essential services including food supply and emergency response being 'fully protected'.
8. More information on the Government's phased response can be found here: [Fuel Response Plan factsheets.pdf](#)
9. Both the cost of fuel and the potential disruption to fuel supply will likely have impacts for the public transport operations of Waikato's primarily diesel fleets, and the Te Huia Rail service. New Zealand is in Phase 1 currently. Thus far which the Government has signalled that public transport services *may* be deemed an essential service (Band C) this situation is not certain. In preparedness for New Zealand advancing to any other fuel security response phase, staff are developing a public transport contingency response. This has included:
 - (a) Identifying high-cost/low-patronage routes and potential network rationalisation (regional and Hamilton urban).
 - (b) Assessing frequency, hours of operation, weekend services, and route hierarchy/core network, with on-going weekly monitoring of changes in use
 - (c) Understanding impacts on Total Mobility, including fare increases and existing budget pressures.
 - (d) Anticipating increased demand as people shift from private vehicles to buses.
10. It is noted that currently Unit 6A serving the Waipā routes and comprising 7 buses is fully electric. Additionally, there is one electric bus in Unit 9, Taupō currently.

WRC submission to Ministry of Transport's Proposal to Strengthen Total Mobility

11. The Ministry of Transport recently consulted on proposals to strengthen the national Total Mobility scheme.
12. The Total Mobility scheme is a national transport assistance scheme that helps disabled & elderly people with long- or short-term impairments to access alternative transport options when public transport is not accessible to them. However, following an increase in the amount of subsidy for each trip in 2022, Total Mobility has seen significant increases in usages, expenditure and changes in user behaviour (longer and more frequent trips).

13. While reducing the Government fare subsidy level from the current 75 percent down to 65 percent of the maximised subsidised fare cap from 1 July 2026, the consultation looked at further changes to the Total Mobility Scheme intended improve the scheme by:
 - (a) Clarifying Total Mobility's purpose and make eligibility assessments more consistent.
 - (b) Introducing more targeted support allocations for Total Mobility.
 - (c) Promoting innovation in how Total Mobility is delivered, including enabling new types of providers to enter the scheme, such as ride-hail services like Uber and other forms of transport to meet the needs of Total Mobility users.
14. The improvements to the scheme are primarily support the financial sustainability of the scheme. Due to the timing of the submissions closing, a submission was signed by the WRC Transport Committee Chair under delegated authority. A copy of the submission is provided at Attachment One.
15. The Government has also directed NZTA to work with regional councils to reduce maximum subsidised fares by 10%. A full report of the options that have been considered for reducing the Total Mobility "fare cap" for the Waikato Region from 1 July is provided elsewhere on this agenda.

Public Consultation on Improvements to Lane Use

16. Over a 4-week period from 18 February to 18 March the NZ Transport Agency has recently initiated consultation on behalf of the Ministry of Transport on options to improve lane use. The proposals included increasing the age which children are allowed to ride bikes on footpaths; establishing a mandatory passing gap for motorists passing other road users, with an infringement fee; clarifying signage requirements to dis/allow parking on berms; and allowing people to ride e-scooters in cycle lanes.
17. Additionally, the consultation included the requirement for vehicles to give way to buses leaving bus stops when travelling below 60 Kph.
18. Most of the proposals are in the remit of Road Controlling Authorities (RCAs) and Waikato Regional Council did not make its own submission.

Current workstreams of interest to elected members.

Bus Contracts Request for Proposal

19. At its meeting in February the Committee considered a report on the Bus Contracts Renewal for Units 1, 2, 3, 4, 5 and 10 and requested that:

"(d) Requests that staff finalise the procurement documentation, incorporating any changes discussed at the meeting (with the documentation approved by the Committee Chair (Cr Angela Strange), Deputy Chair (Cr Chris Hughes) and Director, Regional Transport Connections (Phil King) prior to publishing Request for Proposals in late March 2026."
20. The Committee further noted that.

"(e) Notes that decision to award contracts will be required by Council in late August 2026."
21. Following discussion at the February Committee meeting, a workshop was held on 6 March to enable detailed discussion on four topics – depot ownership, innovation, improving passenger numbers, and network design.

22. A report was also presented to the 26 March Council meeting to address outstanding issues with the procurement.
23. From these discussions, amended processes for finalisation of the Bus Contracts procurement documentation and the procurement process were confirmed. As a result:
 - (a) A Requests for Proposals was published on the Government Electronic Tenders Service (GETS) on **27 March 2026**
 - (b) The period for receiving proposal was extended period of 4 months (one month extension), with the deadline for proposals at 5pm on **27 July 2026**
 - (c) A Respondent briefing session to be held on **15 April**. This to be an opportunity for respondents to ask questions and be advised of parties and agencies with interest in the provision of land suitable for electric depot facilities subject to commercial arrangement.
 - (d) The decision on the preferred proposal(s) will be presented to the **September** Council meeting
 - (e) Contract signing to be completed **November/December 2026**.

Metro Spatial Plan Programme

24. The FutureProof structure includes a workstream focussed on transport. There are several layers to this, each of which include representatives of all FutureProof councils, NZTA and iwi.
 - (a) A Transport Working Group, co-chaired by Council's Manager of Transport Strategy & Delivery and HCC's Principal Transport Planner.
 - (b) A Transport Project Control Group, chaired by the Director Regional Transport Connections.
 - (c) The FutureProof Programme Management Group, of which the Director is a member representing transport. This group reports to the FutureProof Implementation Committee via the Chief Executives Advisory Group.
25. Collectively, these groups are leading delivery of the FutureProof Hamilton Metropolitan Spatial Plan (MSP). As at the start of April 2026, the Transport Working Group is focussed on a number of workstreams including:
 - (a) Hamilton Southern Links Network Plan development: this plan will guide and support integrated planning and decision-making for Hamilton Southern Links and its associated local network.
 - (b) Three Multi-Modal Corridor Studies: planning the staging and sequencing of short, medium and long-term investments to deliver significant public transport upgrades while appropriately accommodating active modes, freight and general traffic along the following corridors:
 - Northern Corridor: Te Rapa Road to Ulster Street
 - Eastern Corridor (Cross City Connector): Massey Hall Overbridge to Fifth Ave via Mill St and Boundary Road
 - Eastern Corridor (Clyde St): Anzac Parade to Ruakura via the University

- (c) The Cambridge Local Bus Services Network: determining a preferred option for a local public transport service in Cambridge. The work is described in more detail in another report to this meeting.
26. Scoping work is also being undertaken for a MSP-area Park and Ride Study examining potential Park and Ride sites; a further Multi-Modal Corridor Study, and the Southern Corridor: Hamilton City Centre to Airport workstream.
27. Other key projects that the TWG has provided input into:
- (a) Hamilton Southern Links Investment Case (NZTA)
 - (b) Tauranga to Auckland Strategic Transport Plan (NZTA)
 - (c) Long-Term Planning Co-ordination (Future Proof)
 - (d) North Waipa-Southern Hamilton Spatial Study (Future Proof)
 - (e) Tauranga to Hamilton Spatial Study (Future Proof)
 - (f) Pokeno-Drury Corridor Study (WDC/Auckland Transport)
 - (g) Data analytics KPIs and programme monitoring development (Future Proof)
28. While governance sits with the Futureproof Implementation Committee, direction will be sought from the WRC Transport Committee. This will include seeking Committee leadership and direction on formation of the 2027-2037 Long Term Plan transport work programme.

Actions Register Update

29. The updated Actions Tracking Register (Attachment 2).
30. With respect *PT Ops Report action #2* to provide councillors with an update on progress toward the Regional Land Transport Plan (RLTP) target to double public transport and active mode share by 2035, relative to 2018 levels. It is noted:
- a. The data suggest an improvement in PT mode share in Hamilton from 0.8% in 2018 to 2.3% in 2022/23 (one year average)
 - b. Active mode share has remained broadly stable since 2018 across both Hamilton and the wider Waikato region.
31. However, data limitations, including small sample sizes and Census methodology changes, mean progress toward the 2035 target needs to be interpreted with caution.

Existing Busit Public Transport Fare Concessions

32. To support the discussion today and the Committee's upcoming work on Fares Policy; changes to Total Mobility; and the review of the Community Transport funding policy; the existing travel concessions that Waikato Regional Council provides to support transport disadvantaged, including those on fixed and/or low incomes, include:
- a. SuperGold – available for customers aged 65+
 - b. Community Connect – available for Ministry of Social Development clients
 - c. Accessibility - available for customers who have an impairment which prevents them from driving a car.
 - d. Accessibility +1 – free companion travel available for passenger who are unable to travel independently on public transport to receive free public transport for a companion with them.

33. Information on the eligibility for and application of these concessions can be found here:
[Concessions – BUSIT](#)

WHAKAKAPINGA | CONCLUSION

34. This report outlines three key legislative and policy changes that could impact on the public transport operating environment and WRC's land transport planning and management functions. The report also updates the Committee on current two workstreams which have a cross-agency and/or public interface.
35. While responding and adjusting to the changes in the transporting operating environment generally, key priorities monitoring and responding to the national fuel supply situation.
36. The next steps will be reporting back on policy and projects updates to the WRC Committee.

ĀPITI HANGA | ATTACHMENTS

1. **WRC Submission on the Proposal to Strengthen Total Mobility (Doc# 34918780)** [↓](#)
2. **Action Tracking Sheet - 17 February 2026 (Doc# 35497259)** [↓](#)

File No: 21 20 11
Document No: 34918780
Enquiries to: Maurice Flynn



21 March 2026

Total Mobility Consultation
Ministry of Transport
PO Box 3175
Wellington 6011
Email: totalmobilityreview@transport.govt.nz

waikatoregion.govt.nz
0800 800 401

Dear Sir/Madam

Waikato Regional Council Transport Committee Submission on Proposals to strengthen Total Mobility

Thank you for the opportunity to submit on the proposed Proposals to strengthen Total Mobility. Please find attached the Waikato Regional Transport Council Committee's (the Committee's) submission regarding this document. The submission has been approved by the Chair of the Regional Transport Committee under delegated authority on 21 March 2026.

Should you have any queries regarding the content of this document please contact Maurice Flynn, Accessible Transport Lead, Regional Transport Connections directly on 07 859 2778 or by email Maurice.Flynn@waikatoregion.govt.nz.

Regards,

Councillor Angela Strange
Chair, Waikato Regional Council Transport Committee

Introduction

This submission has been prepared by the Waikato Regional Council Transport Committee (Committee). The Committee comprises all elected members of Waikato Regional Council.

The Committee acknowledges the Government's proposal to strengthen the Total Mobility Scheme for users and all funders in the longer term. Total Mobility plays a critical role in supporting equitable access to transport for disabled and older people across the Waikato region and is a highly valued component of our wider transport network. Across the Waikato, there are currently 7,979 registered users of the scheme, with approximately 147000 trips and 8,316 made in the last financial year, further demonstrating its significance and ongoing demand.

Historically in the Waikato region, Total Mobility was available only within Hamilton City. However, with the support of our district councils, the scheme has since been expanded to surrounding areas, including Waikato District, Matamata-Piako, Hauraki, Thames-Coromandel, Waipā, South Waikato, and Taupō. This expansion has demonstrated the scheme's significant value, particularly in rural communities where public transport options are limited or non-existent.

The Committee remain committed to expanding Total Mobility across the region; however, increasing demand, rising transport costs and limited provider availability in some areas mean that full regional coverage is not financially or operationally viable. As such, we recognise the importance of reviewing and evolving the future model of the scheme to ensure it is financially sustainable and capable of responding to growing demand and continued development.

The following submission addresses the key areas outlined in the discussion document, providing feedback on proposal areas one through four. Feedback is informed by staff experience administering the scheme, ongoing collaboration and engagement with the local disabled community, and regular discussions with other participating Public Transport Authorities (PTAs) across the country. It also reflects the operational challenges and practical considerations faced in delivering the scheme locally.

The Committee have sought to ensure that input is grounded in both lived experience and administrative realities, while maintaining a strong focus on improving outcomes for scheme users.

A summary of key messages and recommendations are outlined below, with the full submission relating to the proposal to strengthen the Total Mobility scheme attached subsequently.

Key messages and recommendations

1. The Committee appreciates the opportunity to provide feedback on the discussion document; *Total Mobility scheme: Proposals to strengthen the scheme*.
2. The Committee **agrees** on the need to revise the Total Mobility Purpose statement.
3. The Committee **recommends** reframing the purpose statement in a way that explicitly acknowledges that Total Mobility fills accessibility gaps, regardless of the presence or absence of a public transport system.
4. The Committee **agrees** national guidelines for Total Mobility eligibility could be strengthened to make the process fairer and more consistent.
5. The Committee **agrees** that introducing evidence requirements nationwide will help Total Mobility assessors make more informed decisions.
6. The Committee **recommends** PTAs are directly involved in the design of the eligibility criteria to ensure that assessments are aligned with transport needs.
7. The Committee **recommends** considering an additional eligibility criteria that recognises whether a person is unable to drive a motor vehicle due to a disability.
8. The Committee **does not** consider medical professionals to be the most appropriate primary assessors for Total Mobility eligibility.
9. The Committee **recommends** working directly with disability, older persons, and community support organisations to undertake assessments for both the Total Mobility scheme and the Accessibility Concession.
10. The Committee **recommends** that ongoing assessment processes should not result in additional costs being passed on to users.
11. The Committee **recommends** the Ministry of Transport considers options to provide funding support for organisations and PTAs nationally that assist with the delivery, assessment, and administration of the Total Mobility scheme.
12. The Committee **supports** reassessment to determine continued eligibility where a client's temporary impairment recovery extends beyond 12 months, and they remain unable to travel independently.
13. The Committee **does not support** a universal reassessment requirement in some rural settings, where there are no viable public transport alternatives and the client is unable to drive.
14. The Committee **does not support** a reassessment for people with permanent or long-term disabilities that are not expected to change.
15. The Committee **recommends** exploring a usage-based review trigger.
16. The Committee **supports** the investigation of trip caps for Total Mobility users, as a potential means to support the long-term sustainability of the scheme.
17. The Committee **strongly supports** increased provision of wheelchair-accessible vehicles (WAVs) and continuing the incentives outlined in the proposal.
18. The Committee **agrees** that the scheme's high reliance on traditional taxi services presents increasing risks.
19. The Committee **supports** initiatives that enable new Total Mobility service providers to enter the scheme.

20. The Committee **supports** enabling accredited community transport providers to participate in the Total Mobility scheme represents a practical and locally appropriate way to expand access
21. The Committee **supports** implementing an Accessibility Concession nationwide.
22. The Committee **strongly recommends** that any national concession include the ability for a support person to travel free of charge.

Part 1: Clarifying Total Mobility's purpose and introducing requirements to make assessment fairer and more consistent

Proposal 1: Set a clear purpose statement

23. The Waikato Regional Council Transport Committee (Committee) agrees on the need to revise the Total Mobility Purpose statement. While the Committee supports the intent of the second purpose statement, the proposed wording does not fully recognise the diversity of the region's needs.
24. Waikato Regional Council has been actively developing the Total Mobility scheme across multiple districts in the region, including many rural townships. In these areas, basing eligibility solely on the inability to use public transport is often impractical, as public transport services are either extremely limited or non-existent. Consequently, residents in rural areas rely primarily on private vehicles.
25. Currently, the assessment process requires applicants to consider: "If public transport existed in your area, would you be able to use it?" this question can be challenging for assessors to explain and for applicants to answer meaningfully. While a person may theoretically be able to use public transport if it were available, in practice there is no alternative, making Total Mobility their only accessible transport option.
26. The Committee recommends reframing the purpose statement in a way that explicitly acknowledges that Total Mobility fills accessibility gaps, regardless of the presence or absence of a public transport system.

Proposal 2A: Introducing evidence requirements as part of the assessment process

27. The Committee is generally supportive of Proposal 2A and are in agreement that introducing evidence requirements nationwide will help Total Mobility assessors make more informed decisions.
28. The Committee recommend that PTAs are directly involved in the design of the eligibility criteria to ensure that assessments are aligned with transport needs.
29. The Committee also recommends considering an additional eligibility criteria that recognises whether a person is unable to drive a motor vehicle due to a disability. This would better accommodate applicants in rural areas where public transport unavailable, ensuring the scheme remains accessible to those who genuinely need it.
30. The Committee does not consider medical professionals to be the most appropriate primary assessors for Total Mobility eligibility. Historically, General Practitioners (GPs)

- were able to verify eligibility for the Waikato Accessibility Concession, which provides free travel on bus services across the region.
31. Over time, it became apparent that a significant number of applicants were approved despite not meeting the concession criteria.
 32. Attempts to address this with GP practices proved challenging, creating additional administrative burden for council staff and lead to inconsistent outcomes for applicants.
 33. The Committee also notes that requiring medical evidence would create additional administrative burden for PTAs, including the processing and storage of sensitive medical information and the verification of supporting documentation.
 34. Waikato Regional Council staff now work directly with disability, older persons, and community support organisations to undertake assessments for both the Total Mobility scheme and the Accessibility Concession. This approach has proven effective, as these organisations have strong expertise in accessibility needs and often maintain established relationships with service users.
 35. However, limited funding to support assessment activity remains a significant challenge. As a result, organisations are often encouraged to charge individuals a fee for assessments, typically between \$25 and \$40.
 36. The Committee recommends that these assessment processes should not result in additional costs being passed on to users and recommend the Ministry of Transport considers options to provide funding support for organisations and PTAs nationally, that assist with the delivery, assessment, and administration of the Total Mobility scheme.

Proposal 2B: Introducing Periodic Reassessments

37. The Waikato region currently requires reassessment only for individuals who were granted Total Mobility eligibility on the basis of a temporary impairment. In these cases, eligibility is typically approved for a period of 12 months. Where a client's recovery extends beyond this timeframe and they remain unable to travel independently, we recommend a reassessment to determine continued eligibility. This approach ensures appropriate oversight while recognising that recovery timelines can vary.
38. The Committee acknowledges that the proposed introduction of periodic reassessments for all Total Mobility users is likely to be met with concern within the disabled community.
39. Many disabled people are frequently required to explain and justify their needs in order to access essential services and supports.
40. Introducing routine reassessments risks creating additional stress and administrative burden for individuals who have permanent impairments, disabilities or access issues.
41. In urban areas with well-developed and accessible public transport networks, improvements such as kneeling buses and enhanced infrastructure may reduce

reliance on Total Mobility for some individuals. In such contexts, periodic reassessment may have practical merit.

42. However, the Committee does not consider a universal reassessment requirement to be fit for purpose in more rural settings, where there are limited or no viable public transport alternatives.
43. In these communities, Total Mobility is often the only accessible transport option available. Requiring individuals to repeatedly demonstrate their eligibility in the absence of meaningful transport alternatives places an unfair burden on disabled people and does not reflect the practical realities of rural service provision.
44. As an alternative approach, the Committee recommends exploring a usage-based review trigger. For example, if a Total Mobility card has not been used for a specified period of time, this could prompt a review of eligibility.
45. Extended non-use may indicate that an individual has secured alternative transport arrangements or that their circumstances have changed, warranting a reassessment.
46. This targeted approach would support scheme integrity without imposing unnecessary administrative requirements on those who continue to rely on Total Mobility as their primary accessible transport option.

Part 2: Introducing more targeted allocations for Total Mobility

Proposal 3: Introduce caps on trips based on level of need and circumstances

47. The Committee understands the intent behind proposing caps on trips due to the current model being financially unsustainable.
48. However, the Committee does not support the introduction of trip caps for Total Mobility users, as this would create inequities and undermine the core purpose of the scheme.
49. Total Mobility exists to provide an accessible transport alternative for people who cannot use mainstream public transport services. Introducing limits on the number of subsidised trips would impose restrictions that do not apply to other public transport users and risks disadvantaging those who rely on the scheme as their primary means of independent travel.
50. Any proposal to cap usage should therefore be carefully reconsidered to ensure the scheme continues to support equitable access to transport.
51. Waikato Regional Council suggests that further work is required in collaboration with Whaikaha, the Ministry for Disabled People, and Disabled Persons Organisations (DPOs) to ensure that any final decision on trip capping aligns with the New Zealand Disability Strategy (2026–2030).

Proposal 4: Incentivise Total Mobility providers to provide more wheelchair accessible vehicle trips

52. The Committee strongly supports increased provision of wheelchair-accessible vehicles (WAVs), as the availability and reliability of these services are essential for the Total Mobility scheme to operate as intended.
53. The Waikato region currently has 26 WAVs available for Total Mobility users, with an average of 2,214 hoist trips taken each month. Most of these vehicles are based in Hamilton, while districts such as Thames–Coromandel, Hauraki, and Matamata-Piako each rely on a single hoist-equipped vehicle serving large geographic areas and populations.
54. There is also a risk that WAV availability will decline in the near future, as several existing vehicles are approaching the age where replacement will be required. If current operators are unable to absorb the significant cost of replacement, some areas may face limited or no wheelchair-accessible transport options.
55. Encouraging operators to invest in new WAVs remains challenging. Current funding support from NZ Transport Agency Waka Kotahi does not adequately reflect the true cost of procurement.
56. Installing a hoist or purchasing a compliant WAV can now exceed \$100,000, representing a significant financial burden for many small operators.
57. In addition, the hoist deployment fee currently paid to providers (approximately \$10 per trip) does not sufficiently reflect the additional time, equipment, and operational costs associated with providing wheelchair-accessible services.
58. The Committee recommends:
 - a. Exploring incentives to support joint or public ownership models to ensure a sufficient pool of WAVs across regions
 - b. Continuing and strengthening existing incentives to support WAV procurement
 - c. Increasing the hoist deployment subsidy to better reflect actual operating costs
 - d. Working with PTAs to investigate council-owned WAV fleets and the potential for minimum accessibility requirements within operator fleets
59. The Committee also supports continuing the incentives outlined in the proposal, noting that targeted measures may be required in areas with known shortages of wheelchair-accessible vehicles, particularly in rural communities.

Part 3: Promoting innovation in how Total Mobility is delivered

Proposal 5: Enabling new Total Mobility service providers to enter the scheme

60. The Committee agrees that the scheme's high reliance on traditional taxi services presents increasing risks, including limited competition, higher prices, and reduced reliability.
61. Therefore, the Committee supports initiatives that enable new Total Mobility service providers to enter the scheme, particularly where this can improve coverage in areas that are currently underserved.
62. In recent years, Council has taken a more active role in supporting the community transport sector, both as a funder and through dedicated staff resources.
63. Through its 2022/23 Annual Plan, Waikato Regional Council established a contestable fund to support eligible community transport providers across the region, aimed at improving transport access for local communities.
64. In addition, a dedicated Community Transport Lead role was created to develop and administer this fund, facilitate sector collaboration through a regional forum, and advocate for improvements across the community transport network.
65. Community transport providers already service a wide range of areas across the Waikato than the current Total Mobility scheme.
66. Enabling these organisations to participate as Total Mobility providers would present a mutually beneficial opportunity. It would allow the Council to expand the scheme into areas where traditional taxi services are limited or unavailable, such as parts of the South Waikato, while also providing a sustainable revenue stream for community transport providers.
67. As most community transport providers operate as not-for-profit organisations, any surplus generated through participation in the Total Mobility scheme would typically be reinvested back into their services.
68. This would support the growth of additional transport options for local communities and strengthen the overall accessibility network within the region.
69. While the Committee supports expanding the provider base, it would not currently support partnering with rideshare platforms such as Uber or similar services.
70. This is due to the limited ability to ensure that services delivered through these platforms meet the safety, accessibility, and service standards required for Total Mobility users.

71. Overall, enabling accredited community transport providers to participate in the Total Mobility scheme represents a practical and locally appropriate way to expand access, particularly in rural and smaller communities where traditional providers are limited.

Proposal 6: Introduce a national public transport concession for people with disabilities

72. The Committee sees significant value in implementing an Accessibility Concession nationwide.
73. In mid-2019, the Waikato Region Council became the first in New Zealand to introduce a 100 percent Accessibility Concession for disabled people using public transport. The Bay of Plenty Regional Council subsequently adopted and implemented a similar 100 percent concession for local disabled residents.
74. Both regions also include a Plus1 provision, enabling a support person to travel free of charge when accompanying an eligible passenger on public transport.
75. The Committee strongly recommend that any national concession include the ability for a support person to travel free of charge, as this is essential for many disabled users who require assistance to travel safely and independently.
76. The Accessibility Concession enables disabled people to use public transport with greater independence and supports increased participation in community life by reducing financial barriers to travel.
77. Consequently, this has also helped reduce demand and financial pressure on the Total Mobility Scheme, as some users choose to travel on public transport free of charge, rather than relying heavily on subsidised taxi services.
78. The Waikato Accessibility Concession is currently co-funded by the NZ Transport Agency and regional ratepayers.
79. The assessment and eligibility criteria were modelled on the Total Mobility scheme, with existing Total Mobility users automatically eligible to receive the Accessibility Concession.
80. The Committee agrees a national concession would improve consistency, however, if standardised criteria were to be applied nationally, this should be decoupled from total Mobility eligibility as the two schemes serve different purposes.
81. The Committee looks forward to future opportunities to engage and provide feedback on any further Total Mobility related matters.

WRC Transport Committee Action Sheet

Meeting date - 17 February 2026

Agenda item	Action ID	Action Description	Status	Notes
Directors Report	1	Share community transport grant fund promotion with committee	Completed	Email sent to committee members on 2 March
Directors Report	2	Organise a meeting with Tira, Kataraina, DHB and WRC staff to discuss current concerns and the future of the Taumaranui health shuttle health shuttle	Completed	Meeting to be held on 17 March
Directors Report	3	Present the updated community transport strategy / policy to next meeting, ensuring councillors have the opportunity to contribute and approve this and approval	Not started	
Directors Report	4	Share results of 2026 grant fund with the next meeting of the committee	Not started	
Directors Report	5	Share the lists of previous (2023, 2024, 2025) recipients of the community transport grant fund	Completed	Email sent to committee members on 2 March
Directors Report	6	Cambridge PT network technical work - present to the next committee meeting	In progress	Work not completed. Draft technical report 2 received but comments from WRC and Waipa DC due end of March. Concerned about sharing draft reports.
Bus Contract Renewal	1	Respond to resolution 2d – Approval of RFP procurement documents was delegated to Chair Angela, Deputy Chair Chris H, and Director Phil. Need to confirm timing and process for this	In progress	
Bus Contract Renewal	2	The committee requires a workshop to go through each of the concerns raised by the committee, provide a staff response, and confirm agreed direction for each. This will feed into the 'approval of RFP procurement documents' task, and needs to be completed ahead of commencement of the approval process	In progress	To be held on 6th March
Bus Contract Renewal	3	Council to organise a meeting with Hamilton City Councillors, Tainui Group Holdings and WEL Networks to discuss EV depot land	Completed	**Meeting scheduled for 5 March.** Would be helpful to be clear on intention for this meeting as WRC have committed to not wanting to own depot land (at least for now)
Bus Contract Renewal	4	2021 Business Improvement Review	Completed	Email sent to committee members on 2 March
Bus Contract Renewal	5	Local government reform – identification and consideration of future transport and public transport options – present to a future committee	Not started	
Bus Contract Renewal	6	Complaints, compliments and suggestions from community - how can we bring these to the committee - how can the community have confidence that when they make suggestions they are considered and listened to. Are complaints being considered and resolved	Completed	This is included in the PT Ops report, with additional commentary and statistics regarding the volume of customer feedback/complaints, and how they're being addressed.
Bus Contract Renewal	7	Re-share the link to the August 2025 Bus Contract Renewal report to councillors, noting this was included within the February 2026 report	Completed	Email sent to committee members on 2 March
Bus Contract Renewal	8	Councillors to read and review the August 2025 Bus Contract Renewal report and decisions	Not started	
Bus Contract Renewal	9	Staff to develop a spreadsheet detailing the costs and cost differences between diesel vs electric. This spreadsheet should also include how the potential vehicle scenarios would be funded – impact on rates, NZTA funding and fares. Needs to include the potential impacts on private share	In progress	This analysis may take some time to develop. It would be better to wait until the bus tender is closed, where Council will obtain the price estimates from the suppliers (actual diesel and EV operating costs, including the asset and depot charges) to enable detailed comparison and analysis.
Total Mobility Review	1	Staff to continue to develop a submission for the March deadline (if required)	In progress	Staff to confirm timing
PT Branding	1	Committee to receive and approve the final public transport brand	Not started	Staff to confirm timing
PT Ops Report	1	Respond to emailed question about patronage on the Northern Connector service	Completed	Staff response prepared and circulated to elected members.
PT Ops Report	2	Respond to question posed during the strategic direction session - bus patronage 2018 vs 2026 - on track to double by 2035?	Completed	A briefing notes has been prepared (doc # 35511236) and attached to the Director report.
PT Ops Report	3	Analyse data to produce a table showing private share per route. Include this information within future PT Operations Reports	In progress	Staff are unable to provide the data as per the Councillor request. The private share reporting can only be provided at a network level due to the underpinning costs for labour/overheads, marketing, PT facilities (e.g. Transport Centre) and ticketing technologies/software can not be broken down into route or unit level. The detailed financial analysis at the granular level is particularly challenging as this is limited by how current contract payment is set up, as well as some the revenues can not be easily split – eg bus back advertising, Café revenue etc. However, to enable comparison, the staff could provide 'farebox analysis' at a 'unit level', and this can be added into the next reporting. Note: the next PT ops reporting will incorporate a full year network results, which is a better way to show the 'farebox performance' over a 12 month period, as opposed to a 'quarterly' snapshot.
PT Ops Report	4	Analyse youth / student travel in a bit more detail	Completed	This is addressed in the PT Ops report, with the explanation around how the different user groups are classified, including student and youth.

6.3 FARE POLICY

Rā | Date: 6 April 2026

Kaituhi | Author: Katherine Simpson, Team Leader - Transport Planning

Kaituku | Authoriser: Phil King, Director, Regional Transport Connections

TE ARONGA | PURPOSE

1. The purpose of this report is to provide the committee with a project update on the Waikato Regional Council Fare Policy Review work, including progress on the technical work and the next steps for elected member engagement.
2. Specifically, the report:
 - (a) Advises that a draft Issues and Options Report has been received from the consultant and outlines, at a high level, what this report covers;
 - (b) Confirms how the fare policy review is responding to current policy and funding context, including private share targets and transition to the National Ticketing Solution (Motu Move);
 - (c) Updates the committee on proposed elected member workshops, which are intended to test high-level policy directions before the work is finalised; and
 - (d) Clarifies how the fare policy review interacts with other programmes and processes currently underway, including Annual Plan discussions, Te Huia considerations, and the timing uncertainty associated with Motu Move implementation.
3. Feedback from elected members will be sought through upcoming workshops prior to any formal recommendations being brought forward.

KŌRERO WHAKATAKI | EXECUTIVE SUMMARY

4. This report provides an update on the Waikato Regional Council Fare Policy Review, outlining progress to date, the current status of the work, and the next steps.
5. The Fare Policy Review is being undertaken to ensure WRC's public transport fare and tariff settings remain appropriate in the context of increasing private share targets, ongoing cost pressures, and the planned transition to the National Ticketing Solution (Motu Move). The review is also considering how fares can continue to support patronage, equity, and customer understanding while remaining financially sustainable and compatible with future ticketing capability.
6. A key milestone has been reached with the receipt of a draft Issues and Options Report from the consultant. This report establishes the evidence base for the review, identifies key challenges within the existing fare system, and develops a long list and shortlist of potential fare policy options.
7. Progressing the review has required flexibility due to several overlapping and evolving workstreams, including Annual Plan deliberations, Te Huia fare considerations, and uncertainty around the precise timing and sequencing of Motu Move implementation. These

factors have influenced assumptions within the review and reinforced the importance of elected member input before finalising any policy direction.

8. The fare policy review incorporates the focus on increasing private share targets, includes all contracted public transport services within scope (including Flex and Te Huia, unless directed otherwise), and is being undertaken ahead of the next Regional Public Transport Plan review to ensure alignment with Motu Move. The review also anticipates consideration of fare simplification measures, including fare rounding, subject to elected member feedback.
9. The next phase of work will focus on elected member engagement through workshops. Workshops are proposed with both the Regional Transport Committee Public Transport Subcommittee and the WRC Transport Committee to enable high-level discussion of fare policy objectives, trade-offs, and preferred directions. It is anticipated that these workshops will occur in the second or third quarter of the current calendar year, with timing still to be confirmed.
10. Following elected member workshops and completion of detailed modelling, a final report will be prepared and brought back for formal consideration.

TAUNAKITANGA KAIMAHI | STAFF RECOMMENDATION:

That the report *Fare Policy* (WRC Transport Committee, 22 April 2026) be received.

HOROPAKI | BACKGROUND

11. Waikato Regional Council (WRC) is undertaking a comprehensive review of its public transport fare policy to ensure the fare system remains fit for purpose in a changing policy, funding, and operating environment and is intended to inform our future Regional Public Transport Plan (RPTP) review.
12. The review is occurring against a backdrop of several significant and interrelated drivers. Central government, through the NZ Transport Agency (NZTA) and the Government Policy Statement on Land Transport 2024 (GPS), has introduced higher private share revenue targets for public transport funding. These targets require public transport authorities to recover a greater proportion of operating costs from fares and other non-public sources, while still supporting patronage growth and equitable access.
13. WRC is also preparing for the future transition to the National Ticketing Solution (Motu Move), expected to be implemented in the Waikato region during the 2027/2028 period. This transition presents both constraints and opportunities for fare policy as future fare structures must be compatible with Motu Move's technical capabilities while also being simpler, more consistent, and easier for customers to understand.
14. The fare review also interfaces with other live and evolving work programmes. These include ongoing Annual Plan deliberations, which have included decisions to increase fares to meet private share targets, changes to Total Mobility funding, as well as work relating to Te Huia and the continued evolution of on-demand / flex services. The sequencing and timing of these programmes has meant that the fare review has needed to remain adaptable, with assumptions and inputs evolving as wider policy and funding settings are clarified.
15. The Scope of Work for the Fare Policy Review intentionally focuses on fare and tariff structures rather than operational delivery. It seeks to strike an appropriate balance

between three competing objectives: maintaining financial sustainability, supporting patronage growth, and addressing social and equity considerations. The review also considers opportunities to simplify the existing fare system, including zoning, concessions, fare capping, and fare presentation, while retaining a zonal approach.

16. A draft Issues and Options Report has now been prepared setting out the evidence base for the review, identifies key issues and themes, and develops a long list and shortlist of potential fare policy options for consideration. The report provides a technical input to inform discussion.
17. Elected member input is a critical next stage of the review. Workshops are planned to seek high-level feedback on policy directions and trade-offs before moving to a final report and recommendations. Workshops will be held with this Committee and the Regional Transport Committee Public Transport Subcommittee. The timing for these workshops is yet to be confirmed, but is anticipated will be in second or third quarter of the current calendar year.

TE TAKE | ISSUE

18. The Fare Policy Review is currently partway through delivery and has reached an important milestone with a draft Issues and Options Report. The review remains underway and no decisions have been made at this stage.
19. Progress to date has included establishment of the review framework and completion of the analytical and option-development work that underpins the Issues and Options Report. This draft report sets out the existing fare and tariff context in the Waikato, reviews relevant policy and funding drivers, analyses ticketing and patronage data, and identifies the key issues facing the current fare system. The Issues and Options Report has developed a comprehensive long list of potential fare policy options and applies an initial screening and packaging process to identify a smaller number of high-level option packages for further consideration.
20. The draft Issues and Options Report is intended as a technical discussion document. It does not recommend a preferred fare policy but instead presents a structured assessment of trade-offs between revenue, patronage, equity, simplicity, and implementation complexity. The report also explicitly tests compatibility with the National Ticketing Solution (Motu Move), noting both opportunities for simplification and constraints that may limit certain fare product designs.
21. The fare review work has been influenced by a number of overlapping and evolving factors, which have required assumptions and timing to be kept under review. These include:
 - a. ongoing Annual Plan discussions and adopted fare increase paths to achieve private share targets,
 - b. the evolving delivery programme and critical path for Motu Move, and parallel work programmes such as Te Huia pricing considerations,
 - c. changes to Total Mobility, and on-demand service development.
22. Aspects of the work are necessarily iterative, with inputs updated as wider policy and funding signals become clearer.
23. The next planned stage of the review is engagement with elected members through workshops. These workshops are intended to provide an opportunity for high-level feedback on fare policy directions, objectives, and trade-offs before the work moves to final modelling

and recommendations. It is proposed that workshops will be held with the Regional Transport Committee Public Transport Subcommittee, given that fare policy sits within the Regional Public Transport Plan, as well as with the WRC Transport Committee, reflecting the influence of fare policy on funding and financial outcomes. Timing for these workshops is still being confirmed, but they are anticipated to occur during the second or third quarter of the current calendar year.

24. Several key issues are already emerging from the work to date. These include the pressure created by rising private share targets and the long-term sustainability risks of relying primarily on above-inflation, across-the-board fare increases; the overall complexity of the existing fare and concession framework and the effort required to clearly communicate this to customers; and the need to ensure future fare settings are compatible with Motu Move while remaining locally responsive.
25. There are also ongoing questions about how different services, including Flex and Te Huia, should be treated within a single fare policy framework versus being addressed through service-specific rules, noting that current assumptions include both within scope unless otherwise directed through the Annual Plan or elected member feedback.
26. As part of early discussions with elected members, several clarifying questions have been raised about the scope and assumptions of the fare policy review, which are addressed as follows.
 - (a) The work is proceeding on the assumption that the direction set through the Annual Plan to increase private share targets is incorporated, with current analysis using the adopted fare increase pathways as the baseline. While specific fare levels and presentation will ultimately be subject to elected member input, the review notes a likely preference to round fares to simpler values, such as the nearest \$0.05 or \$0.10, rather than retaining non-rounded figures.
 - (b) The fare policy review includes all contracted public transport services, including Flex and Te Huia, on the basis of a single, integrated policy approach, unless direction is provided through the Annual Plan or subsequent decisions to treat Te Huia separately.
 - (c) The fare policy is not intended to be revisited again through the upcoming Long Term Plan or Regional Public Transport Plan review processes; instead, the intent is to complete the policy review now and then incorporate the outcomes into the RPTP at the appropriate time. This timing is being driven in part by the transition to the National Ticketing Solution (Motu Move), with the review deliberately being undertaken in advance to ensure the future fare structure is compatible with Motu Move requirements and avoids the need for redesign once the system is implemented.
27. Feedback from the planned workshops will be a key input into finalising the fare policy review. Following elected member engagement and completion of detailed modelling, a final report will be prepared for formal consideration at a later stage.

WHAKAKAPINGA | CONCLUSION

28. The Fare Policy Review remains underway and has reached a key milestone with the completion of the draft Issues and Options Report. The work to date has established a strong evidence base and identified a range of potential fare policy directions, while recognising the need to balance revenue requirements, patronage outcomes, equity considerations, simplicity, and future system compatibility.

29. The review is being progressed in a complex and evolving context, including increased private share targets, ongoing Annual Plan discussions, uncertainty around the timing and implementation of Motu Move, and parallel work streams such as Te Huia. These interdependencies have necessitated an adaptable and iterative approach and reinforce the importance of elected member input before any policy direction is finalised.
30. The next step in the Fares Policy Review work will include engagement with elected members through workshops, enabling discussion of the issues, trade-offs, and policy directions identified in the draft Issues and Options Report. Feedback from these workshops will inform the development of the final report and any subsequent recommendations.

ĀPITIHANGA | ATTACHMENTS

Nil

6.4 COMMUNITY TRANSPORT GRANT FUND 2026 RESULTS

Rā | Date: 8 April 2026

Kaituhi | Author: Tofeeq Ahmed, Team Leader - Portfolio Delivery

Kaituku | Authoriser: Phil King, Director, Regional Transport Connections

TE ARONGA | PURPOSE

1. The purpose of this report is to update the Waikato Regional Council Transport Committee (the Committee) on the outcomes of the 2026 Community Transport Grant Fund allocation.

KŌRERO WHAKATAKI | EXECUTIVE SUMMARY

2. Demand for the Community Transport Grant Fund has continued to grow, reflecting the increasing importance of community-led transport services in addressing access needs across the Waikato region.
3. In response to sustained growth in demand observed in previous funding rounds, Waikato Regional Council approved an increase to the Community Transport Grant Fund from \$300,000 to \$500,000 per annum through the 2025/26 Annual Plan.
4. The 2026 Community Transport Grant Fund round was the first funding round delivered within this increased funding cap and continued to attract strong interest from across the region.
5. A total of 32 applications were received, requesting \$548,283.75, exceeding the \$500,000 annual fund cap.
6. Of the 32 applications received, 29 community transport providers were approved for funding, with total allocations of \$491,027.06.

TAUNAKITANGA KAIMAHI | STAFF RECOMMENDATION:

1. That the report *Community Transport Grant Fund 2026 Results* (WRC Transport Committee, 22 April 2026) be received; and
2. That the WRC Transport Committee recommends that Council endorse allocating the remaining unallocated balance of \$8,972.94 from the 2026 Community Transport Grant Fund to **Te Kohanga Primary School**, to support the establishment of a new community transport service in a highly isolated community.

HOROPAKI | BACKGROUND

7. The Waikato Community Transport Grant Fund was established through the 2022/23 Annual Plan with an initial contestable budget of \$200,000 per annum. The Fund was designed to

support community-led transport services that address unmet local access needs across the Waikato region.

8. Following a review of the inaugural funding round, Council refined the Fund settings to improve accessibility and effectiveness. Changes included adjustments to application timing and an increase in the indicative per-applicant funding cap from \$10,000 to \$20,000.
9. Demand for the Fund continued to grow in subsequent years. In the 2023/24 funding round, total funding requests exceeded the available budget, prompting Council to increase the Fund to \$300,000 per annum through the 2024–34 Long Term Plan.
10. Continued growth in application numbers and funding pressure led Council to approve a further increase to \$500,000 per annum through the 2025/26 Annual Plan. This decision reflects the expanding role of community transport in supporting access, inclusion, and community wellbeing across the Waikato region.

TE TAKE | ISSUE

11. The key issue for the Committee is understanding how the Community Transport Grant Fund has been allocated within the increased \$500,000 funding cap and whether the outcomes of the 2026 funding round align with Council’s objectives for supporting unmet community transport needs.
12. While the increased funding level has enabled a greater number of community transport services to be supported, demand continues to exceed available funding, requiring careful prioritisation to ensure alignment with the Fund’s purpose.
13. The expansion of the Fund has been delivered within existing staffing and administrative resources, with no corresponding increase in overhead or labour costs. This reinforces the importance of having clear funding settings, robust assessment criteria, and effective reporting to support sustainable fund administration over time.
14. While this has been achieved for the 2025/2026 Grants Fund allocation it is timely to review the Community Transport Grants Fund framework and policy to ensure that the programme continues to deliver improved and increasing access, inclusion and community well-being, while taking into account the changed delivery environment for other programmes, such as Total Mobility.

Outcome of 2026 community transport funding round

15. The 2026 Community Transport Grant Fund saw a substantial increase in the number of applicants resulting in a very competitive allocation process under the \$500,000 policy cap. A total of 32 applications were received (one received late), requesting a total of \$548,283.75 against the \$500,000 fund cap.
16. It is a significant increase from the first year of Fund operation as outlined in the background to this report and illustrates why Waikato Regional Council’s proposal annual plan decision to elevate the Fund to \$500,000 was robust.
17. Attachment 1 illustrates the range of Community Transport providers that have been funded in 2026. A total of 29 recipients received an allocation from the Fund.
18. A total of 29 community transport providers received funding. Of these, 28 applicants were approved at the full amount requested, one applicant received a reduced allocation, and

three applications were declined due to insufficient alignment with the Fund's purpose of addressing unmet community transport need where limited or no alternatives exist.

19. Following the allocation decisions, a balance of \$8,972.94 remains unallocated from the Community Transport Grant Fund.

Consideration of remaining unallocated funding

20. Staff propose allocating this remaining balance to **Te Kohanga Primary School**, as noted in the staff recommendation, subject to Council direction.
21. The Te Kohanga Primary School application seeks to support the establishment of a new community-led transport service responding to a significant access gap in a highly isolated community. The school would act as a practical delivery vehicle for a broader community transport response, supporting residents, whānau, and community members to access medical, essential, education, and community activities.
22. In considering this proposal, staff assessed the estimated startup costs, anticipated income, and the absence of alternative transport options in the area. Allocating the remaining balance would support the establishment of a viable new service and deliver meaningful access improvements in a community with limited transport choices.

ĒTAHI ATU TAKE | OTHER MATTERS

23. The scale and maturity of the Community Transport Grant Fund now warrant a review of the existing Community Transport Grant Fund Policy to ensure it remains fit for purpose.
24. Staff have identified opportunities to strengthen reporting requirements, improve consistency in applicant information, and clarify expectations around service delivery and outcomes. While organisational change and resourcing constraints delayed this work, the new Regional Transport Connections directorate structure now enables staff to proceed with a policy review.
25. The review will consider alignment with the increased funding cap, clearer guidance on eligible operational versus capital expenditure, provision for start-up services, strengthened reporting and monitoring frameworks, and opportunities for greater community participation in funding decisions.
26. At the Community Transport Forum held on 23 March 2026, providers raised concerns about service resilience in the event of fuel supply disruptions, including impacts on service continuity, prioritisation of essential trips, and uncertainty around essential service status. Limited uptake of electric vehicles across the sector was also noted. These matters highlight emerging risks and will inform future policy development and sector support work.

WHAKAKAPINGA | CONCLUSION

27. The 2026 Community Transport Grant Fund round confirms the continued importance of community-led transport services across the Waikato region, with demand for funding exceeding available resources despite the increased fund cap.
28. The outcomes of the 2026 funding round demonstrate that the increased \$500,000 allocation has enabled Council to support a wider range of community transport providers while maintaining alignment with the Fund's purpose of addressing unmet access needs where alternative options are limited or unavailable.

29. With the completion of the 2025/2026 Community Transport Grant Fund allocation, the next steps are:
- (a) Undertake a review of the Community Transport Grant Fund Policy reflecting on the increased scale of the Fund; to strengthen reporting and monitoring frameworks, and ensure funding settings remain fit for purpose as demand continues to evolve.
 - (b) Where, appropriate, take account of the outcomes and impacts of the Ministry of Transport's Proposal to Strengthen Total Mobility in the Community Transport Grant Fund.
 - (c) Ongoing work to support the resilience, sustainability, and future development of community transport services will help ensure the sector remains capable of responding to both current access needs and emerging risks across the region.

ĀPITIHANGA | ATTACHMENTS

1. **Community Transport Outcomes 2026 (Doc#35389108)** [↓](#)

App No	Applicant	Total Amount Requested	Total Awarded	Decision
004FY26	Ōtorohanga Support House Whare Āwhina Trust	\$10,000.00	\$10,000.00	Approve in full
005FY26	Paeroa Community Support Trust	\$20,000.00	\$20,000.00	Approve in full
007FY26	Te Kuiti 4H Community Trust Board	\$7,700.00	\$7,700.00	Approve in full
008FY26	Tairua Care and Friendship Club Incorporated	\$5,000.00	\$5,000.00	Approve in full
010FY26	The Order of St John Central Region Trust Board	\$20,000.00	\$20,000.00	Approve in full
011FY26	Matamata Community Health Shuttle Trust	\$20,000.00	\$20,000.00	Approve in full
012FY26	The Order of St John Central Region Trust Board	\$20,000.00	\$20,000.00	Approve in full
013FY26	The Order of St John Central Region Trust Board	\$2,000.00	\$2,000.00	Approve in full
014FY26	The Order of St John Central Region Trust Board	\$20,000.00	\$20,000.00	Approve in full
015FY26	The Order of St John Central Region Trust Board	\$20,000.00	\$20,000.00	Approve in full
016FY26	The Order of St John Northern Region Trust Board	\$20,000.00	\$20,000.00	Approve in full
017FY26	The Order of St John Northern Region Trust Board	\$20,000.00	\$20,000.00	Approve in full
018FY26	The Order of St John Northern Region Trust Board	\$20,000.00	\$20,000.00	Approve in full
019FY26	The Order of St John Northern Region Trust Board	\$20,000.00	\$20,000.00	Approve in full
020FY26	Eastern Coromandel Community Services Trust	\$20,490.00	\$20,490.00	Approve in full
021FY26	Whitianga Community Services Trust	\$20,000.00	\$20,000.00	Approve in full
022FY26	Youthtown Incorporated	\$8,256.69	\$0.00	Decline - This proposal sought support for transport associated with a river safety programme for students that is non-Ministry-funded school curriculum. While this is likely merit to the programme itself, on balance the application was a weak fit with the purpose of the fund, as it related to a specific programme cohort and a relatively niche transport need rather than an ongoing community transport service addressing broader unmet access needs.
023FY26	Silver Fern MotorSport Charitable Trust	\$5,000.00	\$5,000.00	Approve in full
024FY26	Te Awamutu Community Health Transport Trust	\$20,000.00	\$20,000.00	Approve in full
025FY26	Cambridge Community House Trust	\$4,500.00	\$4,500.00	Approve in full
026FY26	Raglan Taxi Bus Parent Group Incorporated	\$20,000.00	\$0.00	Decline - The proposal was primarily an out-of-zone school transport arrangement for a defined group of families and did not demonstrate a strong fit with the fund's purpose of meeting unmet community transport need where other options are not available. The application also did not clearly show that grant funding was necessary for service continuity, but rather sought to subsidise the cost parents pay to contract a bus service to send children to the school of their choice.
027FY26	Hauraki Rail Trail Charitable Trust	\$24,000.00	\$0.00	Decline - The proposal was for a temporary trail-closure shuttle linked primarily to visitor and trail access during remedial works, operating over a limited 1st March to 15 April 2026 period rather than as an ongoing community transport service aligned with the fund's core priorities. The application also depended substantially on this fund, even though the proposed service period began before grant funding would be available from April and showed limited other confirmed funding to meet the full delivery cost.
029FY26	Coromandel Independent Living Trust	\$30,000.00	\$30,000.00	Approve in full
030FY26	North Waikato Transport Trust	\$20,000.00	\$20,000.00	Approve in full
031FY26	Friends of Morrinsville Community Charitable Trust	\$20,000.00	\$20,000.00	Approve in full
032FY26	The Te Kauwhata & Districts Information & Support Centre	\$15,000.00	\$15,000.00	Approve in full
033FY26	Waikato Bay of Plenty Cancer Society	\$40,000.00	\$20,000.00	Approve at a reduced amount - Application for volunteer-driver network using mainly personal vehicles to transport people to cancer treatment and related appointments across Waikato and Bay of Plenty. Allocation recognises the strength and importance of the service, but is reduced because the application covered both Waikato and Bay of Plenty without clearly identifying the Waikato-specific funding need. A reduced amount was considered more appropriate given the lack of clear regional apportionment and the applicant's broader organisational resource base and fundraising capacity.
034FY26	The Ngaroma War Memorial Hall Soc Inc	\$5,000.00	\$5,000.00	Approve in full
035FY26	Sunset Beach Surf Lifesaving Charitable Trust	\$27,000.00	\$27,000.00	Approve in full
036FY26	Te Aroha Community Support Incorporated	\$24,337.06	\$24,337.06	Approve in full
037FY26	Te Kohanga Primary School	\$20,000.00	\$20,000.00	Approve in full
039FY26	The Raglan District Community Vehicle Trust	\$15,000.00	\$15,000.00	Approve in full
32		\$548,283.75	\$491,027.06	

6.5 CAMBRIDGE PUBLIC TRANSPORT NETWORK TECHNICAL WORK

Rā | Date: 6 April 2026

Kaituhi | Author: Katherine Simpson, Team Leader - Transport Planning

Kaituku | Authoriser: Phil King, Director, Regional Transport Connections

TE ARONGA | PURPOSE

1. The purpose of this report is to provide the committee with a status update on the Cambridge Local Public Transport Service project.
2. This report is intended to:
 - (a) Update elected members on progress to date, noting that the technical work is still underway and not yet finalised; and
 - (b) Confirm the current phase of the project, including the receipt of the final version of Technical Report 1 and a draft version of Technical Report 2, which is currently under review.

KŌRERO WHAKATAKI | EXECUTIVE SUMMARY

3. This report provides the committee with an update on the Cambridge Local Public Transport Service project, including progress to date and the current status of the technical work.
4. The project has been commissioned by Waikato Regional Council (WRC), in partnership with Waipā District Council (WDC), to assess potential improvements to public transport services within Cambridge over a 10-year planning horizon (2027–2037). The work responds to sustained population growth in Cambridge, increasing travel demand, and strong recent patronage growth on the existing Cambridge–Hamilton bus service.
5. The technical work has been undertaken by consultants Mott MacDonald and is structured into two stages. Technical Report 1 has been completed and finalised. It established the evidence base for the project, reviewed a wide range of service models, and assessed a long list of potential options. As a result of that assessment, four service concepts were shortlisted for more detailed investigation.
6. Technical Report 2, which provides an assessment of the shortlisted options, has now been provided in draft form to WRC and WDC. Council staff from both organisations are currently reviewing the draft and preparing feedback for the consultant to consider prior to issuing the final report.
7. WDC staff have been actively involved and engaged throughout the development of the Technical Reports. This has included confirmation and refinement of the project scope, participation in meetings and workshops, and provision of feedback at key stages, including on draft versions of both technical reports.
8. In parallel, WDC is progressing the Cambridge Connections programme, which is developing a longer-term (approximately 30-year) transport vision for Cambridge. While Cambridge

Connections is a separate project with a different purpose and timeframe, early public feedback from that programme has informed the public transport study at a high level.

TAUNAKITANGA KAIMAHI | STAFF RECOMMENDATION:

That the update report *Cambridge Public Transport Network Technical Work* (WRC Transport Committee, 22 April 2026) be received.

HOROPAKI | BACKGROUND

9. Cambridge is experiencing sustained population growth, with associated increases in travel demand for both local trips within the town and regional trips to Hamilton. Public transport patronage on the existing Cambridge–Hamilton service (Route 20) has grown strongly in recent years, reflecting this growth and recent service improvements. At the same time, the existing service provides limited coverage within Cambridge itself, meaning many residents do not currently have convenient access to public transport for local trips.
10. In response to this growth, Waikato Regional Council (WRC), in partnership with Waipā District Council (WDC), initiated the Cambridge Local Public Transport Service project. The purpose of the project is to assess whether changes or enhancements to public transport services within Cambridge should be considered over a 10-year planning horizon (2027–2037), and to identify service concepts that could respond to growth in a cost-effective and deliverable way.
11. WRC engaged Mott MacDonald as the technical consultant to undertake a staged assessment of potential service options. The work has been structured into two technical reports:
 - (a) Technical Report 1 focused on understanding existing conditions, growth drivers, and comparable service models, and developed a long-list of potential service options before identifying a short-list for further assessment.
 - (b) Technical Report 2 builds on this work by undertaking more detailed assessment of the short-listed options, including high-level operational considerations, costs, and implementation pathways.
12. Throughout the project, Waipā District Council staff have been actively involved and engaged, working alongside WRC and the consultant. This has included confirmation and refinement of the project scope, participation in multiple meetings and workshops, and the provision of feedback at key stages of the work. WDC staff have provided comments on draft technical material and have helped to steer the direction of the assessment to ensure alignment with local context, growth planning, and known constraints. This level of engagement reflects standard and expected practice for joint technical work of this nature.
13. In parallel, Waipā District Council is progressing its Cambridge Connections programme, which is developing a longer-term (approximately 30-year) transport vision and plan for Cambridge. While Cambridge Connections and the Cambridge Local Public Transport Service project are separate pieces of work with different time horizons and purposes, early public feedback from Cambridge Connections has been shared with the consultant and has informed the public transport assessment at a high level. This has helped to confirm general community sentiment in relation to public transport, including support for improved

services, expectations around access to the town centre and growth areas, and matters that were clarified as being outside the scope of the current public transport study.

14. The Cambridge Local Public Transport Service project is currently in the final stages of technical assessment. Technical Report 1 has been finalised, and a draft version of Technical Report 2 has been provided to WRC and WDC for review. Both councils are now preparing comments for the consultant to consider before a final version of the report is issued.

TE TAKE | ISSUE

15. The Cambridge Local Public Transport Service project is nearing completion but is not yet finalised.
16. The project has been undertaken in two technical stages. Technical Report 1 has been completed and finalised, and Technical Report 2 is currently in draft form and under review by both WRC and WDC.

Technical Report 1 – completed

17. Technical Report 1 focused on establishing the evidence base for considering changes to public transport services in Cambridge. This included:
 - (a) Analysis of current public transport services and patronage patterns;
 - (b) Review of anticipated population growth and travel demand;
 - (c) Consideration of relevant local, regional and national transport policy contexts; and
 - (d) Assessment of a range of public transport service models used in comparable towns in New Zealand and overseas.
18. Based on this work, an initial long list of eight potential service options was developed. These options explored different ways of improving public transport accessibility, coverage and frequency, and included:
 - (a) Fixed-route bus service options, including:
 - (i) A supplementary local service supporting the existing regional route;
 - (ii) A more comprehensive local network; and
 - (iii) A regional service with an additional branch to extend coverage.
 - (b) On-demand service options, including both point-to-point and set-destination models.
 - (c) Hybrid service options, combining fixed-route services at certain times of day with on-demand operation at other times.
 - (d) Subsidised service options, such as subsidised taxi or rideshare services.
19. These long-list options were assessed at a high level against agreed criteria, including coverage, cost efficiency, patronage potential, operational complexity, customer experience, and alignment with policy and funding frameworks. As a result of this assessment, four options were shortlisted for more detailed investigation in the second phase of work:
 - (a) A supplementary local bus service;
 - (b) A regional branch service;
 - (c) A set-destination on-demand service; and

- (d) A mixed fixed-route and on-demand service.
20. Technical Report 1 did not recommend a preferred option. Instead, it established a robust foundation for more detailed assessment of the shortlisted options in the next phase of the project.

Technical Report 2 – in progress

21. Technical Report 2 builds on the shortlist identified in Technical Report 1 and undertakes a more detailed assessment of each option. This includes consideration of indicative routing, service characteristics, operational feasibility, high-level costs, patronage expectations, and potential implementation pathways and/or scalability over a 10-year period.
22. A draft version of Technical Report 2 has now been provided to WRC and WDC. Council staff from both organisations are currently reviewing the draft and preparing consolidated feedback for the consultant. This feedback will be considered by the consultant prior to issuing the final version of Technical Report 2.
23. At this stage:
- (a) The technical work is still underway;
 - (b) The findings and recommendations in the draft Technical Report 2 are not final; and
 - (c) No decisions have been made in relation to service changes, funding, or implementation.
24. A further report will be provided to this committee once the final technical report has been received and the project is ready for consideration of outcomes and to make recommendations on a preferred approach for future public transport services to support improved connections between and within Cambridge.
25. The preferred service proposal will be submitted in WRC's 'improvements' (Low Cost, Low Risk, LCLR) bid seeking funding approval for inclusion in the National Land Transport Programme 2027 - 2030 (NLTP).

WHAKAKAPINGA | CONCLUSION

26. This report provides the committee with an update on the status of the Cambridge Local Public Transport Service project. The purpose of the report is to inform elected members of progress to date; it does not seek endorsement of any findings or recommendations.
27. The project is being delivered in two technical stages. Technical Report 1 has been finalised and established the evidence base for the work, including assessment of a long list of potential public transport service options for Cambridge and the short-listing of four options for further investigation. Technical Report 2, which assesses the shortlisted options in more detail, has been provided to both WRC and WDC in draft form and is currently under joint review.
28. Throughout the project, WDC staff have been actively involved alongside WRC and the consultant. This has included confirmation of the project scope, participation in meetings and workshops, and provision of feedback throughout the development of both technical reports. This reflects the normal and expected level of engagement for joint technical work of this nature.

29. The project has considered relevant feedback from WDC's Cambridge Connections programme at a high level. While the two projects are separate and operate over different timeframes, early Cambridge Connections feedback has helped to confirm general community sentiment in relation to public transport and has informed the public transport assessment where appropriate.
30. The next step is for WRC and WDC to finalise their review comments on Technical Report 2, after which the consultant will issue the final report. A further report will be brought to the committee once the technical work is complete.

ĀPITI HANGA | ATTACHMENTS**Nil**

6.6 TOTAL MOBILITY

Rā | Date: 9 April 2026

Kaituhi | Author: Maurice Flynn, Accessible Transport Coordinator

Kaituku | Authoriser: Phil King, Director, Regional Transport Connections

TE ARONGA | PURPOSE

1. This report is to present proposed changes to the Waikato Total Mobility fare cap and maximum subsidy for consideration by the Waikato Regional Council Transport Committee.
2. The changes are being proposed in response to Government direction for regional “fare caps” to be reviewed, to support the long-term financial sustainability of the Total Mobility scheme.

KŌRERO WHAKATAKI | EXECUTIVE SUMMARY

3. Total Mobility is a national transport assistance scheme that helps disabled & elderly people with long- or short-term impairments to access alternative transport options when public transport is not accessible to them.
4. Since an increase in the amount of subsidy for each trip in 2022, Total Mobility across New Zealand has seen significant increases in usage, expenditure and changes in user behaviour (longer and more frequent trips).
5. Due to the financial pressure of the provision of Total Mobility services nationally, the Government will reduce the fare subsidy level from the current 75 percent down to 65 percent of the maximised subsidised fare cap from 1 July 2026. The NZ Transport Agency (NZTA) has also been requested to work with regional councils to reduce regional fare caps.
6. The Waikato Region’s current maximum fare subsidy model of varying district caps is historical. It creates administrative challenges for transport operators, confuses customers about subsidy entitlements, complicates inter-district travel, and increases administrative workload for WRC staff.
7. As we are required to review our regional total mobility fare subsidies to support financial sustainability of the Total Mobility scheme, there is an opportunity to address regional fare subsidy consistency at the same time. This report provides a series of options on revised fare caps to be considered. The report recommends a regionwide maximum subsidised fare (MSF) or “fare cap” of \$35.00¹, being a regional maximum subsidy of \$22.75.
8. The Ministry of Transport (MoT) is also consulting on further changes to the Total Mobility Scheme intended to manage the costs of the services.

¹ While MoT’s request is seeking a “fare cap” reduction, in reality the scheme does not cap the fare of any trip currently. The system works whereby the balance of the total fare above the 75% subsidy up to the regional maximum fare subsidy; or alternatively any cost of the fare for the trip above 75% of region’s maximum subsidised fare; is paid for by the user. From July the user will be able to make a trip of any value but will pay the balance of the total trip fare above 65% of the maximum subsidised fare)

TAUNAKITANGA KAIMAHI | STAFF RECOMMENDATION:

1. That the report *Total Mobility* (WRC Transport Committee, 22 April 2026) be received.
2. That the committee supports Option 3 (a fare cap of \$35 with maximum subsidy of \$22.75 regionwide) and recommends this change to Council as part of the 2026/27 Annual Plan approvals in May 2026.

HOROPAKI | BACKGROUND

9. Total Mobility is a national transport assistance scheme that supports disabled and elderly people with temporary or permanent impairments that prevents them from using public transport. It provides access to alternative transport options (taxi services) when public transport is not suitable or accessible.
10. The Total Mobility scheme is funded jointly by central government and local government. The Ministry of Transport is responsible for national policy and oversight, while regional councils manage and operate the scheme locally, including co-funding arrangements.
11. Total Mobility services are provided by Council contracting approved taxi companies and companion driving services to provide subsidised door to door transport. Many providers offer wheelchair-accessible vehicles.
12. Hoist trips are 100% funded by central government.
13. Currently for non-hoist trips, Total Mobility subsidises 75% of a trip fare, up to a regional maximum contribution per trip. For every Total Mobility trip taken, the user is responsible for paying 25% of the maximum subsidised fare. Of the subsidy portion, currently government makes a contribution of 25% through Climate Emergency Relief Fund (CERF). For the remaining 50% of the maximum subsidised fare, 40% is funded by local rates, and 60% by NZTA. Any additional cost above the maximum cap is paid by the user.
14. In the Waikato region, the Total Mobility (TM) scheme operates across Hamilton City, Waikato District, Waipā District, Matamata-Piako District, Thames-Coromandel District, Taupō District & Tokoroa. The Waikato is the only Public Transport Authority (PTA) who provides TM to this model. All other regions in New Zealand have a regionally consistent maximum fare subsidy.
15. Currently, subsidy maximum caps vary by area to reflect local conditions. For example:

Area	Maximised Subsidised Fare	Maximum subsidy paid
Hamilton, Thames Coromandel, Hauraki District & Tokoroa	\$30.00	\$22.50 per trip
Waipa & Taupo	\$25.00	\$18.75 per trip
Matamata-Piako	\$80.00	\$60.00 per trip
Waikato District	\$100.00	\$75.00 per trip

Table 1: *Subsidised Fare Caps and Maximum Subsidy Paid by Area in the Waikato Region*

TE TAKE | ISSUE

16. Total Mobility is a primary means by which most councils, including WRC, meet the obligation under s35 of the Land Transport Management Act (LTMA) to consider the needs of the transport disadvantaged.
17. The current 75% subsidy for Total Mobility trips has been in place since 2022, when it was increased from a 50% subsidy that had been applied for several years. Following the increase in subsidy, Total Mobility usage across New Zealand grew significantly, with higher expenditure and noticeable changes in user behaviour, including longer and more frequent trips.
18. Nationally, Total Mobility trips have risen from 1.8 million in 2018 to three million in 2024/25, while the number of Total Mobility cardholders has increased from 108,000 in 2022 to 120,000 in 2024/25. Under current settings, the total cost of the scheme is forecast to exceed available funding from all contributors—Crown, National Land Transport Fund (NLTF), and local authorities—by \$236 million over the period 2025–2030.
19. As can be seen in the Table 2 below there has been an increase in the number of Total Mobility trips, and the cost of these trips to the Waikato Region, since 2022. The table illustrates trends in Total Mobility cardholders, trip types, and associated costs over time. While the number of Total Mobility cardholders has increased steadily, the more significant driver of cost growth has been the increase in non-hoist trips, both in volume and average cost per trip.
20. Non-hoist trips account for the majority of Total Mobility journeys and have experienced substantially higher growth than hoist trips. This growth has coincided with changes to subsidy settings, including the increase in the subsidy rate to 75% in 2022. The higher subsidy reduced the out-of-pocket cost for users, which in turn led to increased trip frequency, longer trip distances, and greater overall demand for non-hoist travel.
21. The table demonstrates that the combination of increased cardholder numbers, higher utilisation of non-hoist trips, and higher average trip costs is the primary contributor to overall cost escalation within the Total Mobility scheme. This trend highlights the importance of managing fare caps and subsidy levels to ensure the long-term financial sustainability of the scheme.

	2021/2022	2022/2023	2023/2024	2024/2025	2025/Mar 26	% Increase 2022- 2026
# Card holders	5982	4699	5509	7053	8,069	34.9%.
Non-Hoist Trips	55,990	90,042	118,175	124,059	135,401	141.8%
Non-Hoist Cost pa	\$512,378.87	\$ 1,185,594.50	\$1,648,246.76	\$1,922,561.41	\$1,827,696.75	256.7%
Hoist	4283	7734	7560	6805	7216	68.5%.
Hoist Cost pa	\$42,830.00	\$77,340.00	\$75,600.00	\$68,050.00	\$114,766	168%

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Table 2: *Total Mobility cardholders, trip numbers, and trip costs in the Waikato Region, 2022 – 2026*

- 22. While hoist trips typically have a higher per-trip cost, their overall volume has remained relatively stable. Hoist trips are not included in the scope of Government’s request to reduce the fare cap.
- 23. From 1 July 2026, the Government will reduce its per-trip funding contribution from 75 percent to 65 percent for non-hoist trips. The reduction in the Government (CERF) contribution to the total trip subsidy from 1 July is intended to provide savings to government directly from the operation of the scheme. While some savings are expected from the reduction in overall demand for trips as a consequence of the user-paid component of each trip increasing from 25% to 35%, in and of itself, the change from 1 July will not directly reduce the Waikato Regional Council costs as a co-funder of the scheme.
- 24. The Government has requested the NZTA and Public Transport Authorities (PTAs) to look at how to reduce local fare caps by up to 10%. This additional reduction is to “shore-up” the scheme’s financial sustainability in the National Land Transport Fund (NLTF).
- 25. The Government has indicated that the combined reduction in subsidy level of trips and adjustments to fare caps is intended to “stabilise” the scheme’s costs. The objective is to alleviate funding pressures on Total Mobility while ensuring the service remains financially sustainable, consistently delivered, and equitable across New Zealand.
- 26. The current Total Mobility model in the Waikato region applies different maximum subsidy caps across districts, for example, \$75 for Waikato District Council and \$18.75 for Waipā District Council. Waikato is the only region with varying district-level caps. Waikato’s regional maximum fare subsidy variation creates administrative challenges for transport operators, leads to confusion for customers in understanding subsidy entitlements, complicates inter-district travel due to differing subsidy levels, and increases the administrative burden on WRC staff.
- 27. With all other regions apply a single, standardised regional cap, this is an opportunity to standardise the Total Mobility subsidy within the region. As the reduction of fare subsidy will increase the costs of transport for eligible total mobility users, many of whom can be deemed to be the region’s most transport disadvantaged, standardisation of the maximum subsidy paid helps address some potential inequity.
- 28. The 10% reduction in the subsidy by Government from 1 July is expected to reduce demand for Total Mobility services, as the proportion of the fare paid directly by users increases. Staff have taken this “elasticity” into account on an region-wide basis, as it has worked with NZTA on reducing the Total Mobility “fare cap” for the region. Staff have also considered the approved budget for 2026/27 for Total Mobility of \$2.1M.
- 29. The attachment 3 outlines the potential options for the future direction of the Total Mobility scheme across the Waikato region.
- 30. **Do nothing (retain current variable subsidy caps, reduce subsidy to 65%)**
 This option retains the existing district-by-district subsidy caps exactly as they are, while applying the nationally required reduction in the subsidy rate from 75% to 65%. In practice, users would pay more per trip, but the overall structure of the scheme would remain unchanged, with different caps still applying in different districts.

While this option is technically affordable, it does not address the underlying issues with the current system. It preserves administrative complexity, maintains inequities between districts, and fails to respond meaningfully to the funding changes. Because it does not meet the purpose of the review—to simplify and optimise the scheme—this option is not recommended.

31. **Option 1 – 10% reduction in district-by-district caps**

Under this option, each district’s existing subsidy cap is reduced by 10%, while keeping the fragmented district-by-district structure. Users would experience a compounded impact through both a lower subsidy percentage and a reduced fare cap, depending on their location.

Although this option creates a strong financial buffer, it continues the same administrative complexity and postcode-based differences as the current system. The reductions are blunt and not linked to actual demand patterns, making the scheme more restrictive than necessary. As a result, this option is considered financially conservative but not optimised or equitable.

32. **Option 2 – 10% reduction to a standardised maximum subsidised fare (“fare cap”) of \$31.50**

This option replaces all district-specific caps with a single, regionwide fare cap of \$31.50. It significantly simplifies administration and improves consistency, ensuring that users across the region are treated the same regardless of location.

However, the cap is set too low to adequately offset the reduction in the subsidy percentage. This would lead to a noticeable reduction in support for many users and leaves only a small financial contingency. While structurally cleaner, the option does not strike the right balance between affordability for users and long-term financial resilience. This could result in a challenge to the Region of its obligation to have regard to the needs of those in our community who are transport disadvantaged due to a mobility impairment.

33. **Option 3 – Regionwide maximum subsidised fare (“fare cap”) of \$35.00 (recommended)**

Option 3 introduces a single, regionwide fare cap of \$35.00, creating a fair and consistent system while acknowledging the reduced subsidy rate. It simplifies the scheme, is easy to explain, and aligns with how most trips are priced across the region.

This option represents the best balance between user affordability, equity, and financial sustainability. It maintains reasonable support for users, performs well under sensitivity testing, and retains a prudent contingency to manage uncertainty in demand and costs. The modelling shows that this level of subsidy applied region-wide will keep the total cost of Total Mobility services which is pre-approved in the current NLTP (NZTA and Local Share) and Council’s existing LTP for 2026/27. For these reasons, it is the preferred and most optimised option.

34. **Option 2.5 – Regionwide cap of \$45.00**

This option increases the regionwide fare cap to \$45.00, providing more generous support to users, particularly for higher-fare trips. On the surface, it appears to improve accessibility and reduce out-of-pocket costs.

However, this option leaves almost no financial contingency and assumes demand will perfectly match forecasts. Even a small increase in usage or costs would push spending beyond the available budget, making the scheme financially fragile. This risks Waikato Region not meeting the Government’s expectation of a reduced “fare cap”. Because it lacks resilience, it is not recommended.

35. Option 3.5 – Regionwide cap of \$50.00

Option 3.5 further raises the regionwide fare cap to \$50.00, offering the highest level of subsidy support across all options. It would benefit users who regularly incur long or expensive trips.

Like Option 2.5, this option carries substantial financial risk. The contingency is insufficient, and the scheme becomes highly sensitive to changes in demand, pricing, or funding. The increased exposure to overspend outweighs the benefits, making this option unsuitable despite its generosity.

Why is Option 3 recommended?

Option 3 strikes the best balance between affordability, consistency, and financial sustainability. It simplifies the system with a single regional fare cap, maintains equitable access for users, and retains a prudent contingency to manage uncertainty in demand and costs.

36. Attachment 1 illustrates the current model of varying fare caps across the region. While, on the face of it, the proposed changes represent a significant reduction for users in the Waikato District and Matamata-Piako, the purpose of Total Mobility is to assist eligible people, with long-term impairments to access appropriate transport to meet their daily needs and enhance their community participation. It is not necessarily intended to support long distance trips to access tertiary health or other services. For longer-distance travel, users should be encouraged to utilise the most appropriate transport options, such as those provided by other government agencies (health & social welfare), community transport services, or by using Total Mobility to connect (accompanied) to the nearest bus route.
37. Additionally, to be eligible for Total Mobility services people must have a physical, intellectual, psychological, sensory or neurological disability that prevents them from undertaking any one or more of the following components of a journey unaccompanied on a bus, train or ferry in a safe and dignified manner. That is, the service is intended as primarily an alternative to large vehicle public transport options, not specifically as a subsidised taxi service.
38. The Attachment 2 illustrates option 3 (preferred) regional wide fare cap of \$35.00 and a maximum payable subsidy of \$22.75.

ĒTAHI ATU TAKE | OTHER MATTERS

39. As can be found elsewhere on this agenda, the Waikato Regional Council Transport Committee has provided feedback to the Ministry of Transport on its further proposals to strengthen total mobility.

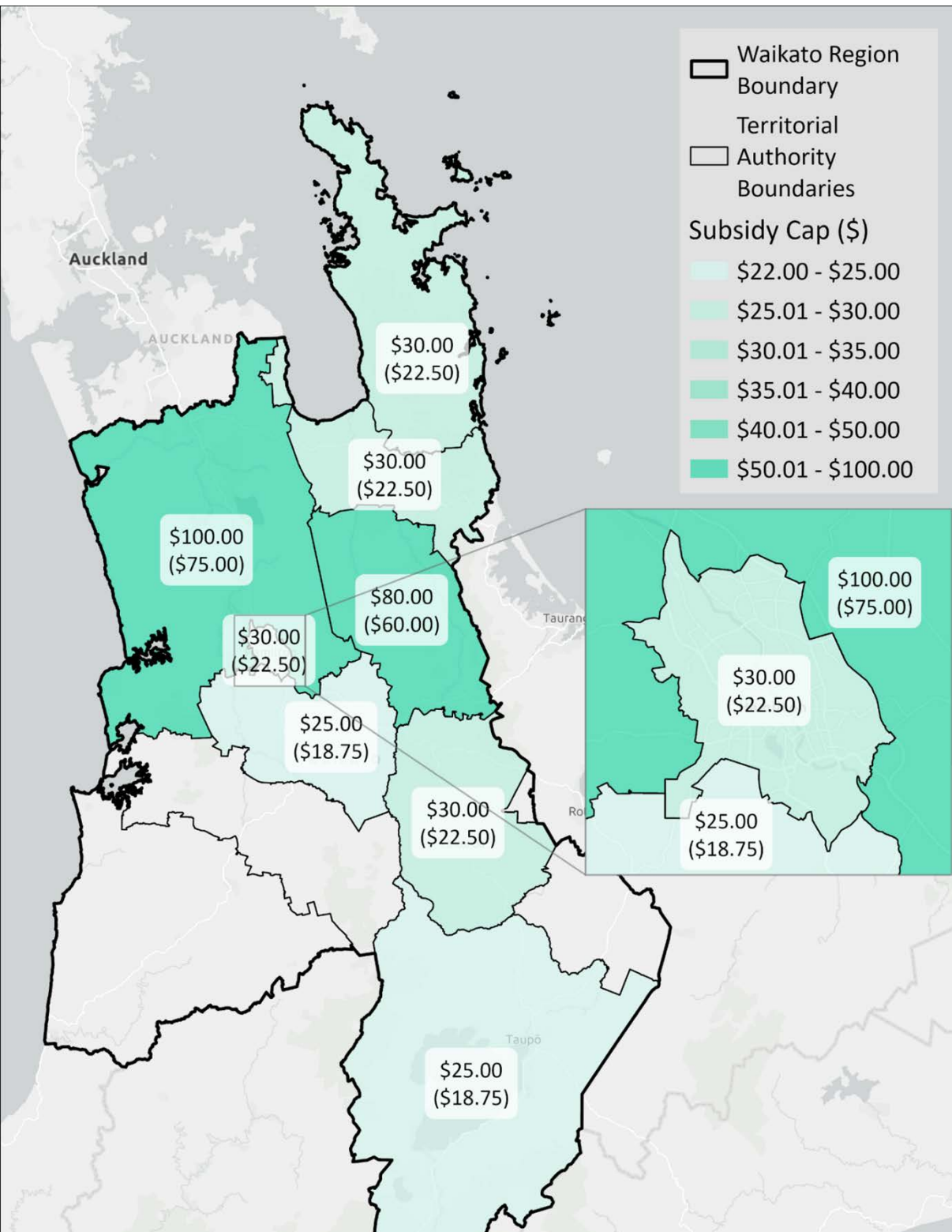
WHAKAKAPINGA | CONCLUSION

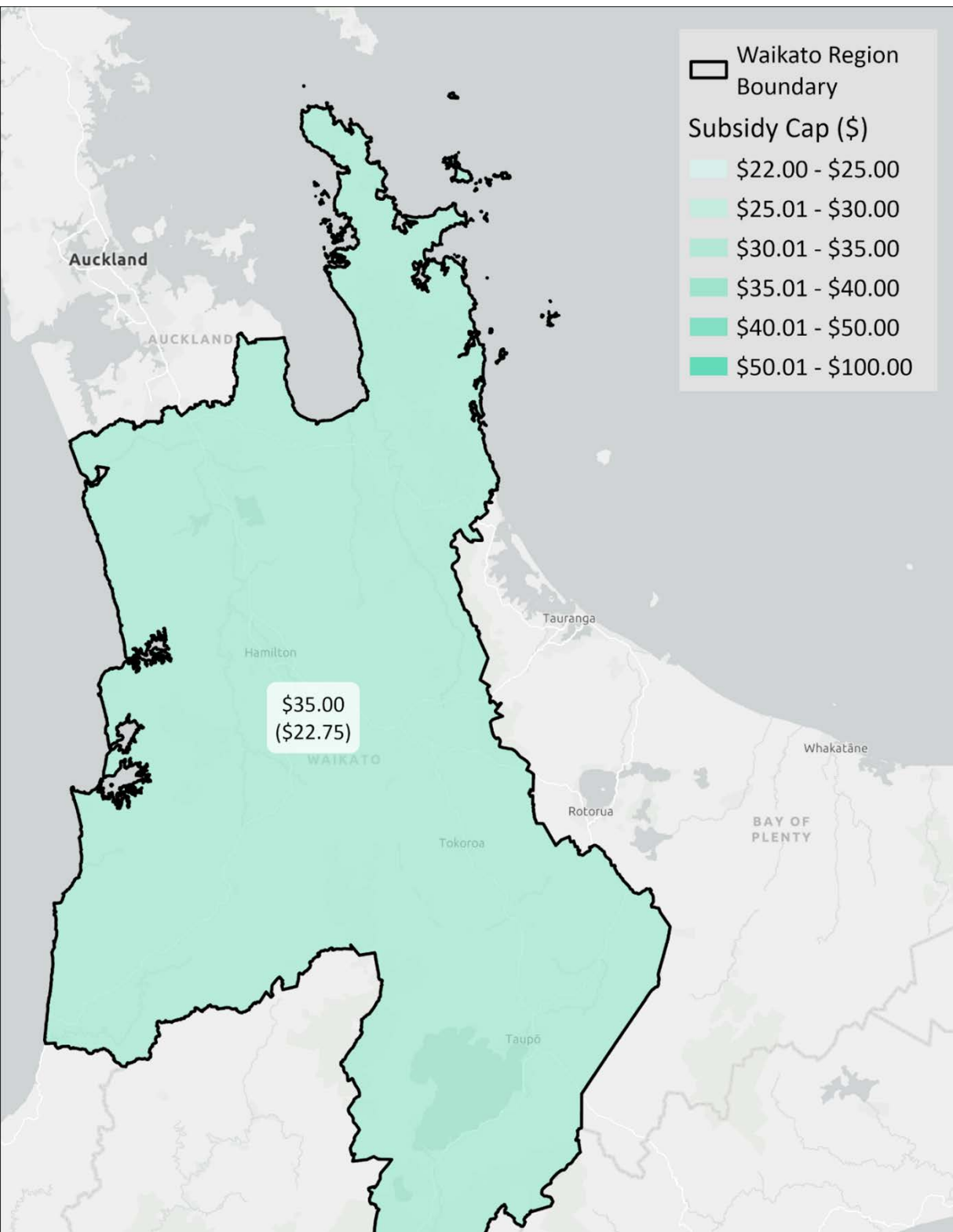
40. The upcoming changes to the national Total Mobility Scheme are required to ensure financial sustainability of the scheme. The changes are also intended to better improve the fairness and consistency in how the services are delivered. As proposed, the changes will impact on the travel and trip options for some of the region's most transport disadvantaged people, starting with a drop in subsidy from 1 July 2026.
41. The next steps are:

- i) Committee to consider recommended options for a new total mobility fare cap, with staff recommendation of option 3: a regional fare cap of \$35.00, being a maximum subsidy of \$22.75.
- ii) Staff will report to the council via the Annual Plan process on the financial impacts of the Total Mobility Scheme for Waikato in 2025/2026 and the implications of the proposed changes for the Total Mobility Scheme budgets from 2026/2027.
- iii) The outcomes and impacts of the Ministry of Transport's proposal to strengthen Total Mobility will be reported at future Committee meetings, as they become available.
- iv) Council will complete a review of its policy setting for the support of Community Transport funding in 2026. This will enable the consideration of targeted support for mobility impaired transport disadvantaged people through that initiative.

ĀPITI HANGA | ATTACHMENTS

1. **Current TM model map (ID 35429003)** [↓](#)
2. **Recommended TM model map (ID 35416842)** [↓](#)
3. **TM Farecap options table (ID 35432027)** [↓](#)
4. **Memo to support TM funding changes (ID 35424769)** [↓](#)





Option	Subsidy Cap (\$)	Maximum Subsidy (65%) (\$)	Forecast Spend/Budget (\$)	Recommendation
Do-nothing – No change in subsidy cap with percentage reduction from 75% to 65%	<i>Taupō & Waipā = \$25.00 Hamilton, Hauraki, South Waikato & Thames-Coromandel = \$30.00 Matamata-Piako = \$80.00 Waikato = \$100.00</i>	<i>Taupō & Waipā = \$16.25 Hamilton, Hauraki, South Waikato & Thames-Coromandel = \$19.50 Matamata-Piako = \$52.00 Waikato = \$65.00</i>	\$2,514,337 Contingency = \$132,257 (5%)	Not recommended Administratively complex Does not meet purpose of review
Option 1 – 10% reduction in district-by-district subsidy caps	<i>Taupō & Waipā = \$22.50 Hamilton, Hauraki, South Waikato & Thames-Coromandel = \$27.00 Matamata-Piako = \$72.00 Waikato = \$90.00</i>	<i>Taupō & Waipā = \$14.63 Hamilton, Hauraki, South Waikato & Thames-Coromandel = \$17.55 Matamata-Piako = \$46.80 Waikato = \$58.50</i>	\$2,154,254 Contingency = \$492,340 (18%)	Not recommended Administratively complex Not optimised
Option 2 – 10% reduction in equivalent regionwide subsidy	\$31.50	\$20.48	\$2,525,921 Contingency = \$120,673 (4.56%)	Not recommended Not optimised
Option 3 – Implementation of financially sustainable regionwide subsidy	\$35.00	\$22.75	\$2,587,972 Contingency = \$58,622 (2.21%)	Recommended – preferred option Optimised Considers sensitivity
Option 2.5 – 10% reduction in equivalent regionwide subsidy (perfect fare forecast)	\$45.00	\$29.25	\$2,639,898 Contingency = \$6,696 (0.25%)	Not recommended Does not consider sensitivity Contingency too small
Option 3.5 – Implementation of financially sustainable regionwide subsidy (perfect fare forecast)	\$50.00	\$32.50	\$2,609,779 Contingency = \$36,815 (1.39%)	Not recommended Does not consider sensitivity Contingency too small
The available budget is \$2,196,594 + \$450,000 (FAR 100) for a total of \$2,646,594.				

Memo

File No: 21 00 52
Date: 31 March 2026
To: Maurice Flynn, ACCESSIBLE TRANSPORT COORDINATOR
From: Melissa Smith, NETWORK MONITORING ANALYST
Subject: Total Mobility Regionwide Modelling and Validation

1 Context and introduction

1. The Total Mobility scheme provides discounted taxi fares for people who are unable to use public transport services due to disability¹. The scheme, through contributions from the New Zealand Transport Agency (NZTA) and the relevant public transport authority, covers 75% of the total fare up to a designated subsidy cap. Eligibility and the subsidy cap are set by the public transport authority. Scheme rules are managed by NZTA.
2. NZTA has announced changes to the scheme². The scheme will now cover 65% of the fare up to a designated subsidy cap, and while figures are yet to be confirmed, it is expected there will be a corresponding reduction in available funding. There is no proposed change to the financial assistance rate (FAR).
3. This technical report analyses the expected impact of these changes on Total Mobility users and the overall expenditure of the scheme in the Waikato in the 2026/27 financial year. The primary output is a recommended subsidy cap subject to the new funding settings.

2 Recommendation and summary

4. Subject to the assumptions laid out further in this report (particularly the assumed available budget), the subsidy cap for the Total Mobility program under the new funding environment should be \$35.00 regionwide with a maximum payable subsidy of \$22.75. This is an overall slight increase in the average subsidy cap across all districts in the Waikato.
5. The expected cost of the preferred option is \$2,587,972 (with a local share component of \$796,319).
6. The calculation of the preferred option considers expected use of the Total Mobility scheme in 2026/27, the proportion of users incurring different fares (i.e., small fares in the range of \$15—\$20 or large fares in the range of \$50—\$80), elasticity of patronage due to changing subsidies, the reduction in operational funding, contingency in funding, and the sensitivity of all those variables.

¹ See [Total Mobility scheme | New Zealand Government](#)

² See [Proposals to strengthen Total Mobility | Ministry of Transport](#)

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3 Methodology

3.1 Subsidy rules

7. Total Mobility subsidies in the 2026/27 financial year are set as follows:
 - i. Up to the subsidy cap, the Total Mobility scheme covers half the total fare exclusive of GST. This is covered by Total Mobility operational funding (work category 517) with a 60% FAR.
 - ii. Up to the subsidy cap, the Total Mobility scheme covers an additional 15% of the total fare exclusive of GST. This is covered by NZTA through the Climate Emergency Response Funding (CERF) at 100% FAR.

Previously, the CERF portion of the Total Mobility scheme covered an addition 25% of the total fare exclusive of GST up to the subsidy cap. Corresponding to the reduction in the proportion of the fare covered by this funding, there is an expected reduction in the funding available. There is no expected change in the FAR.

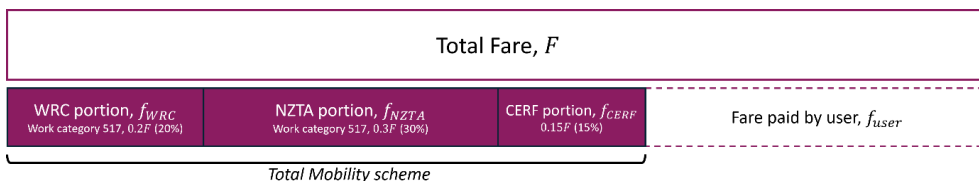
 - iii. Up to the subsidy cap, the Total Mobility user will pay the remaining 35% of the total fare.

Previously, the Total Mobility user paid the remaining 25% of the total fare. The user must now pay a larger proportion of the total fare due to the reduction in the proportion of the fare covered by the CERF budget.

 - iv. Any fare incurred above the subsidy cap will be paid by the Total Mobility user.
 - v. The GST of the user portion of the total fare is paid by the Total Mobility user. The GST of the subsidised portion of the total fare is not covered by the Total Mobility scheme and is claimed back from the IRD.
8. Therefore, up to the subsidy cap, NZTA covers 45% of the total fare, the Waikato Regional Council covers 20% of the total fare, and the user covers 35% of the total fare. The user pays for any additional fare incurred beyond the subsidy cap.

In total, NZTA funds 69.23% of the subsidy (composed of 46.15% through operational funding and 23.08% through CERF funding) and the Waikato Regional Council funds 30.77% of the subsidy. This breakdown is represented in Whakaahua 1 below.

Whakaahua 1. The proportion of the total fare covered by each party. Half of the fare is covered by the Total Mobility scheme (at 60% FAR), 15% is covered by CERF funding, and the remaining is paid by the user.



9. Where F is the total fare, f is the proportion of the fare paid by each party, c is the maximum fare for which the subsidy applies (i.e., the subsidy cap), and $f \wedge c > 0$, this can be expressed as follows:

$$f_{WRC} = \begin{cases} 0.2F, & F \leq c \\ 0.2c, & F > c \end{cases}$$

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$$f_{NZTA} = \begin{cases} 0.3F, & F \leq c \\ 0.3c, & F > c \end{cases}$$

$$f_{CERF} = \begin{cases} 0.15F, & F \leq c \\ 0.15c, & F > c \end{cases}$$

$$f_{user} = \begin{cases} 0.35F, & F \leq c \\ F - 0.65c, & F > c \end{cases}$$

Note that c is defined such that it is not the maximum subsidy paid but the maximum fare for which a subsidy, which is a percentage of c , is paid. The maximum subsidy paid will be $0.65c$.

3.2 Modelling approach

3.2.1 Fare forecast as a proxy for usage

10. To determine expected expenditure in the Total Mobility scheme in the 2026/27 financial year, a measure for expected usage must be developed.

Given the proposed changes to the scheme, it is not expected that the usage forecast will be realised. Its role is to provide an indication of usage without intervention, which can be used to calculate elasticities and develop options. See Section **Error! Reference source not found.**

11. The total fares incurred (i.e., exclusive of the subsidises applied) is a useful proxy for usage the following reasons:
- The total fare incurred reflects the travel needs of the user (i.e., distance).
 - The change in total fares incurred over time implicitly incorporates price changes by Total Mobility providers and inflation/CPI.

At this stage, it is irrelevant if GST is included, as the total fares incurred inclusive of GST is a simple multiple (15%) of the total fares incurred exclusive of GST. However, to maintain consistency, this analysis excludes GST.

12. Total fares incurred on each day between July 2021 and December 2025 are considered.

As fares can fluctuate significantly from day to day, a monthly average and twelve-month monthly rolling average is calculated. The rolling average in particular smooths out the effect of seasonality.

A linear model is fitted using the `lm()` function in the RStudio `stats` library:

$$F(t) = 2028t - 4097817$$

where t is the decimal date (i.e., $t = \frac{m}{12} + y$).

13. The linear model is shown in

Whakaahua 2, and the forecast fares up to the 2026/27 financial year are summarised in Tūtohi 1.

3.2.1.1 Validation of fare forecast model

14. The reported coefficient of determination (R^2) is 0.9943, indicating the model explains 99.43% of the variation of monthly rolling averages. This is an excellent result.
15. Per Tūtohi 1, there is high coherence between the forecast and actual values (within 3–5%).

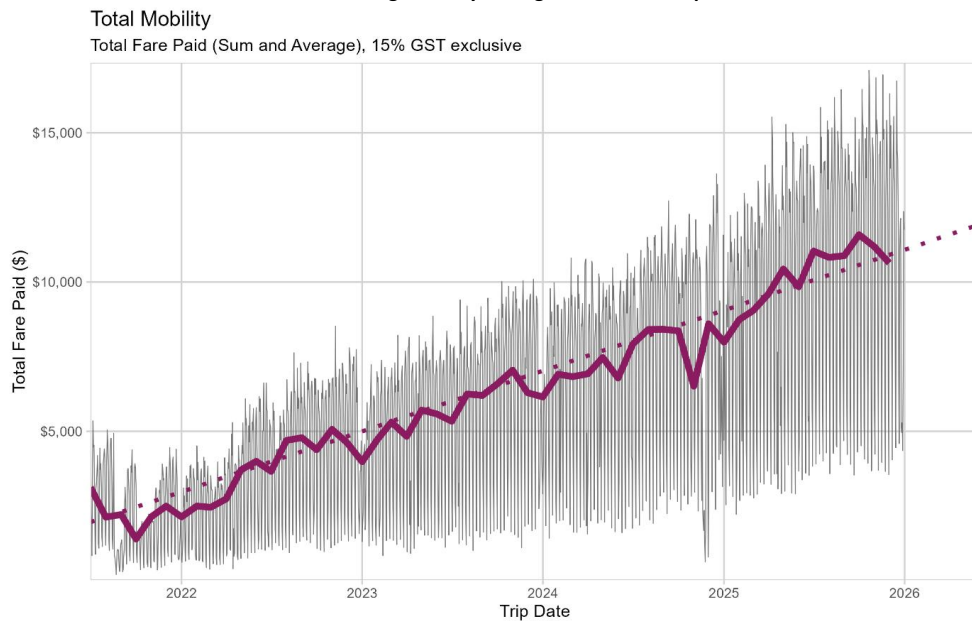
For additional verification, the total fares paid in the currently underway 2025/26 financial year is investigated. The model predicts \$3,958,380 will be incurred through the whole

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financial year. As of February 2026, the total fares incurred exclusive of GST are \$2,627,146. Assuming user behaviour is more or less consistent throughout the year, the total fares incurred by the end of the financial year would be \$3,940,719, which is within 0.4% of the forecast amount.

16. Therefore, there is high confidence in this model.

Whakaahua 2. The total fares incurred through the Total Mobility scheme from July 2021 to December 2025. A linear model is fit to twelve-month rolling monthly averages. The model reports R2=0.9943.



Tūtohi 1. The forecast total fares exclusive of GST for each of the 2023/24, 2024/25, 2025/26, and 2026/27 financial years. For the financial years 2023/24 and 2024/25, a comparison to the actual fares incurred is included, demonstrating high coherence between the forecast and actual values (within 3–5%).

Financial Year	Forecast Total Fares (\$) Subsidies are not considered separately at this stage.	Actual Total Fares (\$)
FY2023/24	\$2,498,220	\$2,363,216 5.71% difference
FY2024/25	\$3,228,300	\$3,116,292 3.59% difference
FY2025/26	\$3,958,380	-
FY2026/27	\$4,688,460	-

3.2.2 Distribution of fares

17. The Total Mobility scheme, as described in Section 3.1, is applied to each trip, meaning that for low fares, the subsidy is proportional to the size of the fare, but for high fares, the subsidy is fixed.

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If the fares that make up the total fares paid forecast in Paragraph 13 are made of many low fares, the cost of the subsidies will be higher than if the fares that make up the total fares paid forecast are made of few large fares.

Therefore, the distribution of total fares must be understood.

18. The distribution of fares paid in the 2024/25 financial year is plotted and a count function $P_0(F)$ is derived through the `geom_histogram()` plotting function in the Rstudio `ggplot2` library.

The count function is then adjusted to reflect the increase in patronage that would be observed with a commensurate increase in total fares incurred as forecast in Section 3.2.1. The factor 1.45 is selected, as in

$$P(F) \stackrel{\text{def}}{=} 1.45P_0(F)$$

as there are 1.45 times more fares incurred in the 2026/27 financial year than observed in the 2024/25 financial year, per Tūtohi 1.

3.2.3 Elasticity function

19. Given a reduction in the proportion of the fare subsidised, there is an effective increase in fare for the Total Mobility user. This is expected to affect a reduction in patronage due to elasticity.
20. The standard fare elasticity value defined by the New Zealand Transport Agency in the Monetised Costs and Benefits Manual³ is -35%.
21. The current subsidy cap varies by district, so the percentage change in the fare paid by the Total Mobility user likewise varies by district.

Unfortunately, trip data in Ridewise⁴ does not reliably record origins and destinations, so trips cannot be segmented by district. Instead, trips are segmented by fare, and an average elasticity is calculated for each group given the change in fare paid under the new subsidy cap.

The elasticity is therefore

$$\varepsilon(c_n, F) = -0.35 \frac{(f_{f,user} - f_{i,user})}{f_{i,user}}$$

with

$$f_{i,user} = \begin{cases} 0.25F, & F \leq c_* \\ F - 0.75c_*, & F > c_* \end{cases}$$

and

$$f_{f,user} = \begin{cases} 0.35F, & F \leq c_n \\ F - 0.65c_n, & F > c_n \end{cases}$$

where c_n is the new subsidy cap, c_* is the various district-by-district subsidies, and the remaining variables are as defined in Paragraph 8.

Note that while the costs associated with the Total Mobility scheme are exclusive of GST, elasticities are calculated inclusive of GST. This is because the fare presented to the user will always include GST, and so it is this value that will influence travel behaviour.

³ See: [Monetised benefits and costs manual – volume 1: procedures](#).

⁴ The platform used to administer the Total Mobility scheme.

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- 22. Elasticity is calculated using trip data from the 2024/25 financial year, which is the last full year of data and corresponds to the count function $P_0(F)$.

3.3 Assumptions and constraints

- 23. The following assumptions regarding available funding are applied:
 - i. The operational funding available in the 2025/26 financial year (per TIO) is \$2,196,594.
 - ii. The additional CERF funding available in the 2026/27 financial year, originally set at \$750,000, has reduced by 40% to \$450,000 to account for the reduction in the proportion of the total fare covered from 25% to 15% (a 40% reduction).

Tūtohi 2. The assumed available funding for Total Mobility subsidised in the 2026/27 financial year.

Total Mobility funding	\$2,196,594
Extra Total Mobility funding (CERF)	\$450,000
Total funding available	\$2,646,594

- 24. The following assumptions are relevant to the methodology discussed in Section 3.2:
 - i. The distribution of passengers across differing fare values is more or less consistent across years.

3.4 Options analysis

- 25. Options for analysis are chosen to reflect the subsidy setting landscape in the Waikato (each district setting an individual subsidy cap compared to a centralised regionwide subsidy cap) and the potential values for a new subsidy cap (i.e., unchanged, conservative, or idealised). The subsidy cap and expectant cost for each option is compared.

- 26. The following options are analysed:
 - i. **Do-nothing** – No change in district-by-district subsidy caps with a subsidy reduction from 75% to 65%
 - ii. **Option 1** – Reduction in district-by-district subsidy caps by 10%
 - iii. **Option 2** – Reduction in equivalent regionwide subsidy by 10%
 - iv. **Option 3** – Implementation of financially sustainable regionwide subsidy

Note that not all options are intended to be feasible. Certain options (i.e., Do-nothing) are included for illustrative purposes.

3.4.1 Baseline analysis

- 27. For each option, the elasticity function is derived as in Section 3.2.3. Given the elasticity function and the count function from Paragraph 0, the subsidy cap c_n for each option must satisfy

$$2646594 \geq \sum_{F=0}^{F=F_{max}} 0.65[1 + \varepsilon(c_n, F)]P(F) \begin{cases} F, & F \leq c_n \\ c_n, & F > c_n \end{cases}$$

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For analysis, fares and costs are calculated exclusive of GST, but the subsidy cap is defined to be inclusive of GST. This is to ensure that the subsidy cap is understood from the perspective of a user.

Care must be taken to ensure that all fare values are coherent (i.e., when fares are compared to the subsidy cap, the fare includes GST, but when costs are calculated, GST is removed).

28. The results for the district-by-district analysis options are summarised in Tūtohi 3 below.

Tūtohi 3. Summary of options analysis including the subsidy cap and forecast costs for the district-by-district options (Do-Nothing and Option 1).

Option	Subsidy Cap (\$)	Forecast Cost (\$)
Do-nothing – No change in district-by-district subsidy caps with a subsidy reduction from 75% to 65%	<i>Taupō & Waipā</i> = \$25.00 <i>Hamilton, Hauraki, South Waikato & Thames-Coromandel</i> = \$30.00 <i>Matamata-Piako</i> = \$80.00 <i>Waikato</i> = \$100.00	\$2,514,337 Contingency = \$132,257 (5%)
Option 1 – 10% reduction in district-by-district subsidy caps	<i>Taupō & Waipā</i> = \$22.50 <i>Hamilton, Hauraki, South Waikato & Thames-Coromandel</i> = \$27.00 <i>Matamata-Piako</i> = \$72.00 <i>Waikato</i> = \$90.00	\$2,154,254 Contingency = \$492,340 (18%)

29. For the regionwide subsidy options, the indicative subsidy cap (Option 3) is \$50.00, with the reduced subsidy cap (Option 2) therefore being \$45.00. These results are included in Tūtohi 7 (the detailed summary of options on page 12) but are disregarded here, as explained in the following subsection.

3.4.2 Sensitivity analysis

30. The sensitivity of the subsidy cap c_n as derived from the relationship in Paragraph 27 is tested to provide an estimate of error:

$$P(F) = \sum_{\alpha=0.95\alpha_0}^{\alpha=1.1\alpha_0} \alpha P_0(F)$$

where α_0 is the patronage factor 1.45 as described in Paragraph 18. The values range from 95% of the patronage factor (i.e., a 5% overestimate) to 110% of the patronage factor (i.e., a 10% underestimate).

Elasticity is derived from a standard value provided by NZTA, so its sensitivity is not tested.

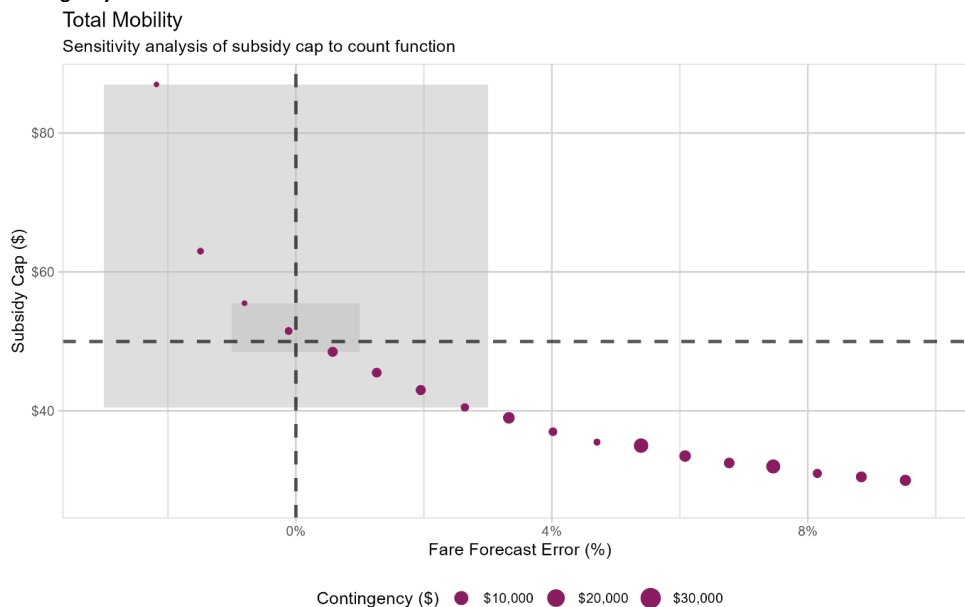
31. The subsidy cap is indeed sensitive to the count function.

If the fare forecast is perfect, then a subsidy cap of \$50 is feasible, as in Paragraph 29 Tūtohi 3. This is unlikely, however. If there is a variation of 1% in either direction, the feasible subsidy cap ranges from \$48 to \$55, and if there is a variation of 3%, the range of feasible values expands significantly to \$40—\$85.

This is shown in Whakaahua 3 below.

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Whakaahua 3. The results of sensitivity analysis of the fare forecast (Section 3.2.1) and the subsidy cap (Section 3.4.1). The feasible subsidy cap values decrease significantly with relatively small variations in the fare forecast of 1–3%. The dashed lines indicate the subsidy cap associated with a perfect fare model (\$51). The grey boxes indicate the range of values within 1% and 3% variation, respectively. The size of the points indicates the budget contingency associated with each scenario, with a larger size relating to a larger contingency.



32. Due to the high degree of sensitivity, it is prudent to implement a subsidy cap that is lower than what would be indicated by the analysis in Section 3.4.1 alone. This ensures that the spending continues to be financially sustainable even if use of the scheme in the 2026/27 financial year is higher than forecast.

It is likewise prudent to have a contingency in the range of \$50,000 in the case that funding from CERF is reduced further than anticipated.

The subsidy cap values that take this sensitivity and the desired contingency into account are summarised in Tūtohi 4 below.

Tūtohi 4. Summary of options analysis including the subsidy cap and forecast costs for the nationwide options (Option 2 and Option 3), incorporating results from sensitivity analysis.

Option	Subsidy Cap (\$)	Forecast Cost (\$)
Option 2 – Reduction in equivalent nationwide subsidy by 10%	\$31.50	\$2,525,921 Contingency = \$120,673 (4.56%)
Option 3 – Implementation of financially sustainable nationwide subsidy	\$35.00	\$2,587,972 Contingency = \$58,622 (2.21%)

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3.5 Impact analysis

3.5.1 Average change in subsidy across districts

- 33. Due to the current district-by-district approach to subsidy caps, the move to a regionwide subsidy will have different impacts for different Total Mobility users. Some regions have significantly higher subsidy caps than others but may have fewer users, and vice versa.
- 34. An average weighted by the number of users in each district accounts for these differences:

$$\Delta_{\mu} = \frac{\sum_d \left[\omega_d \left(\frac{c_d - c_n}{c_d} \right) \right]}{\sum_d \omega_d}$$

where c_d is the original subsidy cap and ω_d is the weighting variable for each district.

The subsidy percentage (the proportion of the fare covered up to the subsidy cap) has also reduced such that even if the subsidy cap were unchanged (Do-Nothing), the subsidy received by the user will decrease. Therefore, a more representative value of the overall change is the weighted average change in the maximum subsidised fare:

$$\Delta_{\mu} = \frac{\sum_d \left[\omega_d \left(\frac{0.75c_d - 0.65c_n}{0.75c_d} \right) \right]}{\sum_d \omega_d}$$

- 35. The weighting variable is the proportion of trips taken in each district from July 2025 to January 2026, providing a relatively recent record of the proportion of users in each district and ensuring ensures $\sum_d \omega_d = 1$. The results are shown in Tūtohi 6 on page 11.

As Ridewise does not reliably record trip origins and destinations, the proportion of users in each district cannot be confidently calculated through trip data. Therefore, data is drawn from monthly invoices, with each Total Mobility provider indicating the number of trips claimed in each district.

- 36. The weighted average of both the subsidy cap and the maximum subsidised fare for regionwide subsidy options (excluding Do-nothing and Option 1) is summarised in Tūtohi 5.

While the proposed subsidy cap is on average greater than the existing subsidy cap, due to the reduction of the subsidy percentage, there is a slight decrease in the subsidy paid to Total Mobility users.

Tūtohi 5. The weighted percentage change in the subsidy cap for each regionwide subsidy option.

Option	Subsidy Cap (\$)	Subsidy Cap Change (%)	Maximum Subsidy Paid Change (%)
Option 2 – 10% reduction in equivalent regionwide subsidy	\$31.50	6.32%	-7.86%
Option 3 – Implementation of financially sustainable regionwide subsidy	\$35.00	18.13%	2.68%

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3.5.2 Elasticity and reduction of patronage

37. Per Section 3.2.3, elasticity $\varepsilon(c_n, F)$ and therefore expected change in patronage is a function of the subsidy cap and the total fare incurred. The elasticity function for Option 3, the preferred subsidy cap option, $\varepsilon(c_n = 35, F)$ is plotted in Whakaahua 4 to investigate the impact on patronage at different fare levels.

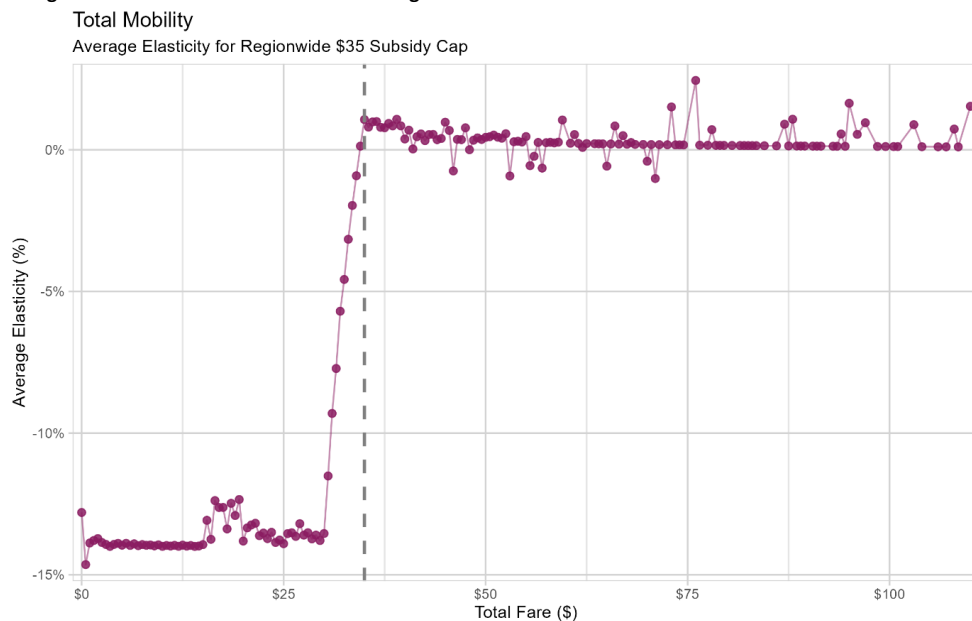
38. The following characteristics are noted:

- i. Elasticity is more or less constant at approximately -14% at fare values less than the fare cap.
- ii. Elasticity at slightly less than and around the proposed fare cap rapidly decreases and is then more or less constant for larger fares at approximately 0%.

This is sensible. Users who currently incur fares near or above the proposed fare cap of \$35 will receive a larger subsidy (as most existing subsidy caps are near to \$30) and are therefore unlikely to reduce their use of the scheme. Meanwhile, users who currently incur fares at less than the proposed fare cap will experience a lower subsidy due to the reduction in subsidy percentage from 75% to 65%. Overall, the greatest reduction in patronage is expected to arise from a decrease in use from users from this group.

This is shown in Whakaahua 4 and **Error! Reference source not found.**

Whakaahua 4. Elasticity as a function of the total fare incurred for the proposed subsidy cap of \$35. Elasticity is larger for small fares and near to 0% for large fares.



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3.6 Descriptive analysis

39. There are some values that are useful in understanding the full context of the proposed changes to the Total Mobility scheme. These are summarised below.

- i. **Existing average subsidy cap.** The weighted average subsidy cap is \$29.91.
- ii. **Average fares and concessions.** The average fare incurred in the current financial year (2025/26) is \$25.18, with an associated average concession of \$17.44. The average concession paid exclusive of GST is \$15.17.
- iii. **Size of local share.** The expected cost of the preferred option is \$2,587,972. This is composed of \$796,319 (30.77%) from the Waikato Regional Council and \$1,791,653 (69.23%) from NZTA.

Tūtohi 6. The number and proportion of trips taken in different Total Mobility districts between July 2025 and January 2026.

District	Trips (#)	Trips (%) Weighting variable
Hamilton	72,515	74.79%
South Waikato	8,709	8.98%
Thames-Coromandel	7,048	7.27%
Waipa	4,746	4.89%
Taupo	2,985	3.08%
Hauraki	456	0.47%
Matamata-Piako	275	0.28%
Waikato	228	0.24%

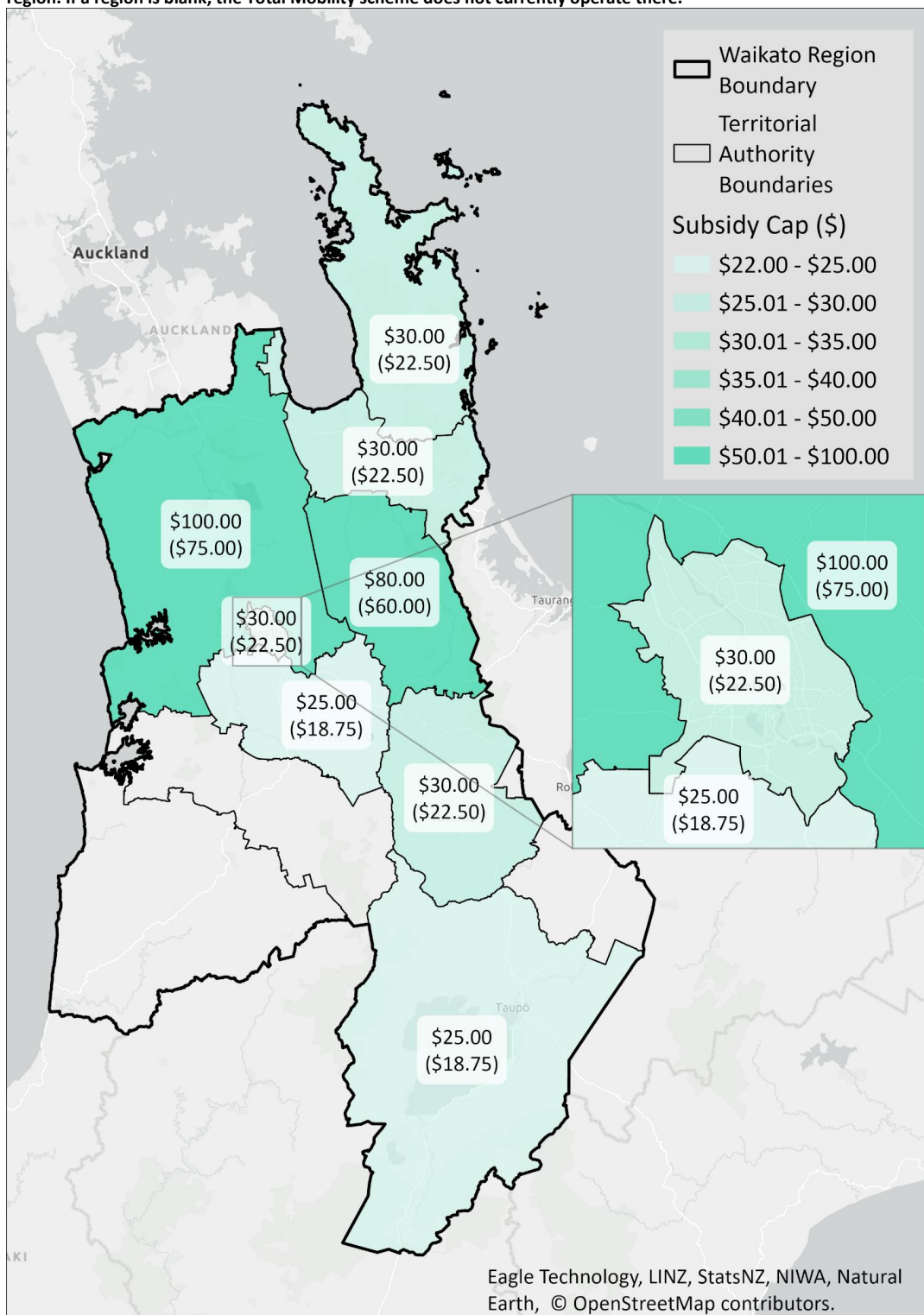
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Tūtohi 7. Detailed summary of options analysis.

Option	Subsidy Cap (\$)	Maximum Subsidy (65%) (\$)	Forecast Spend/Budget (\$)	Recommendation
Do-nothing – No change in subsidy cap with percentage reduction from 75% to 65%	<i>Taupō & Waipā = \$25.00</i> <i>Hamilton, Hauraki, South Waikato & Thames-Coromandel = \$30.00</i> <i>Matamata-Piako = \$80.00</i> <i>Waikato = \$100.00</i>	<i>Taupō & Waipā = \$16.25</i> <i>Hamilton, Hauraki, South Waikato & Thames-Coromandel = \$19.50</i> <i>Matamata-Piako = \$52.00</i> <i>Waikato = \$65.00</i>	\$2,514,337 Contingency = \$132,257 (5%)	Not recommended Administratively complex Does not meet purpose of review
Option 1 – 10% reduction in district-by-district subsidy caps	<i>Taupō & Waipā = \$22.50</i> <i>Hamilton, Hauraki, South Waikato & Thames-Coromandel = \$27.00</i> <i>Matamata-Piako = \$72.00</i> <i>Waikato = \$90.00</i>	<i>Taupō & Waipā = \$14.63</i> <i>Hamilton, Hauraki, South Waikato & Thames-Coromandel = \$17.55</i> <i>Matamata-Piako = \$46.80</i> <i>Waikato = \$58.50</i>	\$2,154,254 Contingency = \$492,340 (18%)	Not recommended Administratively complex Not optimised
Option 2 – 10% reduction in equivalent nationwide subsidy	\$31.50	\$20.48	\$2,525,921 Contingency = \$120,673 (4.56%)	Not recommended Not optimised
Option 3 – Implementation of financially sustainable nationwide subsidy	\$35.00	\$22.75	\$2,587,972 Contingency = \$58,622 (2.21%)	Recommended – preferred option Optimised Considers sensitivity
Option 2.5 – 10% reduction in equivalent nationwide subsidy (perfect fare forecast)	\$45.00	\$29.25	\$2,639,898 Contingency = \$6,696 (0.25%)	Not recommended Does not consider sensitivity Contingency too small
Option 3.5 – Implementation of financially sustainable nationwide subsidy (perfect fare forecast)	\$50.00	\$32.50	\$2,609,779 Contingency = \$36,815 (1.39%)	Not recommended Does not consider sensitivity Contingency too small
The available budget is \$2,196,594 + \$450,000 (FAR 100) for a total of \$2,646,594.				

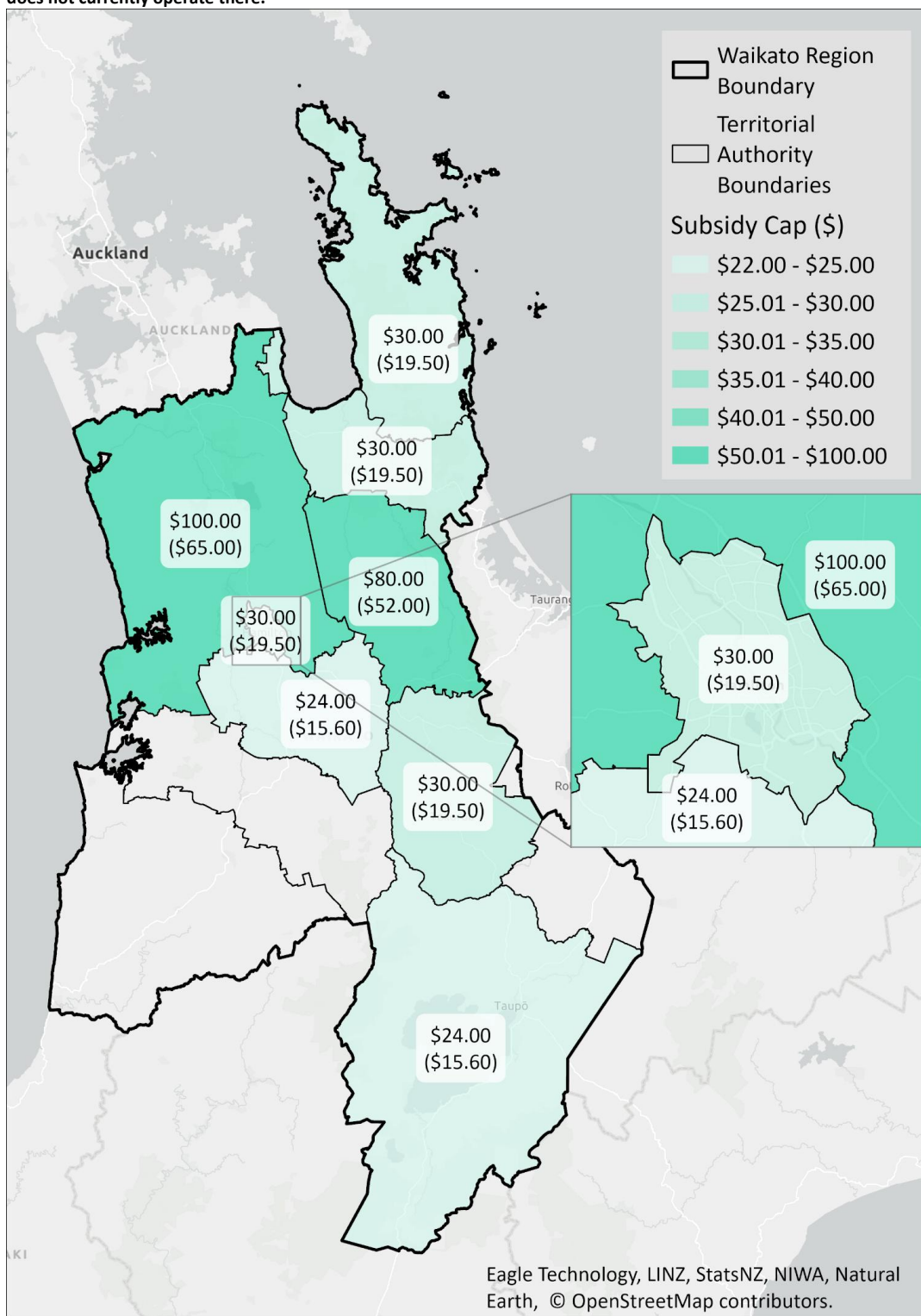
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Whakaahua 5. The current subsidy caps alongside the maximum subsidy paid (75%) for each district across the Waikato region. If a region is blank, the Total Mobility scheme does not currently operate there.



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Whakaahua 6. The subsidy caps and associated maximum subsidies paid (65%) for the Do-Nothing option (no changes in district-by-district subsidies but subsidy percentage reduces from 75% to 65%). If a region is blank, the Total Mobility scheme does not currently operate there.

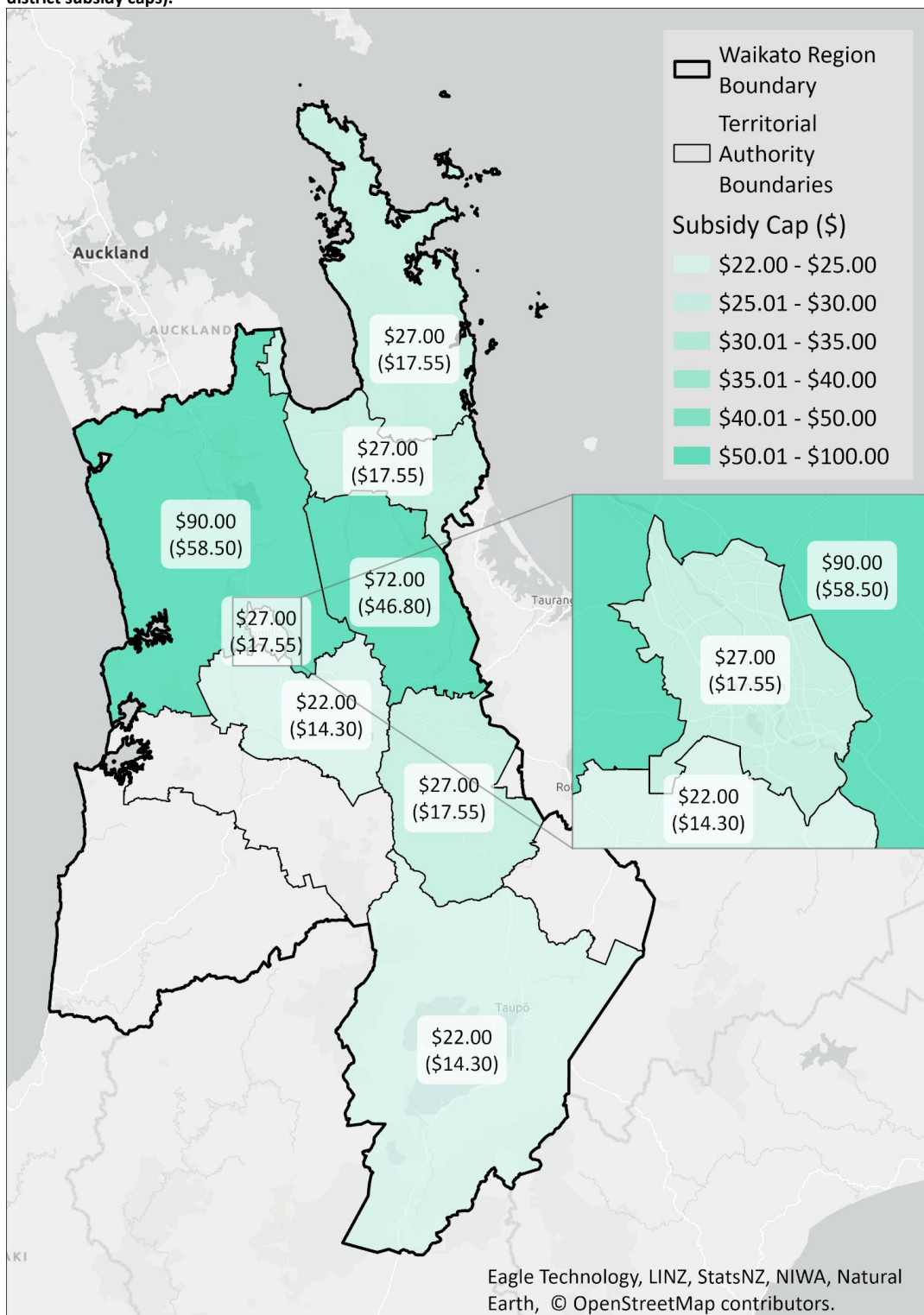


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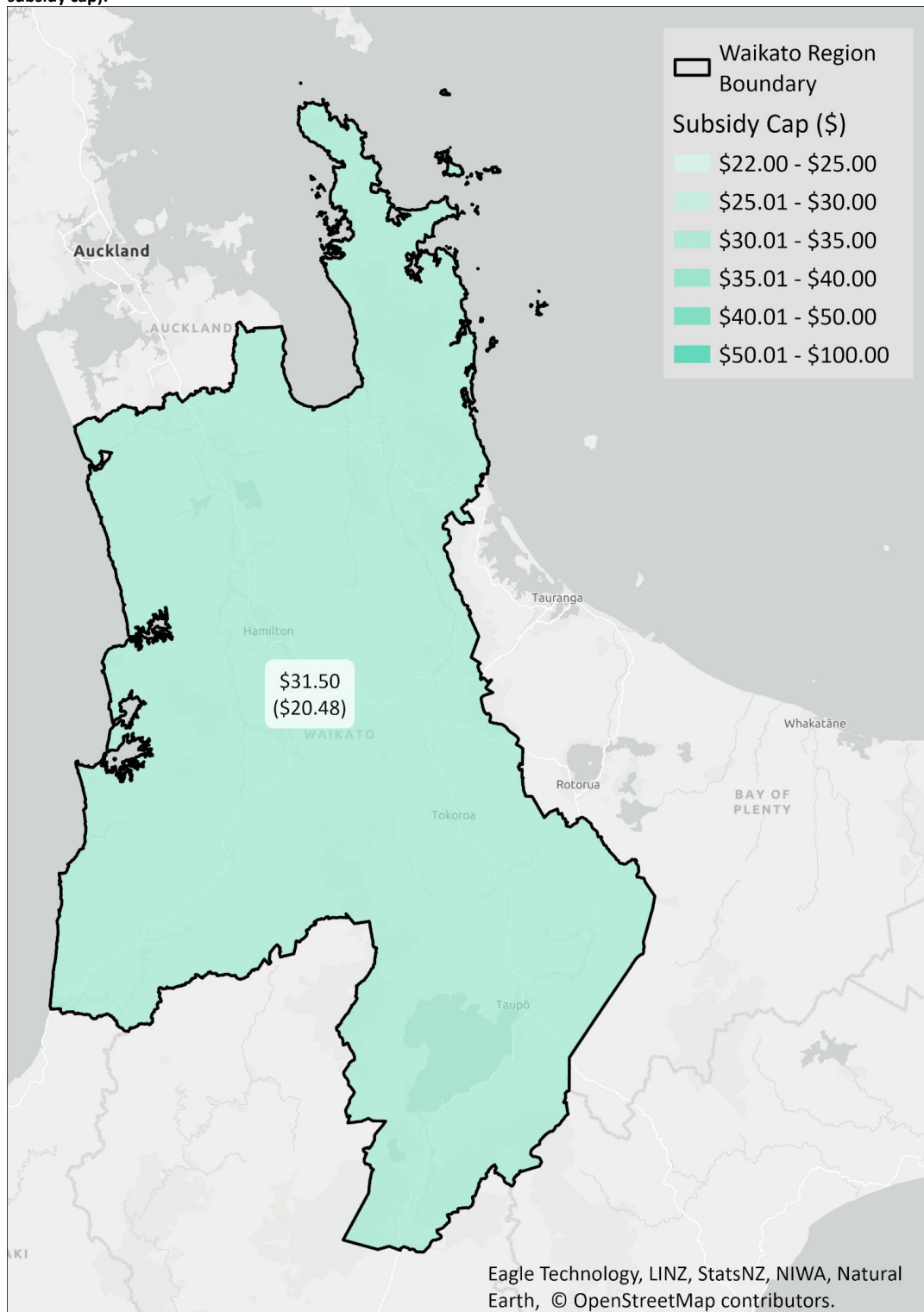
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Whakaahua 7. The subsidy caps and associated maximum subsidies paid (65%) for Option 1 (10% reduction in district-by-district subsidy caps).



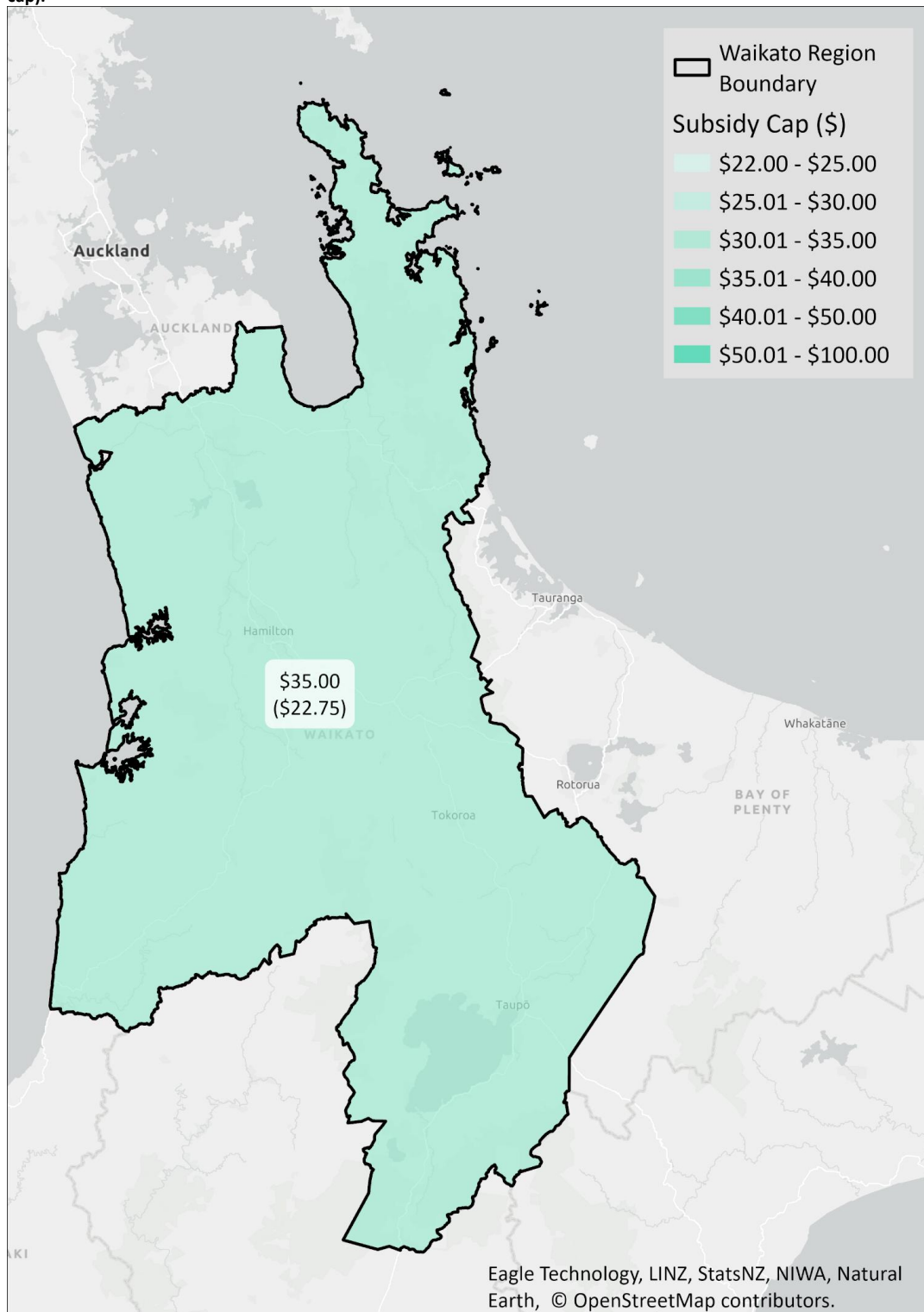
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Whakaahua 8. The subsidy cap and maximum subsidy paid (65%) for Option 2 (10% reduction in an equivalent regionwide subsidy cap).



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Whakaahua 9. The subsidy cap and maximum subsidy paid (65%) for Option 3 (financially sustainable regionwide subsidy cap).



6.7 PUBLIC TRANSPORT OPERATIONS REPORT

Rā | Date: 7 April 2026

Kaituhi | Author: Melissa Smith, Network Monitoring Analyst

Kaituku | Authoriser: Phil King, Director, Regional Transport Connections

TE ARONGA | PURPOSE

1. This report provides an update to the committee on the performance of the public transport network and operational matters in 2026 Q1 (January to March).

KŌRERO WHAKATAKI | EXECUTIVE SUMMARY

2. Patronage across all services (bus, passenger rail, and on-demand) is steady.
3. Patronage increased in the final month of the quarter (March 2026), aligning with increased interest in the role of public transport due to rising fuel prices.
4. Service reliability is unchanged, but there continues to be opportunity for optimisation.
5. The Passenger Experience Roadmap continues to drive positive operational initiatives, including the installation of dedicated rest and toilet facilities for drivers in Tokoroa, bus shelter lighting upgrades, and driver reward and recognition programs. Council is actively engaging with partners, including territorial authorities and event management teams, to deliver community outreach and coordinated regional transport options for special events.

TAUNAKITANGA KAIMAHI | STAFF RECOMMENDATION:

That the report *Public Transport Operations Report* (WRC Transport Committee, 22 April 2026) be received.

HOROPAKI | BACKGROUND

6. This report covers general operational business, project updates, and network performance across the region, including bus services, FLEX On-Demand services, and Te Huia passenger rail services.

TE TAKE | ISSUE

Public Transport Network Performance

7. The full public transport operations dashboard is included as an appendix to this report.

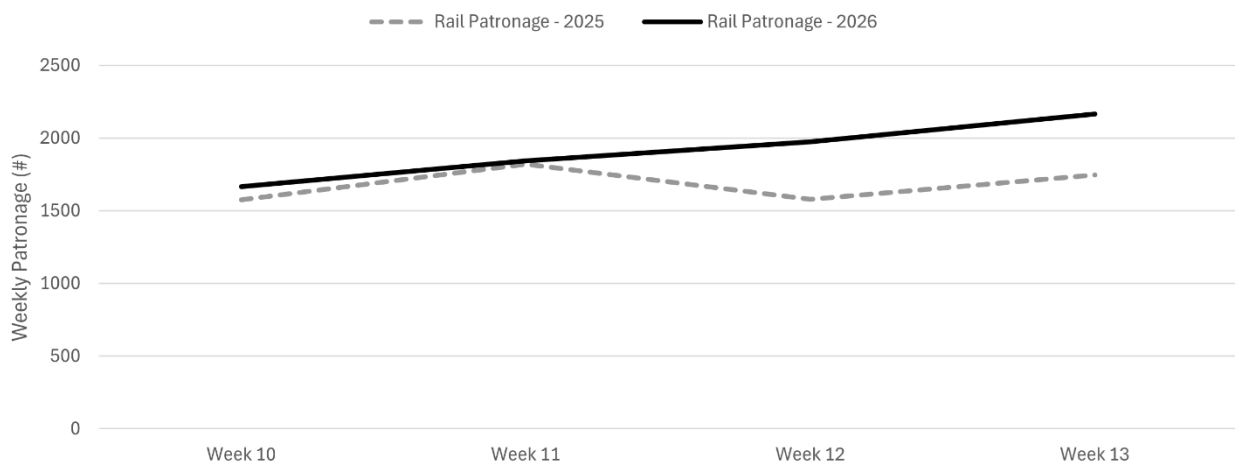
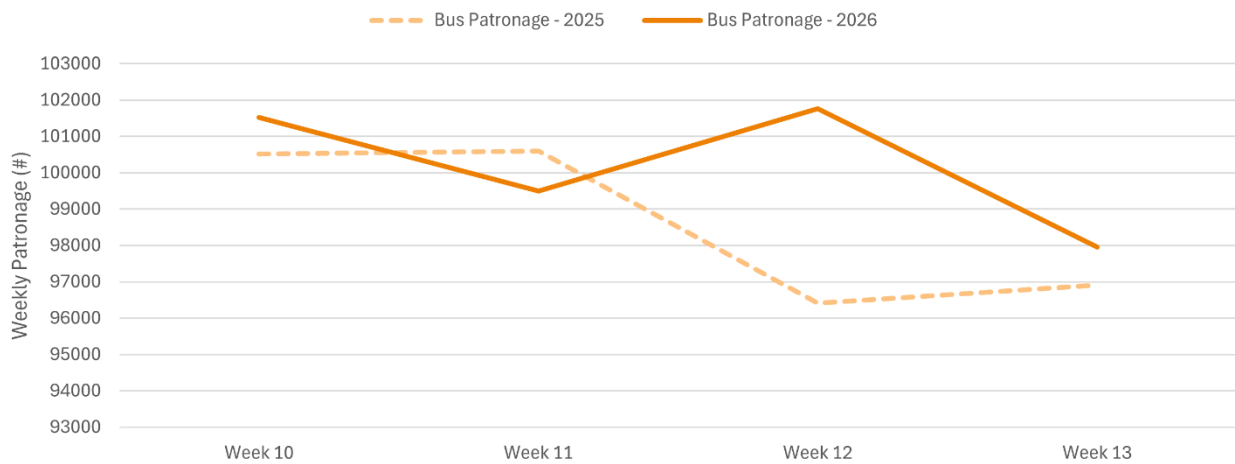
Bus Performance

8. Patronage on bus has remained steady compared to the same quarter last year, with more than one million trips counted. The Cambridge service in particular reports a 20% increase in patronage, and there is a doubling of passengers using promotional/special event trips (such as the ZURU Nightglow).

- 9. Timetable and runtime reliability remain consistent with previous reporting. On average, buses arrive at stops approximately one minute behind schedule, while overall runtimes continue to be faster than planned. Variability in arrival times and runtimes is slightly higher than ideal, indicating ongoing opportunities for improvement and optimisation.
- 10. High-frequency services—the Orbiter, the Comet, and the Meteor—continue to operate with high regularity and to the scheduled headway and report the largest patronage across the network.

Impact of Fuel Price Increases

- 11. Patronage increased in the final month of the quarter (March 2026), aligning with increased interest in the role of public transport due to rising fuel prices. Bus patronage has grown by approximately 1–5% week-on-week across services, while rail patronage has risen more sharply, increasing by 5–25% compared with the same period last year. This trend is shown in the figure below.
- 12. Staff will continue to monitor patronage trends to determine whether this trend is a natural fluctuation or indicative of wider behaviour change.



Passenger Rail Performance

- 13. Rail patronage has increased 24% compared to the same quarter in the previous year. Average daily patronage remains in the 250–260 range. This is likely a result of fewer rail closures as well as the introduction of a return Sunday service.
- 14. Track maintenance has impacted timetable availability, particularly in January, with only 60% of station being serviced within five minutes of the scheduled arrival time.

FLEX On-Demand Performance

15. Patronage on the on-demand service remains steady at around 5,000 passengers for the quarter. Some optimisation opportunities persist, as a number of trips continue to be declined due to limited seat availability.

Public Transport Operations Update

16. As part of the Passenger Experience Roadmap, the team has worked collaboratively with South Waikato District Council (SWDC) and Waka Kotahi NZTA to secure driver safety funding to provide dedicated toilet and rest facilities for drivers in Tokoroa. An image of these new facilities is below. This initiative is supported by ongoing driver engagement through quarterly meetings with operators, where frontline staff are actively encouraged to share ideas and feedback to improve services.
17. Using a similar collaborative funding approach in Hamilton, the team has worked with Hamilton City Council (HCC) to deliver improved lighting at bus stops and shelters across the city, with positive results already evident.
18. The team has worked with operators to deliver reward and recognition initiatives that acknowledge drivers who consistently go above and beyond in providing outstanding customer service. This is particularly important given the significant impact of roadworks across Hamilton and surrounding areas, which are contributing to passenger frustration and service delays. Through small gift tokens and formal recognition, the Council acknowledges individuals calibre, professionalism, and resilience in navigating the many challenges of their role—often while shouldering the full impact of customer agitation.



Customer Engagement and Marketing

19. The partnership with Hamilton and Waikato Tourism has led to User Generated Content (UGC) campaigns for Te Huia this quarter, building on the success of the Raglan BUSIT to the Beach campaign delivered in the previous quarter.
20. Promotional content targeting Aucklanders to try Te Huia for a weekend away in Hamilton was published in late January 2026 following the holiday block of line reopening. The next campaign in production is Cambridge as a destination, accessible via a combination of train and regional bus services. Council also launched *Back to School*, *Take the Bus (Student and Rugby)*, and *Flex* campaigns.
21. Council has finalised targeted promotional assets for regional bus promotion, as well as a fuel shortage inspired collaborative campaign *Weekly Fare Cap* between BUSIT, WRC & HCC. These are launching in coming weeks.

Process for Complaints, Compliments and Feedback

22. In the previous committee meeting, Elected Members requested additional information on the process for complaints, compliments, and feedback related to the public transport network. The process is summarised below.
 - (a) Typically, when a complaint, compliment, or suggestion is submitted, it is acknowledged within 48 hours and triaged to the appropriate operator or team.

- (b) Resolution is targeted within 72 hours. Should more time be necessary, parties may request an extension of up to 14 working days. Investigations are thorough, with outcomes shared both internally and with the customer.
 - (c) Feedback is closed in the system by the responsible party, with a clear record of the investigation's outcome and any communication with the customer. If the outcome is unsatisfactory, the feedback is reopened, and the assigned team is required to address outstanding issues until a satisfactory resolution is achieved.
 - (d) Suggestions are directed to the Network Planning queue for further consideration, ensuring all feedback is valued and contributes to ongoing service improvements.
23. By following a consistent process—triaging, acknowledging, investigating, and transparently closing feedback—Council demonstrates its commitment to considering and acting on community input.

Project Updates

Passenger Experience Roadmap

24. Passenger Experience Roadmap implementation is on track and in line with outcomes agreed during a review and refinement session in January 2026. Improvements launched to date include Content Management Platform integration for service alerts, digitalised timetables and interactive maps on the BUSIT website, customer support model review, driver engagement, and PT Ambassador pilot initiatives.

Public Transport Branding Refresh

25. A workshop on the Public Transport Branding Refresh was delivered on 11 March to provide Elected Members with visibility of the strategic thinking and proposed naming direction for the Waikato public transport network. The Council was invited to consider whether proposed names and the overarching strategy feel representative of the Waikato region's identity and future aspirations.
26. Council facilitated an introductory hui with iwi representatives, ensuring the transport rebrand is informed by iwi Māori perspectives, mātauranga Māori, and place-based narratives across the Waikato region.
27. Next steps will involve user testing, validating the proposed naming and branding concepts with end users, and assessing all elements for rollout.

Community Outreach and Special Events

28. Council actively supported thirteen events during the quarter with combination of travel options, promotion, active in-person engagement, and initiatives to encourage patronage growth. Activities included Hamilton Arts Festival, Children's Day, Homegrown, Balloons over Waikato (Nightglow and Balloons visit South Waikato), Matamata Sustainability Fun Day, Senior Expo in Taupo, O-week), and visits to three tertiary education providers, two retirement villages and one high school.
29. Council is proactively collaborating with Waikato District Council and the World Surf League event management team to promote the May surfing championship tour in Raglan. Event delivery is supported through co-promotion and coordinated transport options.
30. Council will work in partnership with Waikato-Tainui to contribute to a coordinated regional transport approach to Te Matatini 2027, a premier cultural event showcasing kapa haka performance from across New Zealand and Australia. This was discussed with Elected

Members during the 8 April 2026 meeting of the Waikato Raupatu River Trust and Waikato Regional Council Co-Governance Committee.

WHAKAKAPINGA | CONCLUSION

31. This report provided an update to the committee on the performance of the public transport network and operational matters in 2026 Q1 (January to March).
32. Patronage across all services (bus, passenger rail, and on-demand) is steady. Service reliability is unchanged, but there continues to be opportunity for optimisation.
33. An increase in patronage is observed at the end of the quarter corresponding to the rise in fuel prices. Staff continue to monitor patronage changes and the potential network impact of increasing fuel prices.
34. The Passenger Experience Roadmap continues to drive positive operational initiatives, including the installation of dedicated rest and toilet facilities for drivers in Tokoroa, bus shelter lighting upgrades, and driver reward and recognition programs. Council is actively engaging with partners, including territorial authorities and event management teams, to deliver community outreach and coordinated regional transport options for special events.

ĀPITIHINGA | ATTACHMENTS

1. **OPERATIONAL MONITORING REPORT 2026 Q1 (Doc # 35482831)** [↓](#)

Quarter: 2026 Q1 Date Range: 1 January 2026 to 31 March 2026

Operational Performance Monitoring Report Commentary

Key Points

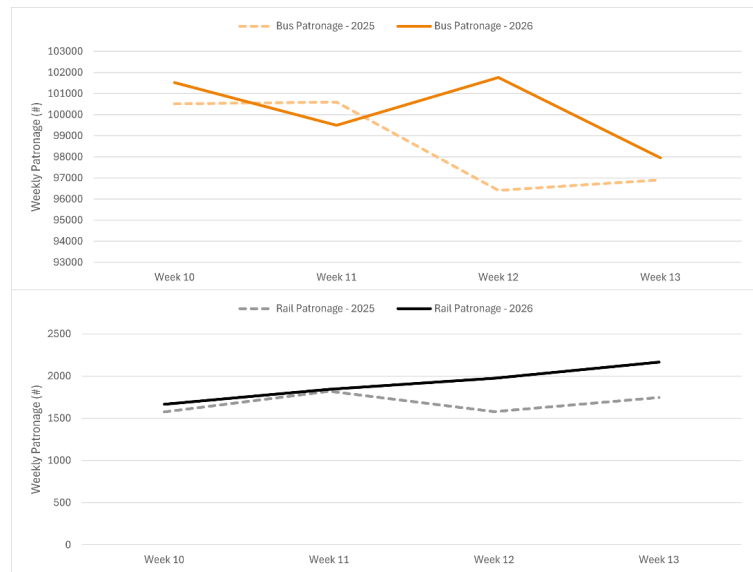
- Patronage on bus, rail, and on-demand services has remained steady with an increase observed in March 2026 corresponding to an increase in fuel prices. The Cambridge service reports a 20% increase in patronage, and there is a doubling of passengers using promotional/special event trips (such as for the ZURU Nightglow).
- Timetable and runtime reliability is unchanged from previous reporting. Bus stops are serviced on average one minute late relative to the timetable while services run fast compared to the scheduled runtime. Variation arrival time and runtimes are slightly larger than ideal. There is room for improvement and optimisation.
- High-frequency services—the Orbiter, the Comet, and the Meteor—continue to operate with high regularity and to the scheduled headway and report the largest patronage across the network.

Patronage

Definition: How many trips are taken on public transportation?

- **Patronage is stable.** There are 1,017,432 trips taken on public transportation in this quarter, representing a 0.5% increase in patronage compared to the same quarter in the previous year (2025 Q1).

Doc # 35451645



- **There is a rise in patronage in the last month of the quarter (March 2026) corresponding to the increase in fuel prices.** Bus patronage week-on-week has increased by 1–5% and rail patronage has likewise increased by between 5–25% compared to the same period last year. Staff will continue to monitor patronage trends to determine whether this is natural fluctuation or indicative of wider behaviour change.

Date (week of the year)	Bus Patronage (#)		Rail Patronage (#)	
	2025	2026	2025	2026
Week 10	100,516	101,516	1,576	1,666
Week 11	100,599	99,499	1,820	1,844
Week 12	96,416	101,764	1,578	1,973
Week 13	96,902	97,957	1,745	2,165



- **The majority of patronage is within Hamilton City and surrounding districts.** The majority of trips are taken within Hamilton (Unit 1 and Unit 2), followed by Waipā (Unit 6A), and the Waikato (Unit 3 and Unit 5). There is a 8–11% increase in patronage in Waipā (Unit 6A) and Pokeno-Pukekohe (Unit 3A). There is a decrease of 24% decrease in patronage in Taupō (Unit 9).
- **The largest passenger group is Adults (449,957), followed by Youth (205,423) and Senior (141,567).** There is a significant increase in the “Other” passenger group in this quarter, corresponding to patronage associated with special events such as the ZURU Nightglow (Balloons Over Waikato).
- **High frequency services remain well patroned. The Cambridge regional service reports a 20% increase in patronage.** The most popular services remain the Orbiter (248,966), the Meteor (163,667), and the Comet (124,307). There is a slight decrease in patronage on the Orbiter and Comet (approximately 3%) and an increase in patronage on the Meteor (5%) compared to the same quarter last year. The next highest patroned services are the Northern Connector (50,079), followed by the Cambridge (42,103), and Te Awamutu (36,882), all of which report an increase in patronage compared to the same quarter as last year with the Cambridge service in particular reporting a 20% increase (6,859 trips). The most popular urban service is the Flagstaff service (31,327). This is broadly the same as in previous reporting periods.
- **Low frequency coverage services report low and decreasing patronage.** The Connect-2-Taupō services continue to report the lowest patronage of all regular services, with a collective 963 passengers (compared to 1,068 in the same quarter last year—a 9.8% decrease). Most Taupō services run at most twice per day up to three days per week. Patronage over the last year is shown in the figure below. Similarly, the Tokoroa services report relatively low patronage with a collective 5,445 compared to 5,835 in the same quarter in the previous year—a moderate 6.7% decrease. Meanwhile, the Te Kūiti Connector service, generally reporting low patronage, reported an increase in patronage of 6.7% in this quarter compared to the same quarter

in the previous year (2,376). The least patroned regular urban service is Bremworth/Templeview (7,928).

Timetable Adherence

Definition: How many stops are serviced within the “on-time” window (-1/+5 minutes) of the timetable?

- **Most stops adhere to the timetable, but the average arrival time has increased.** Across the network, approximately two-thirds of stops are serviced within the “on-time” window with an average arrival time of one minute and thirty-six seconds after the scheduled arrival time. The mean arrival time has increased 7.95% (7 seconds) compared to the same quarter last year. Passengers are waiting longer on average, but the actual increase is marginal.
- **Across all units, services arrive between thirty seconds to two minutes late compared to the timetable.** The best performing services are on average the Pokeno-Pukekohe (Unit 3A) services at twenty-four seconds and the worst performing services on average are South Waikato (Unit 7). Timetable adherence varies between 40–70%, with urban services reporting more “on-time” arrivals and Morrinsville/Paeroa (Unit 4), Taupō (Unit 9), and South Waikato (Unit 7) reporting less than half of stop arrivals within the “on-time” window.
- **Variability in arrival time across all units is larger than ideal.** The standard deviation of arrival adherence is between three and six minutes across all units. This means passengers generally have to arrive up to five minutes early and wait up to twelve minutes to be confident that a bus will arrive. This is larger than ideal and leaves room for improvement.
- **Regional services have worse timetable adherence performance.** The most adherent route is Bremworth/Templeview (82.7% with an average arrival time of one minute late) and the least adherence route is Connect-2-Taupo Tūrangi (33.7% with an average arrival time of ten minutes late).

Runtime Adherence

Definition: How many trips are completed within five minutes (-5/+5 minutes) of the timetabled runtime?

- **The vast majority of services run within five minutes of the scheduled runtime.** Approximately 75% of services run no less than five minutes early and no more than five minutes late compared to the scheduled running time, with services running on average two minutes and forty-two seconds early. This is more or less steady from the previous reporting period.
- **Services are mostly running fast on average.** All units report more than half of services operating within the “on-time” window, with most services running between two and four minutes early on average. The exception is Taupō (Unit 9) which runs on average to the scheduled runtime and South Waikato (Unit 7) which runs three minutes late on average. There is opportunity for optimisation, but overall performance is acceptable. This result is more or less reflected in the route-by-route summary. Exceptions are the Hillcrest (running approximately five minutes early on average), Tokoroa Circuit (five minutes late), Flagstaff North (five minutes early), Te Kūiti Connector (eight minutes late), Connect-2-Taupo Kinloch (six minutes early), and Connect-2-Tūrangi (seven minutes late) services.
- **Regional services continue to report a relatively large variation in runtime.** The variation in running time is between three and six minutes, meaning that most services run up to ten minutes early and up to five minutes late. This is larger than ideal. This result is also more or less reflected in the route-by-route summary, with the Tokoroa Connector (a variation of eight minutes) and the Te Kūiti Connector (nine minutes) reporting larger variations.

Excess Waiting Time

Definition: For high frequency services, how much longer than the scheduled

Doc # 35451645

headway do passengers need to wait for a service?

- **Excess waiting time is low.** Excess waiting time among all high frequency services is low, averaging less than one minute across all routes and operating times. The exception is off-peak Comet services, which are arriving two minutes early compared to the headway. Overall, the variation is small, and regularity is high.
- **Headway is more or less maintained across services.** Service is “provided like clockwork” for off-peak services. Vehicles are “slightly off headway” during Comet and Meteor on-peak operating times and “often off headway” during Orbiter on-peak operating times.

Missed Stops

Definition: How many and which bus stops have missing data?

- Across the network, 2.4% of stops are missing performance data. This is an improvement compared to the previous reporting period, which may be a result of summer roadworks generally finishing.
- **Regional services continue to report higher than ideal proportions of missing data.** As expected, bus stops serviced by regional services, particularly South Waikato (Unit 7), Taupō (Unit 9), and Waipā (Unit 6A) report the largest proportion of missing data (approximately 6%). This is less than ideal but acceptable given that these services primarily operate regionally where there is reduced signal connectivity. Meanwhile, bus stops serviced by urban services report the lowest proportion of missing data (between 1–2%).
- **Road closures in Hamilton have impacted data availability.** The stops with the highest proportion of missing data are located in the Taupō region, Whakamaru, and Tokoroa. The stops on Silverdale Rd, Hamilton are also missing between 70–77% of data as a result of roadworks and road diversions.

3

Te Huia

- **Rail patronage has grown.** There are 17,574 trips on the rail service during this quarter, which is a 24% increase compared to 14,147 trips in the same quarter last year. Average daily patronage remains in the 250—260 range. This is a good outcome and likely a result of more consistent timetabling as well as the introduction of a return Sunday service.
- **Track maintenance has impacted timetable reliability.** Reliability performance is low (61—88% arrival within five minutes of the schedule) during this quarter, especially during January. This is due to track maintenance causing delays to the service.

Flex On-Demand

- **Patronage on the Flex On-Demand service continues to be stable.** The service carried 5,233 passengers during the reporting period, which is more or less the same as the same quarter in the previous year. Most passengers are transported between 11pm and 1am.
- **There are opportunities for improvement in service optimisation.** There are 1,162 proposals not accepted by users, affecting 2,538 passengers, and 420 trip requests rejected by the service due to seat unavailability, affecting 1,264 passengers. This indicates that there remains opportunity for optimisation to improve availability of the service for passengers.

REGIONAL TRANSPORT CONNECTIONS

Operational Performance Monitoring Report

For the period: 2026 Q1

1 January 2026 to 31 March 2026



1 Patronage

2026 Q1

Definition: How many trips are taken on public transportation?

1,017,432

Patronage (#)



0.50%

Patronage Change (%)

*Compared to the same quarter last year.

Unit	Patronage (#)	Change (%)
Hamilton East (Unit 2)	439,376	-0.58%
Hamilton West (Unit 1)	389,849	0.46%
Waipa (Unit 6A)	78,985	11.89%
Huntly (Unit 3)	50,079	0.61%
Raglan (Unit 5)	22,839	-4.17%
Morrinsville/Paeroa (Unit 4)	13,983	-6.38%
Pokeno - Pukekohe (Unit 3A)	10,029	8.28%
South Waikato (Unit 7)	7,821	-2.99%
Taupo (Unit 9)	4,471	-24.10%

Ticket Group	Patronage (#)	Change (%)
Accessibility	104,871	3.50%
Adult	449,957	-2.13%
Child	56,337	-6.90%
Other	1,395	212.78%
Senior	141,567	9.76%
Tertiary	57,882	10.28%
Youth	205,423	-1.64%

Definitions:

Accessibility - Passengers travelling with an Accessibility concession.

Adult - All passengers between 19-64, including those travelling under third-party concessions (such as GENESIS, AA Corporate, Community Connect, etc.).

Child - Passengers between 5-12 years, including some school-based concessions.

Other - Passengers who do not conform to other categories, such as passengers travelling with promotional tickets.

Senior - Passengers travelling with a Supergold concession.

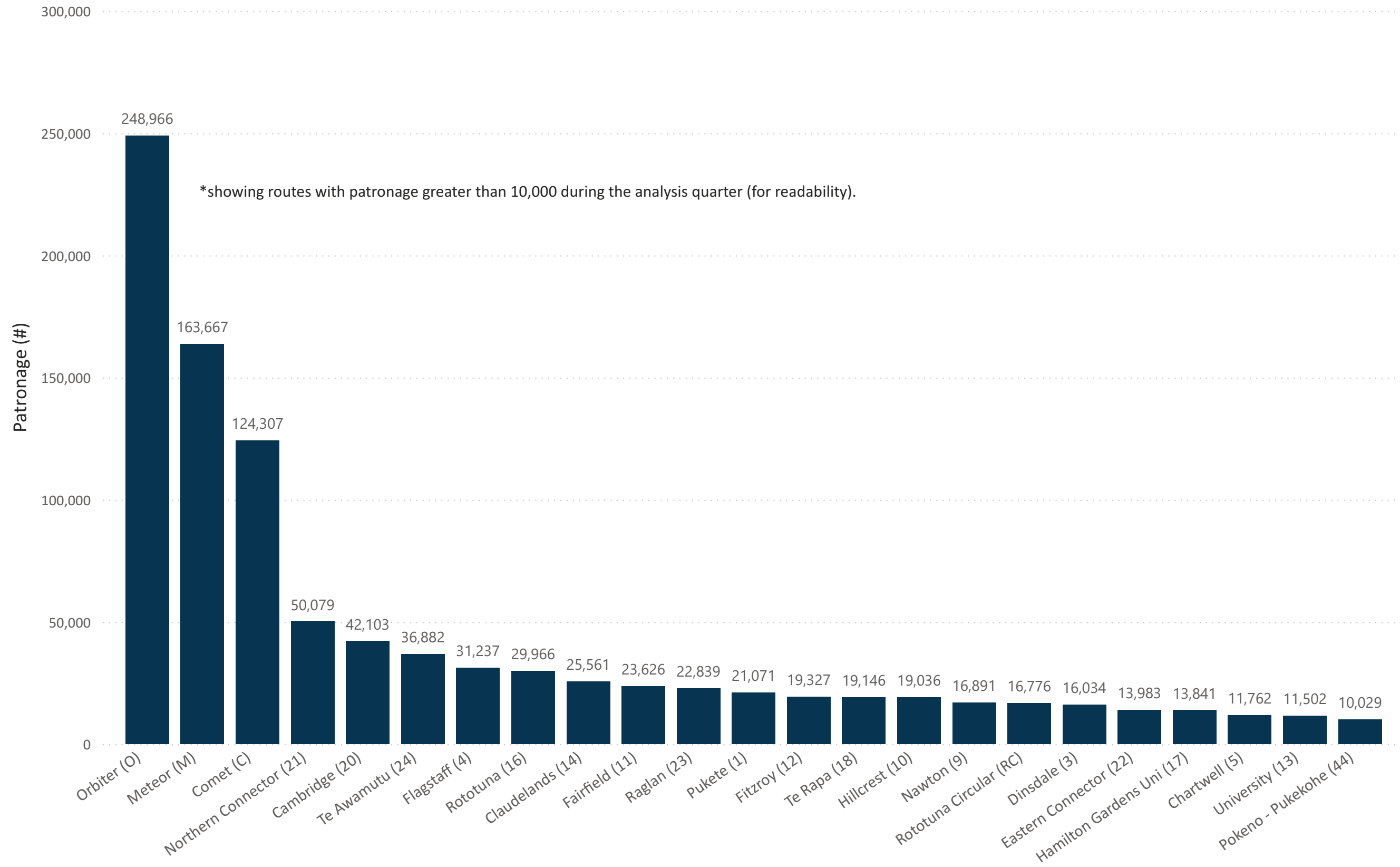
Tertiary - Passengers travelling with a university-based concession, e.g., University of Waikato.

Youth - Passengers between 13-18 years.

**Note: Te Huia, Thames Connector (70) and Taumarunui Hospital Service (25) are excluded. Te Huia is reported elsewhere and Thames Connector/Taumarunui Hospital Service do not have standard ticketing machines and are reported elsewhere.*

1 Patronage - by Route

2026 Q1



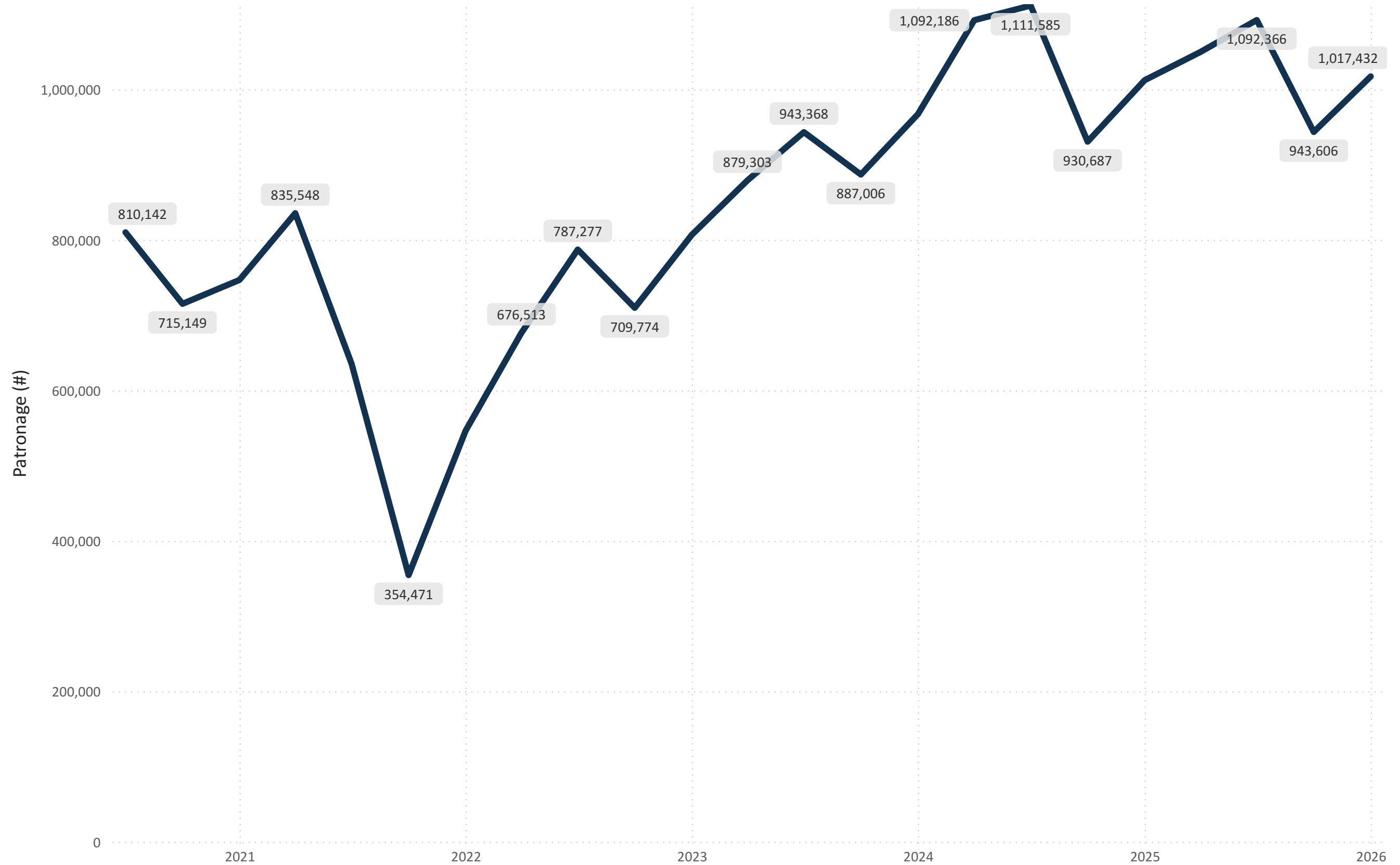
1 Patronage - by Route

2026 Q1

Route	Patronage (#)	Change (%)
Orbiter (O)	248,966	-3.42%
Meteor (M)	163,667	5.26%
Comet (C)	124,307	-3.04%
Northern Connector (21)	50,079	0.61%
Cambridge (20)	42,103	19.70%
Te Awamutu (24)	36,882	4.12%
Flagstaff (4)	31,237	3.05%
Rototuna (16)	29,966	0.60%
Claudelands (14)	25,561	7.70%
Fairfield (11)	23,626	1.80%
Raglan (23)	22,839	-4.17%
Pukete (1)	21,071	1.20%
Fitzroy (12)	19,327	-2.60%
Te Rapa (18)	19,146	-1.64%
Hillcrest (10)	19,036	9.89%
Nawton (9)	16,891	-1.07%
Rototuna Circular (RC)	16,776	2.97%
Dinsdale (3)	16,034	-4.71%
Eastern Connector (22)	13,983	-6.38%
Hamilton Gardens Uni (17)	13,841	1.96%
Chartwell (5)	11,762	9.93%
University (13)	11,502	0.81%
Pokeno - Pukekohe (44)	10,029	8.28%
Bremworth / Templeview (19)	7,928	-9.50%
Flagstaff North (4N)	7,103	-8.91%
Taupo Connector (33)	3,508	-27.28%
Te Kuiti Connector (26)	2,376	6.69%
Tokoroa Connector (32)	2,240	-11.01%
Tokoroa Circuit (30)	2,215	-7.63%
Tokoroa District (31)	990	7.61%
Tamahere/Matangi (28)	964	-12.84%
Tauwhare Pa (27)	514	4.05%
Connect2Taupo - Mangakino/Tokoroa (37)	469	-6.39%
Connect-2-Taupo Turangi (36)	353	-10.63%
Connect-2-Taupo Wairakei (38)	115	-19.01%
Connect-2-Taupo Acacia Bay (34)	26	-10.34%

1 Patronage - by Date

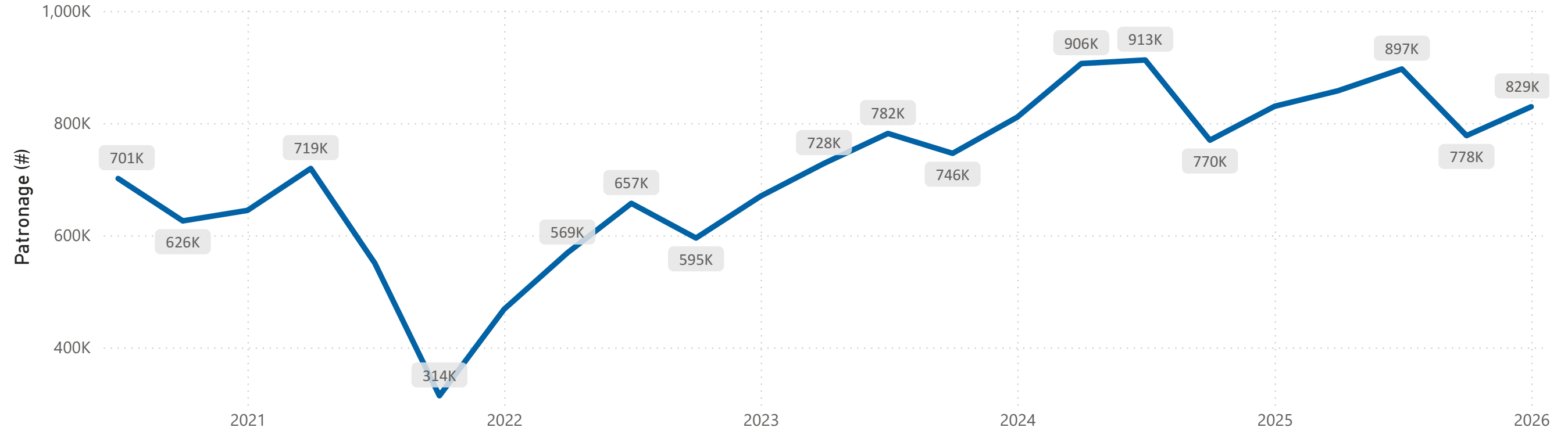
2026 Q1



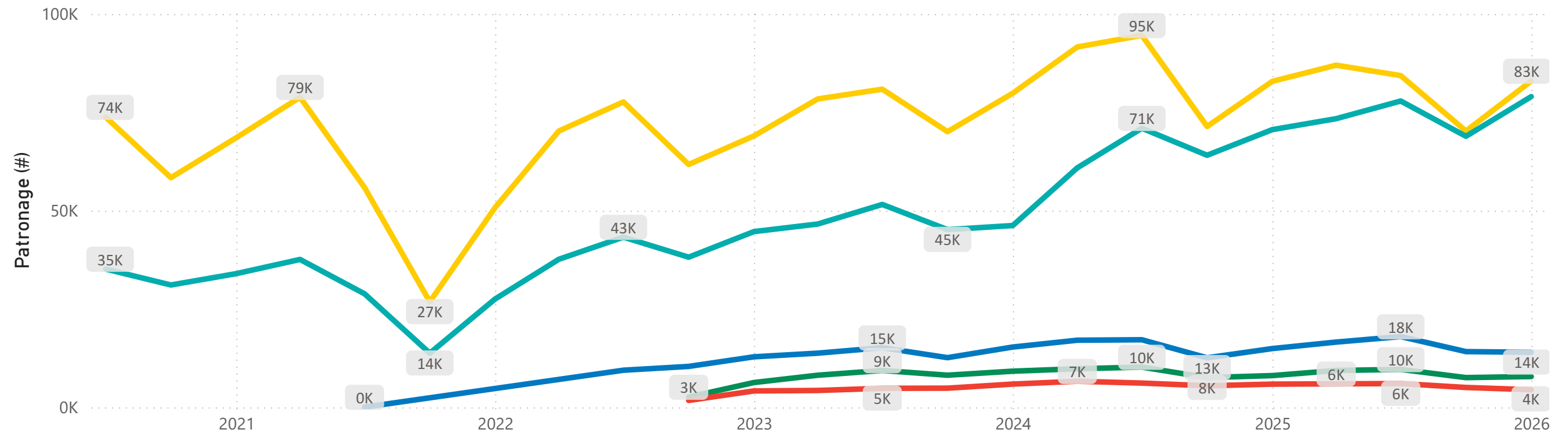
1 Patronage - by Date/Territorial Authority

2026 Q1

Territorial Authority ● Hamilton City



Territorial Authority ● Matamata-Piako/Hauraki Districts ● South Waikato District ● Taupo District ● Waikato District ● Waipa (Cambridge/Te Awamutu) District



2 Timetable Adherence

2026 Q1

Definition: How many stops are serviced within the "on-time" window (-1/+5 minutes) of the timetable?

*Compared to the same quarter last year.

67.65%

Overall Timetable Adherence (%)

1 min 36 secs

Overall Mean Timetable Adherence (mins)

▲ 7.95%

Mean Timetable Adherence Change (%)

Unit	Timetable Adherence (%)	Mean Timetable Adherence	Standard Deviation of Timetable Adherence
Hamilton East (Unit 2)	71.00%	2 mins 0 secs	3 mins 48 secs
Waipa (Unit 6A)	68.21%	2 mins 6 secs	3 mins 42 secs
Hamilton West (Unit 1)	66.95%	1 min 6 secs	3 mins 30 secs
Huntly (Unit 3)	60.92%	0 mins 42 secs	3 mins 54 secs
Pokeno - Pukekohe (Unit 3A)	53.90%	0 mins 24 secs	3 mins 24 secs
Raglan (Unit 5)	53.16%	1 min 24 secs	4 mins 36 secs
South Waikato (Unit 7)	49.90%	2 mins 24 secs	5 mins 18 secs
Taupo (Unit 9)	47.50%	2 mins 6 secs	4 mins 24 secs
Morrinsville/Paeroa (Unit 4)	41.80%	1 min 30 secs	6 mins 42 secs

2 Timetable Adherence - by Route

2026 Q1

Route	Timetable Adherence (%)	Mean Timetable Adherence	Standard Deviation of Timetable Adherence
Bremworth / Templeview (19)	82.70%	1 min 6 secs	2 mins 18 secs
Fitzroy (12)	82.20%	1 min 48 secs	2 mins 36 secs
Dinsdale (3)	82.17%	1 min 24 secs	2 mins 48 secs
Fairfield (11)	79.27%	2 mins 18 secs	2 mins 60 secs
Hamilton Gardens Uni (17)	79.07%	1 min 36 secs	2 mins 42 secs
University (13)	78.94%	0 mins 48 secs	2 mins 24 secs
Te Rapa (18)	77.95%	1 min 18 secs	2 mins 48 secs
Nawton (9)	77.54%	1 min 54 secs	2 mins 48 secs
Flagstaff (4)	75.30%	2 mins 0 secs	3 mins 24 secs
Chartwell (5)	74.55%	1 min 12 secs	3 mins 30 secs
Hillcrest (10)	71.74%	0 mins 6 secs	2 mins 36 secs
Rototuna (16)	70.58%	2 mins 18 secs	3 mins 42 secs
Cambridge (20)	70.32%	1 min 36 secs	3 mins 36 secs
Claudelands (14)	70.22%	1 min 24 secs	3 mins 30 secs
Orbiter (O)	67.78%	2 mins 24 secs	4 mins 12 secs
Pukete (1)	67.56%	0 mins 24 secs	3 mins 6 secs
Rototuna Circular (RC)	65.56%	2 mins 42 secs	4 mins 54 secs
Te Awamutu (24)	65.34%	2 mins 54 secs	3 mins 48 secs
Tauwhare Pa (27)	65.29%	4 mins 18 secs	5 mins 48 secs
Connect-2-Taupo Wairakei (38)	64.30%	0 mins 0 secs	2 mins 12 secs
Comet (C)	63.05%	0 mins 48 secs	3 mins 30 secs
Northern Connector (21)	60.92%	0 mins 42 secs	3 mins 54 secs
Meteor (M)	58.06%	0 mins 54 secs	3 mins 48 secs
Tamahere/Matangi (28)	56.35%	4 mins 0 secs	6 mins 18 secs
Connect-2-Taupo Acacia Bay (34)	56.23%	-3 mins 42 secs	8 mins 24 secs
Tokoroa Connector (32)	54.02%	4 mins 12 secs	5 mins 42 secs
Tokoroa Circuit (30)	53.90%	0 mins 54 secs	3 mins 54 secs
Pokeno - Pukekohe (44)	53.90%	0 mins 24 secs	3 mins 24 secs
Raglan (23)	53.16%	1 min 24 secs	4 mins 36 secs
Connect2Taupo - Mangakino/Tokoroa (37)	52.50%	1 min 30 secs	3 mins 42 secs
Flagstaff North (4N)	49.32%	0 mins 42 secs	5 mins 24 secs
Taupo Connector (33)	46.79%	2 mins 12 secs	3 mins 54 secs
Connect-2-Taupo Kinloch (35)	43.59%	3 mins 24 secs	6 mins 6 secs
Eastern Connector (22)	41.80%	1 min 30 secs	6 mins 42 secs
Tokoroa District (31)	40.78%	-2 mins 42 secs	3 mins 24 secs
Te Kuiti Connector (26)	37.30%	6 mins 12 secs	6 mins 0 secs
Connect-2-Taupo Turangi (36)	33.76%	10 mins 54 secs	14 mins 12 secs

3 Runtime Adherence

2026 Q1

Definition: How many trips are completed within five minutes (-5/+5 minutes) of the timetabled runtime?

*Compared to the same quarter last year.

76.77%
Overall Runtime Adherence (%)

-2 mins 42 secs
Overall Mean Runtime Adherence (mins)

▲ 15.59%
Mean Runtime Adherence Change (%)

Unit	Runtime Adherence (%)	Mean Runtime Adherence	Standard Deviation of Runtime Adherence
Hamilton West (Unit 1)	82.15%	-2 mins 42 secs	3 mins 30 secs
Hamilton East (Unit 2)	76.01%	-2 mins 42 secs	4 mins 24 secs
Raglan (Unit 5)	76.00%	-1 mins 6 secs	4 mins 18 secs
Pokeno - Pukekohe (Unit 3A)	73.22%	-2 mins 12 secs	3 mins 36 secs
Taupo (Unit 9)	70.21%	0 mins 30 secs	3 mins 42 secs
Waipa (Unit 6A)	65.77%	-1 mins 0 secs	6 mins 36 secs
Morrinsville/Paeroa (Unit 4)	63.95%	-1 mins 12 secs	6 mins 48 secs
Huntly (Unit 3)	62.51%	-4 mins 48 secs	4 mins 18 secs
South Waikato (Unit 7)	54.75%	3 mins 0 secs	6 mins 24 secs

3 Runtime Adherence - by Route

2026 Q1

Route	Runtime Adherence (%)	Mean Runtime Adherence	Standard Deviation of Runtime Adherence
Bremworth / Templeview (19)	91.42%	-2 mins 12 secs	2 mins 6 secs
Fitzroy (12)	90.98%	-2 mins 54 secs	2 mins 42 secs
Nawton (9)	89.80%	-2 mins 18 secs	2 mins 30 secs
Chartwell (5)	89.60%	-2 mins 54 secs	3 mins 12 secs
Dinsdale (3)	88.06%	-3 mins 54 secs	2 mins 30 secs
Hamilton Gardens Uni (17)	87.51%	-1 mins 36 secs	3 mins 6 secs
Tamahere/Matangi (28)	86.82%	1 min 24 secs	3 mins 6 secs
Tauwhare Pa (27)	86.35%	0 mins 54 secs	3 mins 54 secs
Pukete (1)	86.26%	-2 mins 42 secs	2 mins 60 secs
Fairfield (11)	85.73%	0 mins 12 secs	3 mins 42 secs
University (13)	85.38%	-3 mins 36 secs	2 mins 30 secs
Comet (C)	84.88%	-2 mins 54 secs	3 mins 24 secs
Claudelands (14)	83.92%	-1 mins 48 secs	4 mins 0 secs
Taupo Connector (33)	83.87%	0 mins 60 secs	3 mins 12 secs
Tokoroa District (31)	81.47%	-3 mins 42 secs	2 mins 18 secs
Te Rapa (18)	80.63%	-3 mins 42 secs	3 mins 0 secs
Flagstaff (4)	78.16%	-1 mins 18 secs	4 mins 12 secs
Raglan (23)	76.00%	-1 mins 6 secs	4 mins 18 secs
Rototuna (16)	76.00%	-1 mins 18 secs	4 mins 30 secs
Pokeno - Pukekohe (44)	73.22%	-2 mins 12 secs	3 mins 36 secs
Orbiter (O)	70.10%	-2 mins 36 secs	5 mins 6 secs
Meteor (M)	67.33%	-2 mins 42 secs	4 mins 48 secs
Connect-2-Taupo Wairakei (38)	67.24%	-2 mins 6 secs	1 min 48 secs
Cambridge (20)	66.30%	-2 mins 54 secs	6 mins 48 secs
Te Awamutu (24)	65.26%	-1 mins 12 secs	6 mins 18 secs
Eastern Connector (22)	63.95%	-1 mins 12 secs	6 mins 48 secs
Rototuna Circular (RC)	63.15%	-1 mins 6 secs	5 mins 24 secs
Northern Connector (21)	62.51%	-4 mins 48 secs	4 mins 18 secs
Connect2Taupo - Mangakino/Tokoroa (37)	61.96%	0 mins 30 secs	4 mins 54 secs
Hillcrest (10)	56.60%	-5 mins 30 secs	2 mins 48 secs
Connect-2-Taupo Acacia Bay (34)	48.57%	-2 mins 0 secs	1 min 6 secs
Tokoroa Circuit (30)	47.70%	5 mins 0 secs	2 mins 36 secs
Flagstaff North (4N)	43.89%	-5 mins 30 secs	5 mins 42 secs
Tokoroa Connector (32)	40.00%	2 mins 42 secs	8 mins 30 secs
Te Kuiti Connector (26)	35.45%	8 mins 12 secs	9 mins 24 secs
Connect-2-Taupo Kinloch (35)	12.50%	-6 mins 54 secs	0 mins 60 secs
Connect-2-Taupo Turangi (36)	10.87%	7 mins 54 secs	5 mins 42 secs

4 Excess Waiting Time

2026 Q1

Definition: For high frequency services, how much longer than the scheduled headway do passengers need to wait for a service?

*Compared to the same quarter last year.

0 mins 24 secs  **-7.60%**

Overall Excess Waiting Time Excess Waiting Time Change (%)

Route	Time of Day	Scheduled Waiting Time	Excess Waiting Time	Level of Service Description
Orbiter (O)	Off-Peak	22 mins 60 secs	0 mins 18 secs	Service provided like clockwork
Comet (C)	On-Peak	10 mins 6 secs	0 mins 30 secs	Vehicles slightly off headway
Meteor (M)	On-Peak	7 mins 30 secs	0 mins 36 secs	Vehicles slightly off headway
Orbiter (O)	On-Peak	7 mins 24 secs	0 mins 48 secs	Vehicles often off headway
Meteor (M)	Off-Peak	27 mins 48 secs	0 mins 6 secs	Service provided like clockwork
Comet (C)	Off-Peak	36 mins 18 secs	-1 mins 60 secs	Service provided like clockwork

***Note:** "On-Peak" services are defined as services running between 7am and 6pm during the week (i.e., excluding weekends and public holidays).

5 Missed Stops

2026 Q1

Definition: How many and which bus stops have missing data?
 Data may be missing due to equipment/GPS failure, road works, or poor signal.

3,023,618
 Sum of StopsServed

72,363
 Sum of StopsMissed

2.39%
 Sum of MissedPercentage

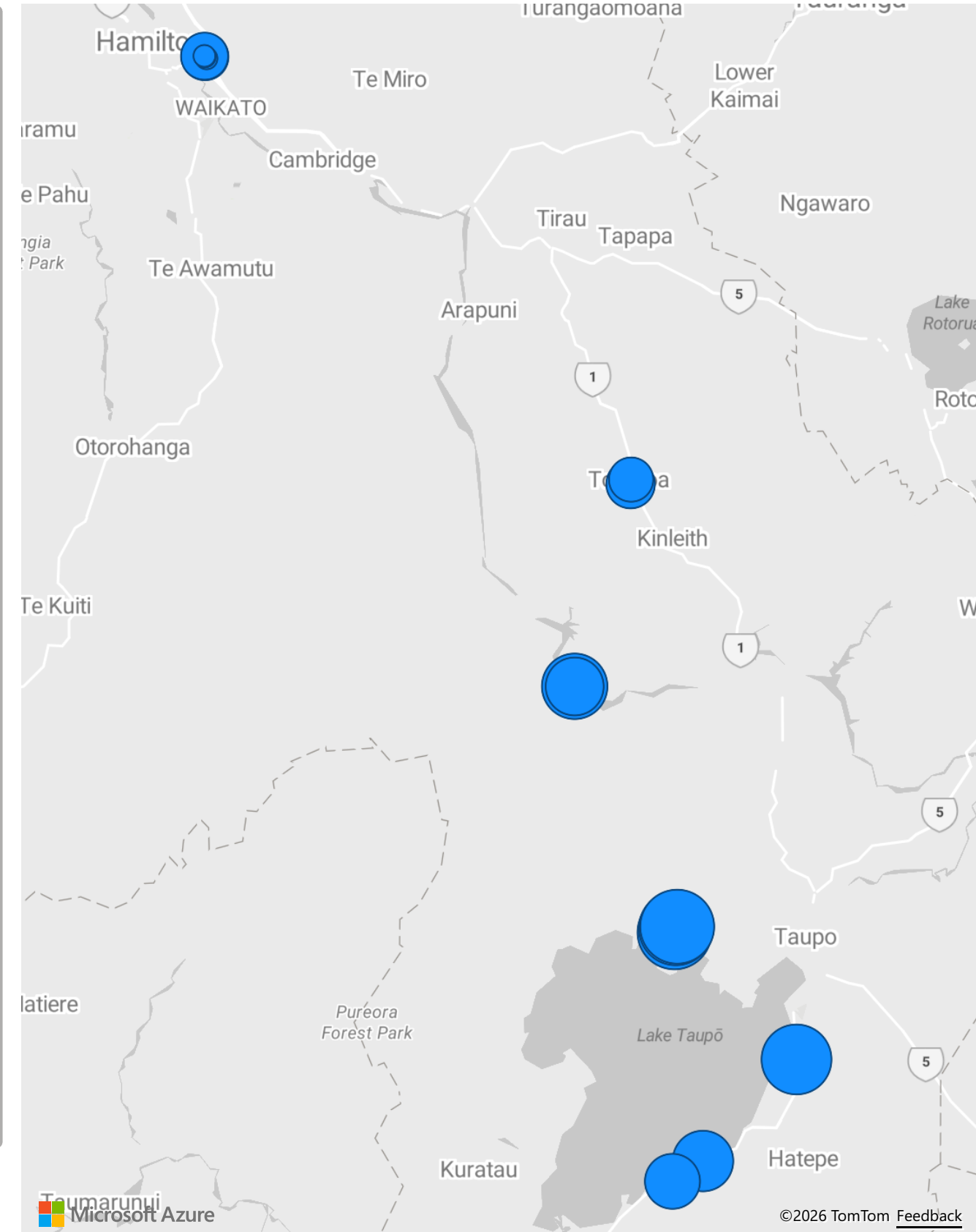
UnitLabel	Missed Stops (#)	Missed Stops (%)
South Waikato (Unit 7)	1,148	6.77%
Taupo (Unit 9)	3,094	6.73%
Waipa (Unit 6A)	11,038	6.15%
Pokeno - Pukekohe (Unit 3A)	2,054	4.67%
Hamilton East (Unit 2)	28,243	2.12%
Hamilton West (Unit 1)	24,581	2.00%
Huntly (Unit 3)	1,681	1.36%
Morrinsville/Paeroa (Unit 4)	281	1.08%
Raglan (Unit 5)	243	0.89%

***Note:** Missing bus stops are already excluded from previous calculations.

5 Missed Stops - by Stop (Top 14)

2026 Q1

StopName	Missed Stops (%)
53 Marina Tce, Kinloch	100.00%
Kinloch Rd, Kinloch (opp Seagers Cl)	100.00%
Kinloch Rd, Kinloch (outside Community Booth)	100.00%
Waitahanui, Five Mile Bay-Waitahanui (opp Te Kura O Waitahanui)	95.65%
Whakamaru Store, Whakamaru (Northbound) (hail2ride)	91.30%
Motutere Bay, Motutere (opp Holiday Park)	86.96%
Tihoi Rd, Whakamaru (Whakamaru Store)	84.78%
Waitetoko, Oruatua-Te-Rangiita-Waitetoko (opp Marae)	82.61%
Bridge St, Tokoroa (New World)	78.43%
57 Silverdale Rd, Hamilton (Silverdale Normal School)	77.59%
Opp 60 Silverdale Rd, Hamilton	77.59%
Chambers St, Tokoroa (Tokoroa Club)	76.15%
60 Silverdale Rd, Hamilton	70.69%
62 Silverdale Rd, Hamilton (Silverdale Normal School)	70.69%



5 Missed Stops - by Route

2026 Q1

Route	Missed Stops (#)	Missed Stops (%)
Connect-2-Taupo Kinloch (35)	117	37.50%
Connect-2-Taupo Turangi (36)	293	37.47%
Connect2Taupo - Mangakino/Tokoroa (37)	451	20.86%
Tamahere/Matangi (28)	2,846	16.69%
Te Awamutu (24)	8,468	11.14%
Connect-2-Taupo Acacia Bay (34)	85	11.04%
Tokoroa Circuit (30)	1,019	10.46%
Connect-2-Taupo Wairakei (38)	121	8.69%
Taupo Connector (33)	2,027	5.00%
Pokeno - Pukekohe (44)	2,054	4.67%
Fairfield (11)	3,786	3.59%
Tokoroa District (31)	41	3.53%
Rototuna (16)	3,153	3.38%
Tauwhare Pa (27)	209	3.34%
Claudelands (14)	2,667	3.02%
Hamilton Gardens Uni (17)	1,964	2.53%
Cambridge (20)	2,570	2.49%
Flagstaff (4)	2,444	2.23%
Meteor (M)	8,749	2.18%
Te Kuiti Connector (26)	67	2.10%
Rototuna Circular (RC)	1,387	1.83%
Comet (C)	5,796	1.82%
Dinsdale (3)	1,292	1.76%
Orbiter (O)	10,472	1.72%
Pukete (1)	1,962	1.72%
Bremworth / Templeview (19)	837	1.57%
Hillcrest (10)	914	1.48%
Chartwell (5)	826	1.40%
Northern Connector (21)	1,681	1.36%
Te Rapa (18)	1,106	1.35%
University (13)	625	1.27%
Fitzroy (12)	1,004	1.26%
Eastern Connector (22)	281	1.08%
Nawton (9)	780	0.96%
Raglan (23)	243	0.89%
Tokoroa Connector (32)	21	0.73%
Flagstaff North (4N)	5	0.08%

6 FLEX - Patronage and Status

2026 Q1

Definition: The number of trips requested and completed for the weekend on-demand FLEX service.

*Compared to the same quarter last year.

5,233
Patronage (#)

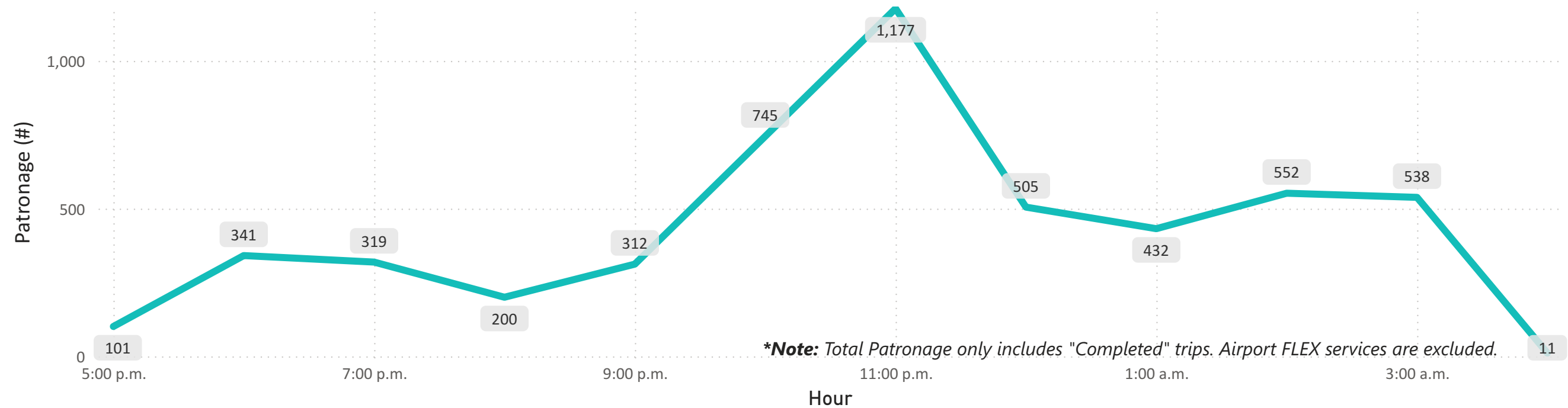


0.15%
Patronage Change (%)

Status of Requests

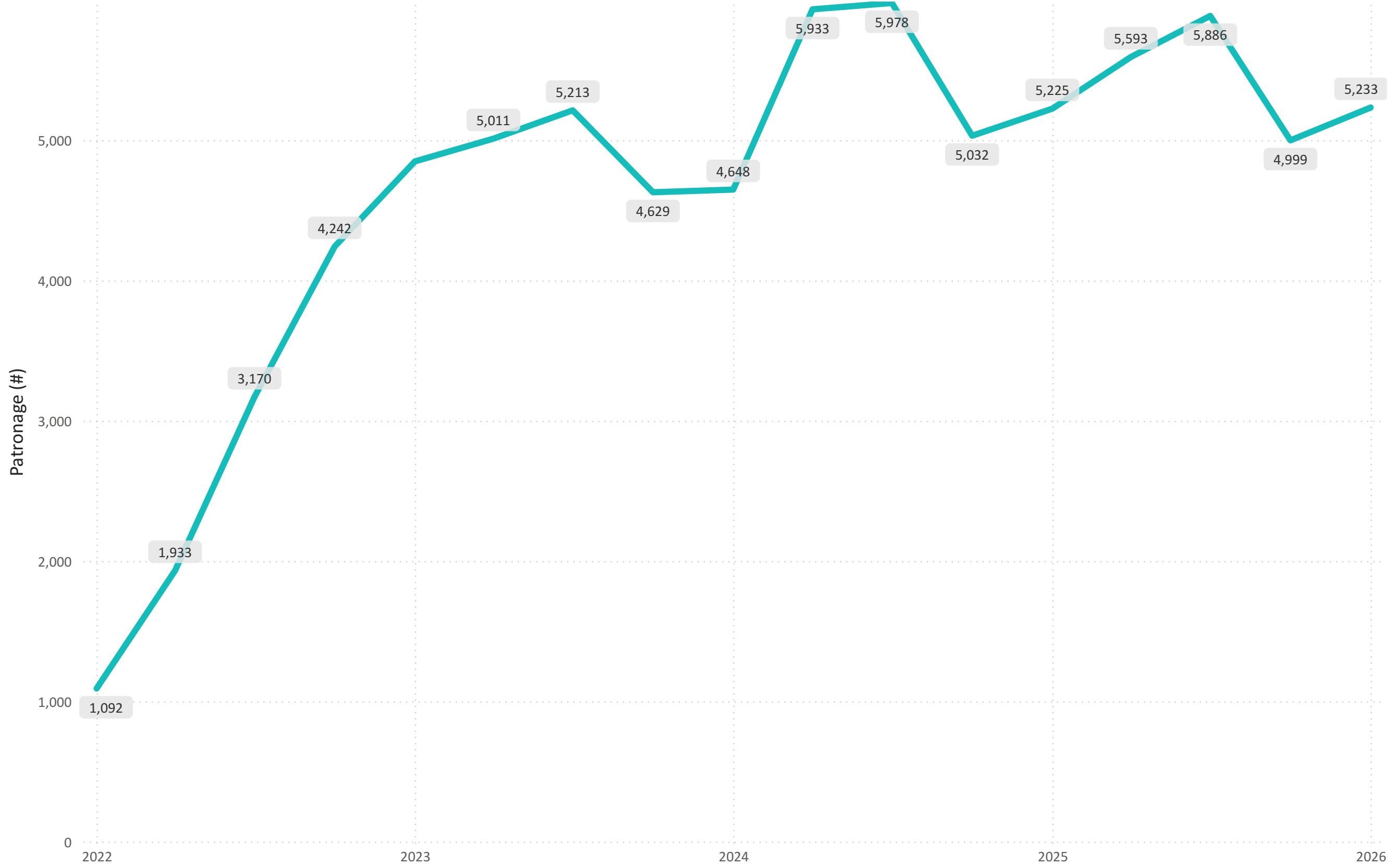
Requests (#) Patronage (#)

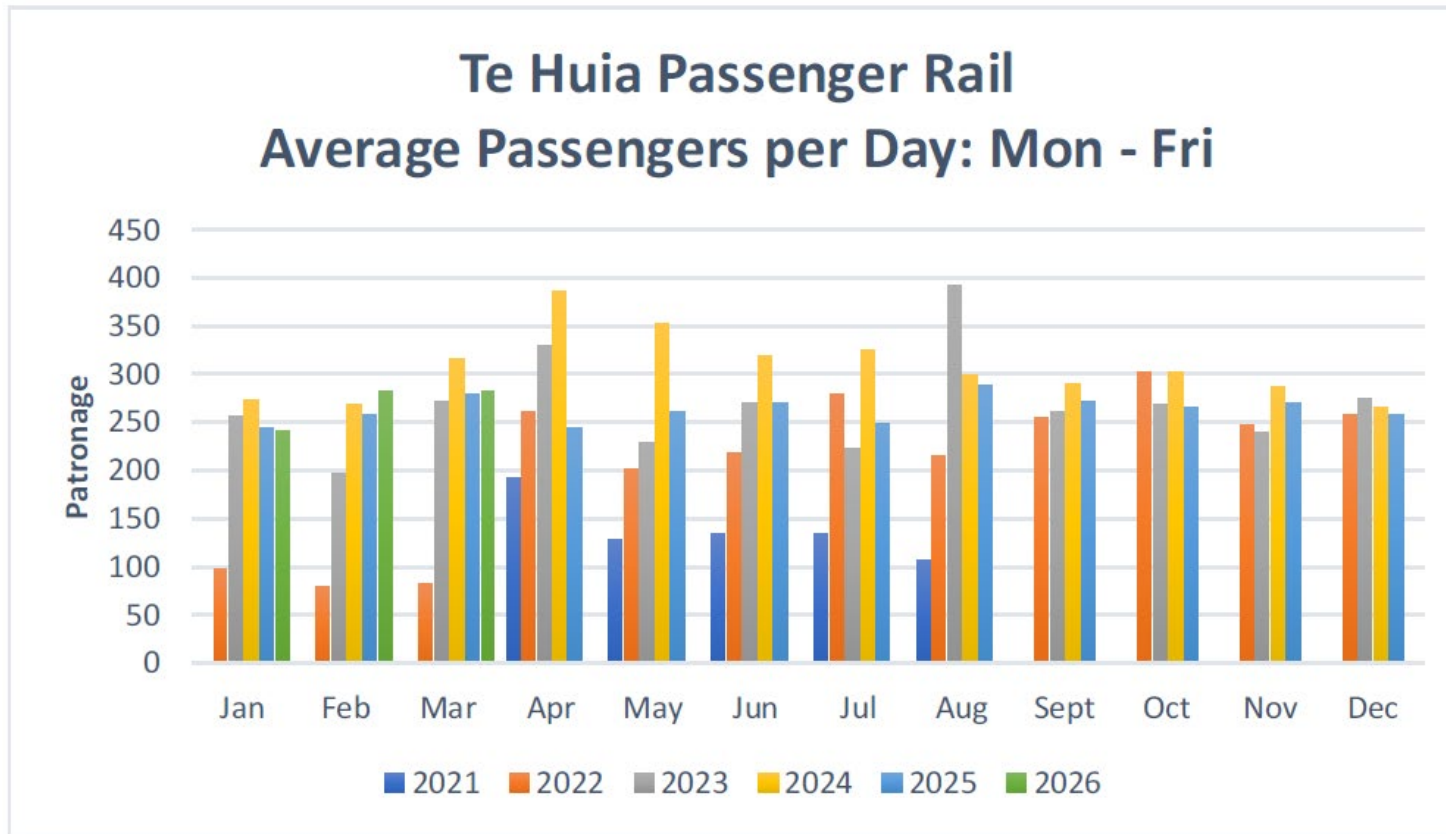
Status	Requests (#)	Patronage (#)
Completed	2,186	5,233
Unaccepted Proposal	1,162	2,538
Seat Unavailable	420	1,264
Cancel	203	521
Invalid or Other Error	87	278
No Show	58	160

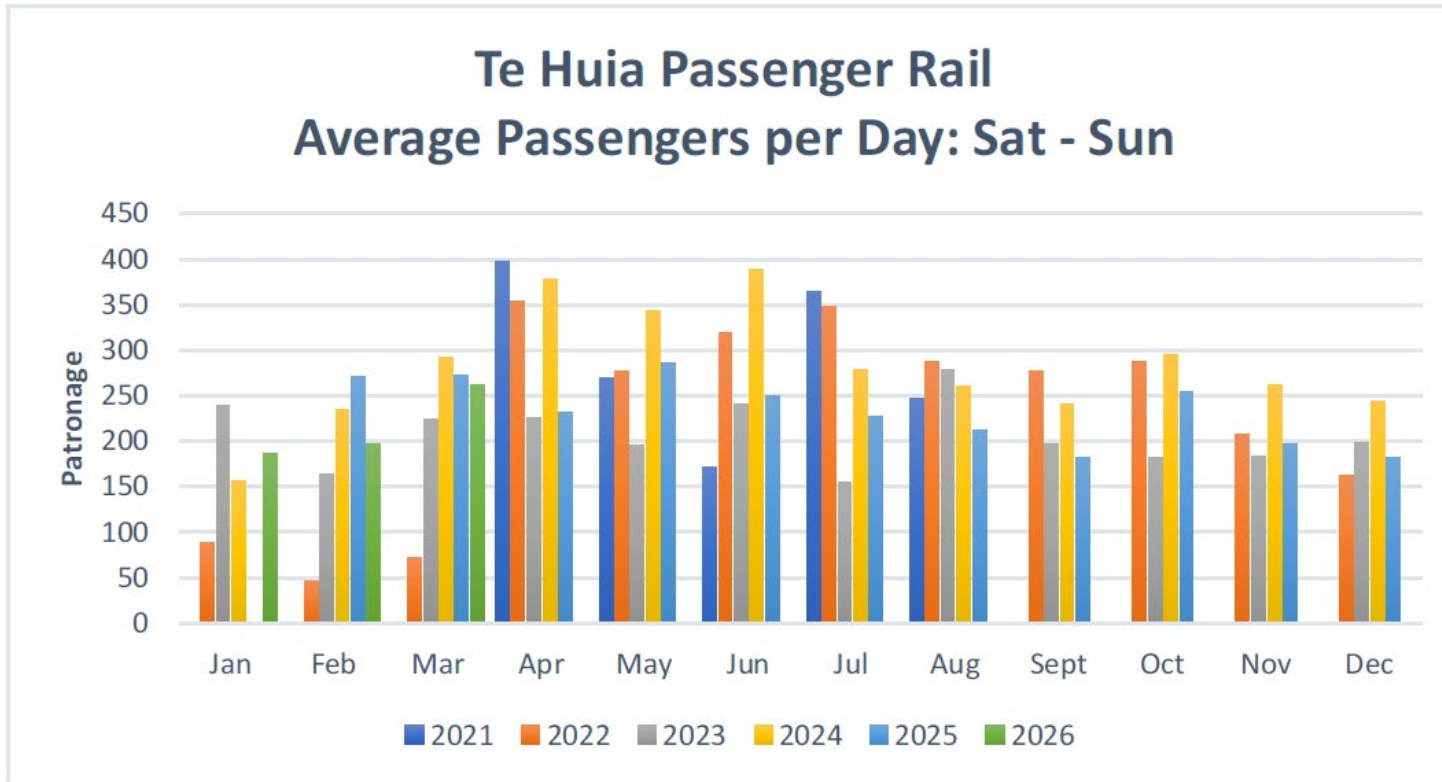


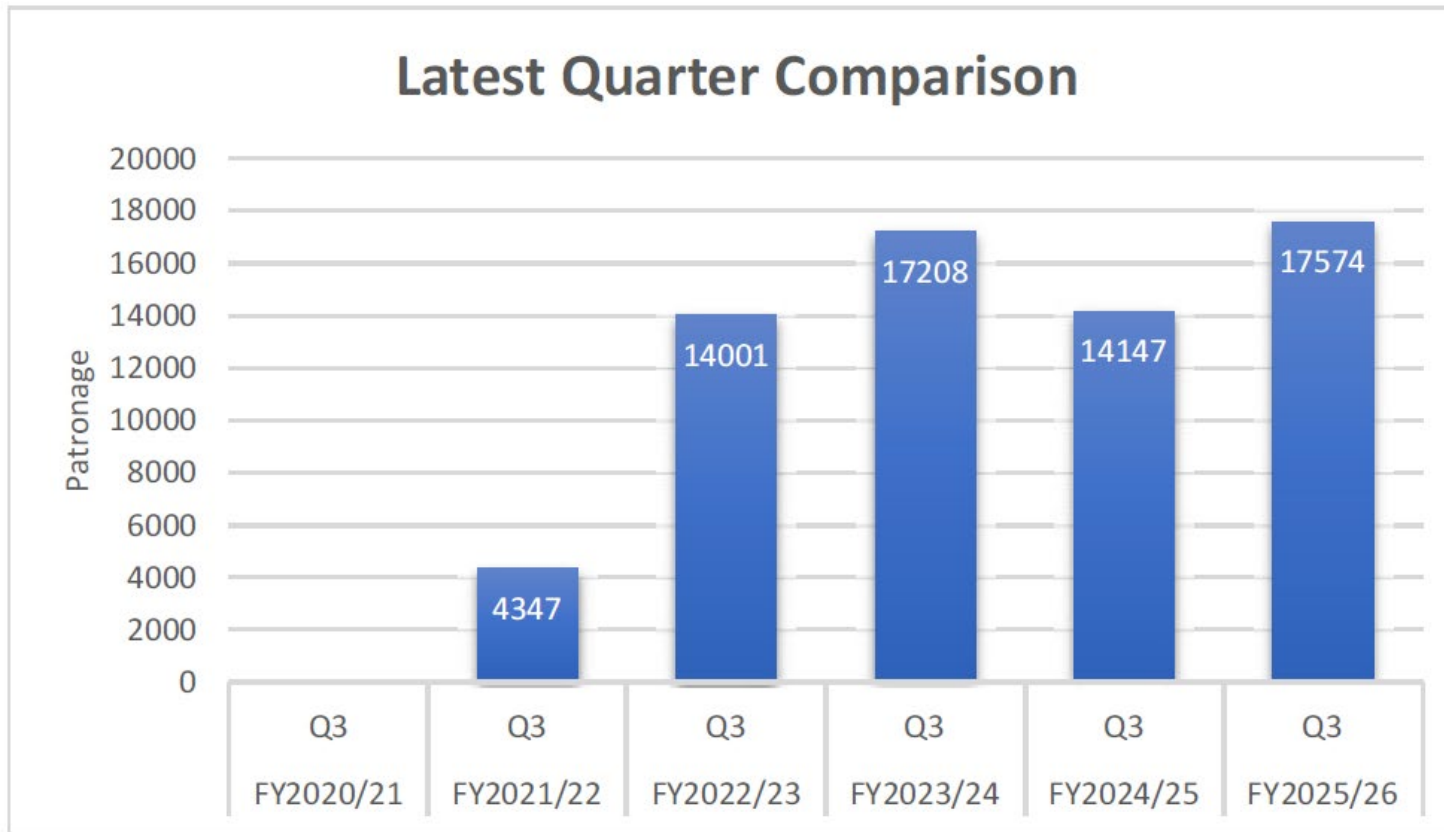
6 FLEX - Patronage by Date

2026 Q1

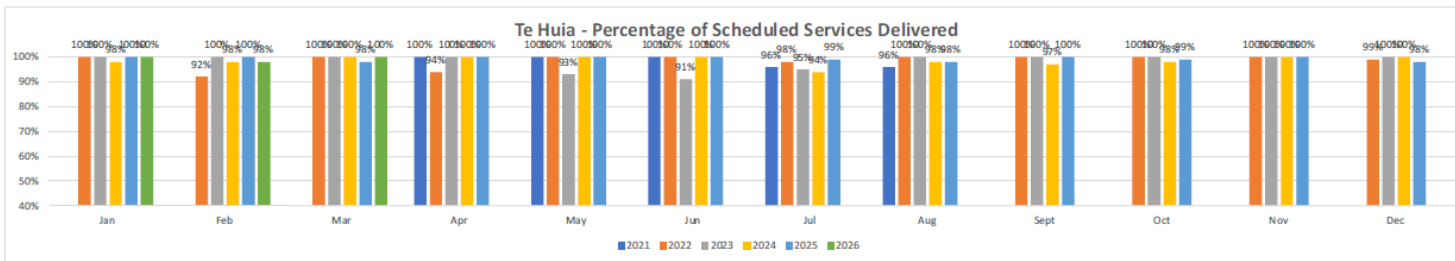
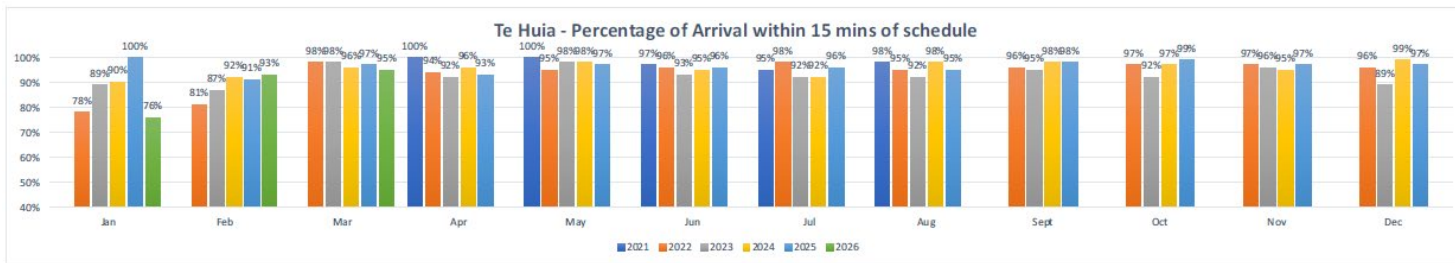
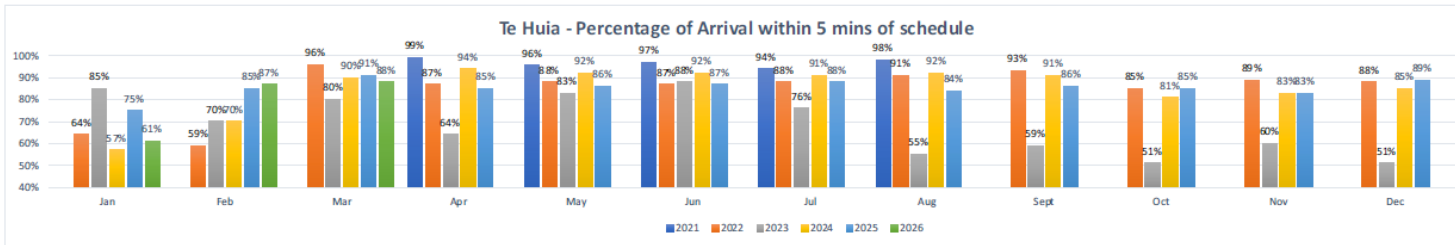








Te Huia Reliability Performance:



Te Huia Appendix:

Te Huia Patronage By Quarter Table:

Patronage	2021				2022				2023				2024				2025				2026				
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Patronage by quarter		9733	5439		4347	16606	20122	18294	14001	18212	19665	17501	17239	25560	23489	20089	14147	14855	17138	18718	17574				
% change compared to same quarter a year prior						71%	270%		222%	10%	-2%	-4%	23%	40%	19%	15%	-18%	-42%	-27%	-7%	24%				
Average daily patronage by quarter		152	143		81	237	258	261	237	253	255	250	283	355	297	283	267	261	256	250	262				

7 PUBLIC EXCLUDED ITEMS

RESOLUTION TO EXCLUDE THE PUBLIC

HE TŪTOHUNGA | RECOMMENDATION:

That in accordance with section 48(1) of the *Local Government Official Information and Meetings Act 1987* (Act) and the interests protected by section 6 or 7 of that Act, the public is excluded from the following parts of this meeting. The general subject of the matters to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds for excluding the public are set out below:

Meeting item no. and subject	Grounds for excluding the public	Reason for excluding the public
7.1 - Community Transport Policy	s7(2)(g) of the Act - To maintain legal professional privilege	section 48(1)(a)(i) of the Act - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7

8 KARAKIA WHAKAMUTUNGA

Unuhia, unuhia

Unuhia mai te uru tapu nui

kia wātea, kia māmā,

te ngākau, te tinana, te hinengaro,

i te ara takatū

Koia rā e Rongo

e whakairia ake ki runga

kia tina! TINA!

Haumi ē, hui ē, TĀIKI ē!

Draw on, draw on,

Draw on to the supreme sacredness

To clear, to free

our heart, body and soul

Our pathway prepared

Lo, there is peace

suspended high above

manifest!

draw together!

Affirm!