

Notice of Meeting:

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

Date: Friday 29 September 2017
Time: 10.00am
Meeting Room: Council Chamber
Venue: Waikato Regional Council, 401 Grey Street, Hamilton East

VRJ Payne
Chief Executive Officer

Hamilton Public Transport Joint Committee Agenda

Chair	Cr R Rimmington	
Deputy Chair	Cr D Macpherson	
	Members	
Waikato Regional Council	Cr R Rimmington	
	Cr J Hennebry	
Hamilton City Council	Cr D Macpherson	
	Cr L Tooman	
Waikato District Council	Cr D Fulton	
Waipa District Council	Cr G Webber	
NZ Transport Agency	A McKillop	D Crequer (alt)
Access & Mobility	G Pomeroy (non-voting)	

Quorum Four

Alex Williams
Democracy Advisor

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Hamilton Public Transport Joint Committee

- REPORTING TO:** Waikato Regional Council
Hamilton City Council (Growth and Infrastructure Committee)
- CONSTITUTION:** Waikato Regional Council (two members)
(One to be Chair/Deputy Chair)
- Hamilton City Council (two members)
(One to be Chair/Deputy Chair)
- Waikato District Council (one member) with voting rights on satellite service matters only
- Waipa District Council (one member) with voting rights on satellite service matters only
- New Zealand Transport Agency (one representative)
- Access and Mobility (one representative)
(non-voting)
- QUORUM:** Four members.
- MEETING FREQUENCY:** Quarterly or as required.
- ADMINISTRATION:** The administration of the Hamilton Public Transport Joint Committee will be provided by the Waikato Regional Council for the triennium.
- OBJECTIVE:** To oversee the implementation and monitoring of the Regional Public Transport Plan in Hamilton.
- SCOPE OF ACTIVITY:**
1. To consider and recommend on matters relevant to the implementation and monitoring of the Regional Public Transport Plan as it affects Hamilton City.
- POWER TO ACT:**
1. To recommend in respect of matters relating to the implementation and monitoring of the Regional Public Transport Plan as they affect Hamilton City.
- REFERENCE DOCUMENTS:**
1. Hamilton Public Transport Joint Committee Agreement (Doc#9436774).

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Hamilton Public Transport Joint Committee
OPEN MINUTES

Minutes of a meeting of the Hamilton Public Transport Joint Committee held in Committee Room 1 at Hamilton City Council on 2 June 2017 at 1:30pm.

Waikato Regional Council **Present:**
Cr Jane Hennebry

Hamilton City Council Cr Dave Macpherson (Chair)
Cr Leo Tooman

NZ Transport Agency Andrew McKillop
Access and Mobility Gerri Pomeroy

Staff **In Attendance:**
Hamilton City Council Jason Harrison (Unit Manager, City Transportation)

Waikato Regional Council Mike Garrett (Chief Financial Officer)
Andrew Wilson (Manager, Public Transport Operation)
Alex Williams (Democracy Advisor)

Apologies

Apologies were received from Cr Russ Rimmington of Waikato Regional Council.

Accepted

Confirmation of Agenda

(Agenda Item 2)

Cr D MacPherson moved/Cr L Tooman seconded.

HPTJC17/7

THAT the agenda of the meeting of the Hamilton Public Transport Joint Committee of date, as circulated, be confirmed as the business for the meeting.

The motion was put and carried (HPTJC17/7)

Disclosures of Interest

(Agenda Item 3)

There were no disclosures of interest.

Presentation: Peter Nation from Mystery Creek

(Agenda Item #4)

The Committee was provided with a presentation from Peter Nation of Mystery Creek Field Days Society on the opportunities for Public Transport to support events.

Peter outlined the need for sufficient Public Transport for the continued success of the Field Days. He noted that the Field Days Society (FDS) could not afford to purchase more land for parking so were looking to utilise and encourage and use of buses. Currently, there was 'park and ride' from the Base and FDS were looking to have the same from both Cambridge and Te Awamutu next year. Bus fare within Hamilton to the Field Days would be free with proof of ticket. 2018 would be the 50th anniversary of the Field Days and there was an expected influx of attendees. The Committee was advised that the FDS was currently considering ways to handle this including family incentives to move people away from the Friday peak day.

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

- The Committee queried if 'Park and Ride' from other prominent Hamilton locations had been considered. Peter advised that the Waikato Stadium and Claudelands event centre had been considered but the FDS had landed with the Base as it was convenient to Auckland and there was motorway signage to the Base.
- Field Days bus costs were funded between the FDS and Waikato Regional Council. The FDS funded direct services to the Base from the Transport Centre. Connections were funded by Waikato Regional Council as per usual services.
- The Committee was advised that the FDS had considered hiring paddocks for park and ride services, however given the weather at the time of year this could be an issue with vehicles getting stuck. Ultimately the FDS wanted to ensure that money went back into the economy and had considered using rural schools or community locations (such as Rugby clubs) for parking for gold coin donations.

- The FDS has considered Trains from Auckland and Water Taxis as options for Public Transport. Peter advised that Trains would only cater for 500 people at a time. Water Taxis were still a way off being a viable option with Regional Council, Waikato River Authority and Iwi consents needing to be obtained. The Committee agreed this would be a good option for moving people quickly from the Field Days back into the Central City. Staff agreed to look into the Waikato Regional Council considerations for this concept.
- The Committee was advised that the Field Days would have stations for charging electronic vehicles. There was also a Field Days phone application that had GPS tracking for vehicles.
- Hamilton City Council members suggested placing notifications in the City News about the 'Park and Ride' from the Base.

Chair (Cr D MacPherson) thanked Peter Nation for his presentation to the Committee.

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

Hamilton Public Transport Update

File: 03 04 21 (Agenda Item #5) Doc #10364057

Presented by Waikato Regional Council Manager, Public Transport Operations (Andrew Wilson) the report provided the Committee with information on matters relevant to the implementation and monitoring of the Waikato Regional Public Transport Plan 2015-25 as it affects Hamilton City.

Implementation of new Bus contracts

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

- The new buses were 'Euro 5' standard. They were lower emission. Staff agreed to provide further information on these buses to the Committee.
- Orbiter buses ran from 6am to 9pm with 9pm being the time the bus was off the road. Staff agreed to provide information regarding usage of, and timing for the Orbiter to the Committee.
- The Committee suggested that other options for bus services in the areas of Rototuna and Te Rapa be considered. A member suggested using smaller vehicles to service these areas.
- A member suggested having later hours for the 'Night Rider' services. Currently, the last bus left the city at 3:15am. The Committee was advised this was a consideration for the Regional Public Transport Plan Development Subcommittee.
- The Committee suggested that staff engage with Community Groups in the Northern Suburbs area about the bus route and if needs were being met in the area. Strong community engagement was imperative to the success of the project. Hamilton City Council staff agreed to provide the relevant contacts.

The Committee was advised that staff aimed to have the service improvements implemented by January 2018.

Ministry of Education

Discussion commenced on the Ministry of Education's involvement with the bus routing. During this discussion the following points were noted:

- The Committee raised concern that the Ministry of Education were withdrawing 2 of their bus routes (from 2018).
- The Committee suggested that a representative from the Ministry of Education be invited to the Hamilton Public Transport meeting. The Committee was advised however that invitations had been extended to them from the Regional Public Transport Plan Development Subcommittee, which they had declined but staff were endeavouring to get them to the next Regional Transport Committee meeting.

Real Time Information

Discussion commenced on the real time information system that was being upgraded. The following points were noted:

- The system would enable public and call centres to access real time and accurate information. There were 5 trial sites currently with 'E Stops'.
- The Committee agreed that communication on this service should be undertaken as soon as possible.

Patronage

Discussion commenced on current patronage numbers. The following points were noted:

- Rototuna is a strong growth area, it was expected that with comprehensive service improvements – patronage growth was likely. The public survey would look into the service use in Rototuna.
- Bus 'Ride hubs' were being considered in regular service areas such as The Base, Chartwell, University and Hospital to connect linear services with the Orbiter.

Orbiter Route

Discussion commenced on the Orbiter Route, the following points were noted:

- Extra 'assist vehicles' would be deployed during peak hours.
- The Committee considered the Ruakura Road route. Staff advised that there would be funding for bus stops/infrastructure on the road, subsidised by the New Zealand Transport Agency. This was expected to be complete before October 2017. There was a possibility that the zone would require a speed reduction from 60km to 50km.
- The Committee discussed the option of a shuttle connection from Anglesea Street District Health Board (DHB) to the Hospital. Staff advised that discussions had taken place between the DHB and Waikato Regional Council considering bus stops and transport between these locations. Information would be provided to the Committee at the next meeting.

North Waikato Public Transport

Discussion commenced on the North Waikato Public Transport services, the following points were noted:

- Different ticketing systems between different forms of public transport (buses to trains etc) were a concern of the Committee. This was a consideration in the service level change for the area that required Auckland Council buy in to fix.

- The Committee questioned the viability of having either 2 buses going up and back at the same time or having 1 bus head north and return in the evening. The Committee also discussed the viability of a 'park and ride' from Pokeno. Staff advised that all options were up for consideration.
- Accessibility issues were noted, a member outlined that only the Mana Bus service was power wheelchair accessible.

Special Events

The Committee discussed public transport use in relation to special events in the Waikato, the following points were noted:

- The Committee raised concern about a choke point coming into Hillcrest in Hamilton from Cambridge. Staff advised that the idea for a dedicated bus lane had been raised with the New Zealand Transport Agency.
- A member requested a breakdown of funding for public transport services in regards to the 4 special events discussed. Staff advised the following:
 - The World Masters Games costs were facilitated by them with a Waikato Regional Council, Hamilton City Council and Waipa District Council contribution.
 - Field days were also facilitated by them with extra connections funded by the Field Days Society.
 - The Stadium Shuttle was a year round service. Funding was split between Hamilton City Council, the Rugby Union and Waikato Regional Council.
 - The Waikato Balloon Festival complied with the event policy in the Public Transport Plan of which \$50,000 per year was invested.

Marketing Activities

The Committee discussed the Marketing Activities that had been undertaken, the following points were noted:

- The Committee suggested that Local Papers be utilised more for publicity of the service changes.
- The Committee suggested that fact sheets be provided promoting the service changes in Community News papers, Schools and Community Centres.

Cr D MacPherson moved/Cr L Tooman seconded.

HPTJC17/8

THAT the report 'Hamilton Public Transport Update' (Doc #10364057 dated 28 May 2017) be received for information.

The motion was put and carried (HPTJC17/8)

Hamilton City Council Activity Report

File: 03 04 21 (Agenda Item #6) Doc #10542807

Presented by Hamilton City Council Unit Manager, City Transportation (Jason Harrison) the report provided the Committee with an update on Access Hamilton, public transport infrastructure and the Transport Centre review from Hamilton City Council.

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

- Growth areas would have capacity for extra bus lanes as growth occurred.

- In regards to Ruakura Road bus route, issues had been considered and now 1 of 10 bus stop infrastructures were in place.
- The Committee requested that the graffiti and minor vandalism removal in the Short Term Improvement Plan be amended to "Remove/fix any graffiti or minor vandalism within one day". Staff advised that these guidelines were not finalised and the draft was for review.

Cr J Hennebry moved/Cr D MacPherson seconded.

HPTJC17/9 **THAT** the report 'Hamilton City Council Activity Report' (Doc #10542807, dated 25 May 2017) be received for information.

The motion was put and carried (HPTJC17/9)

SECTION B (FOR RECOMMENDATION TO COUNCIL)

Waipa and Waikato District Council memberships on Hamilton Public Transport Joint Committee

File: 03 04 21 (Agenda Item #7) Doc #10425031

Presented by Waikato Regional Council Chief Financial Officer (Mike Garrett), the report considered a proposal to include membership on the Hamilton Public Transport Joint Committee from Waikato District Council and Waipa District Council on matters relating to satellite services.

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

- A member noted that if there were extra members on the Committee there might not be the capacity to have detailed presentations.
- This item, once agreed would go back to both Hamilton City Council and Waikato Regional Council for adoption and the invitation extended to Waipa and Waikato District Councils.

Cr D MacPherson moved/Cr L Tooman seconded.

HPTJC17/10 **THAT** the report 'Waipa and Waikato District Council memberships on Hamilton Public Transport Joint Committee' (Doc #10425031 dated 23 May 2017) be received, and

Recommended to Hamilton City Council and Waikato Regional Council:

1. THAT the memberships of the HPTJC be amended to include a member from Waipa and Waikato District Councils on matters relating to satellite services.
2. THAT the HPTJC project agreement be varied and the Terms of Reference amended to accommodate the change in membership.

The motion was put and carried (HPTJC17/10)

The meeting concluded at 3:55pm.

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

File No: 03 04 21
Date: 20 September 2017
To: Chief Executive Officer
From: Chief Financial Officer
Subject: Waikato Regional Council Public Transport Update
Section: A (Committee has delegated authority to make decision)

Purpose

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

Recommendations:

That the report 'Waikato Regional Council Public Transport Update' (Doc #11065941 dated 20 September 2017) be received for information.

Background

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

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

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

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

¹ Terms of Reference – Hamilton Public Transport Joint Committee
Doc # 11065941

Report Structure

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

As previously resolved at the last meeting, representatives from Waipa and Waikato District Councils have been invited to join the Committee.

The report is divided into three sections as outlined below and has been structured so that matters of joint interest are first and then Hamilton-specific matters last. The topics covered in each section will vary as the implementation of the RPTP progresses.

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1 Regional Public Transport Plan Implementation

This section of the report provides information of key implementation actions identified in the RPTP.

1.1 Fare Review Project Update

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

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

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

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

A workshop was held in September 2015 with Hamilton City and Waikato Regional Councillors to help scope the review and identify options for further investigation. Since the workshop, staff have engaged a consultant to undertake technical analysis in relation to a number of potential change options. However, the project was put on hold during 2016 as it became apparent many of the options were unable to be implemented due to the limitations of the current ticketing system and greater certainty in relation to the timing and capability of a new and improved ticketing system was required in order to have confidence the options were viable.

Procurement of a new system is well advanced and there is now sufficient certainty in relation to the timing and capability of a new and improved ticketing system to recommence work on the fare review project.

Following the workshop at the last Joint Committee meeting which outlined key findings from the technical work completed to date and presented some potential changes to the regional fare structure and products for discussion, a paper was presented to who resolved:

The Regional Public Transport Plan Development subcommittee recommended that the following proposals be adopted by the Waikato Regional Council and implemented as part of installation of the new ticketing system in 2018:

- *implement a zonal fare structure encompassing the entire region,*
- *extend free passengers transfers across all public services within the Waikato region in association with the use of smartcards only,*
- *exclude free passenger transfers in association with cash tickets,*
- *rationalise ticketing products and minimise use of cash,*
- *set cash fares at a standardised premium of 40% relative to smartcard fares (rounded to the nearest 10 cents) across all routes and services within the region,*
- *utilise standard (adult) smartcard fare as the common reference point for all other fares,*

- *standardise the concession discount at 30% off the standard adult smartcard fare for all concession groups and products, and;*

The Regional Public Transport Plan Development subcommittee also:

1. *endorsed a proposal to phase out of the 60 plus concession over time being subject to public consultation,*
2. *recommended that further feasibility work be undertaken to determine the viability and business rules that would enable:*
 - I. *fare capping for passengers,*
 - II. *short distance fare discounts, and;*

Noted, that if proven viable, fare capping and short distance fares products are likely to be implemented after the new ticketing system goes live in 2018.

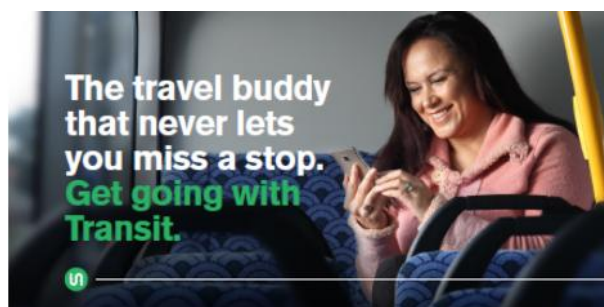
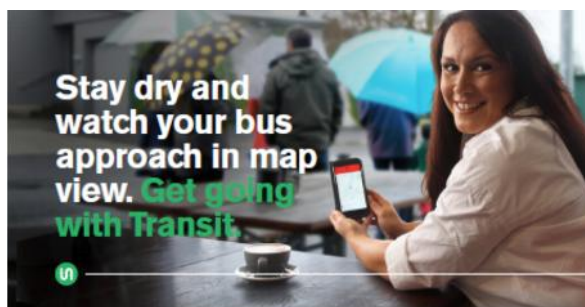
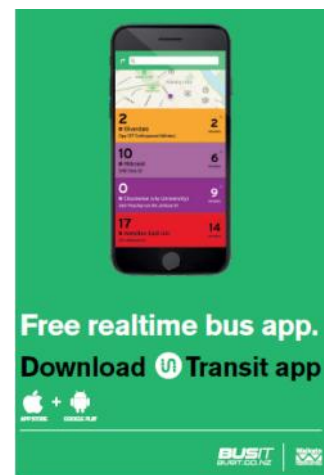
1.2 Real Time Information Update

The implementation of the upgraded real time passenger information system is now well advanced. As previously reported to the committee, there has been a delay to the original go live date of 31st May 2017, due to a combination of software development issues arising during site acceptance testing and delay experienced in the installation of on bus hardware. However, by the end of September all buses will have the relevant GPS hardware deployed.

In the meantime, a 'soft' launch of the transit app is underway with positive feedback received to date. Information about the app is available online, posters and flyers have been distributed on buses, and have resulted in a steady stream of downloads.

App training sessions have been undertaken with key user groups, such as the Blind Foundation and various disability groups. Feedback has been very positive and more training sessions are planned.

A more substantial marketing campaign will be launched in mid-October following deployment of all GPS tracking hardware aboard buses. The marketing campaign focuses on user benefits of the app. This campaign will include online advertising, social media, bus backs, digital and static Adshel bus shelter signage and billboards.



In addition to deployment of the app:

- Over 100 existing real-time street installations have been upgraded to so as to remain operational with new back office system.
- New next stop on board screens are being installed on the 17 new Orbiter vehicles over the coming week ready for the new contract implementation of 30th September 2017.

- Five new trial sites at bus stops on Grey Street, Anzac Parade, Lynden Court, Whatawhata Road and The Base, have been established utilising emerging E-Stop on street technology (refer photo below). The E-Stops are solar powered, web integrated street displays that provide real-time bus arrival information for waiting passengers and also provides the ability for staff to send customised messages, such as service disruption information, to individual stops



1.3 New Ticketing System Update

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

The Regional Council has jointly procured a new ticketing system with a consortium of eight other Councils in New Zealand. A contract for provision of the new system has been awarded to INIT who is specialist provider of technology solutions for public transport systems. INIT operate on a global basis and have deployed over 130 ticketing systems around the world and support ticketing devices on over 50,000 vehicles.

Implementation of the new system in the Waikato is anticipated during the first half of 2018. The solution will:

- Provide a secure and proven platform for fare revenue and patronage data,
- Provide Tag-on Tag-off functionality to enable improved reporting and network planning capability,
- Provide online smart card top-up capability for passengers,

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- Provide inter-operability between the eight consortium regions,
- Enable a migration to the National Ticketing Programme (NTP) solution once available.

As reported at previous meetings, the interim consortium solution is expected to have a nominal life of five years to enable consortium members to migrate into a NTP solution once available. The NTP seeks to align public transport ticketing systems across New Zealand. The Regional Council is currently participating in development of the NTP in partnership with other regional councils and the NZ Transport Agency with work currently underway to prepare an indicative business case. A key input into the business case will be a market sounding exercise to understand future technology developments for a fit for purpose system and budget requirements.

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

2 Sub-Regional Services

2.1 Waipa District

2.1.1 Service Review

Waikato Regional Council, in partnership with Waipa District Council, are planning to undertake a review of public transport services within the Waipa District. The aim of the review is to better understand community transport needs and confirm desired PT service levels in preparation for retendering of contracts in 2018.

The review will be informed by a household transport survey and workshops with community representatives and stakeholders. Based on initial workshop with Waipa District Councillors the review will need to consider the viability of:

- increasing service levels between Cambridge and Hamilton
- increasing service levels between Te Awamutu and Hamilton
- establishing connections between Cambridge and Te Awamutu
- park and ride facilities
- PT priority measures on the approaches Hamilton
- connections within Waipa towns.

It has been noted that there has been significant growth and demographic change in Waipa district and the transport needs of the district are changing. This community survey will be used to inform the first stakeholder workshop to guide the development of a business case that will underpin the review. The Community survey is planned to be undertaken during October / November this year.

2.1.2 Te Awamutu School Service

Go Bus Transport currently operate a commercial school bus service between Te Awamutu and Hamilton. Go Bus have advised that service is no longer commercially viable and will withdraw proven of the service from the beginning of term three 2017. In order to avoid overloading of the public service operating between Hamilton and Te Awamutu, the Regional Council will contract for the provision of the school service. The longer term future of the service will be considered as part of the wider PT review mentioned above.

The vast majority of the cost of providing the school service is expected to be covered by fare revenue. Public subsidy requirements (if any) will be apportioned between the Regional Council, Waipa District Council and the NZ Transport Agency in accordance with existing funding arrangements. Students will pay the same fares as specified for the public service. The route travels from Te Awamutu, via Airport Road (SH21) and terminates in Hamilton on Peachgrove Road.

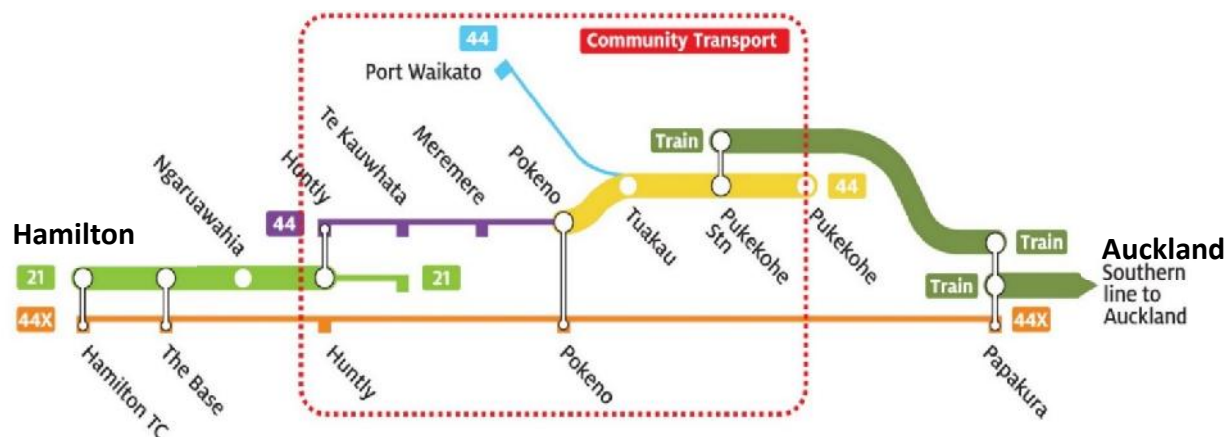
2.2 Waikato District

2.2.1 North Waikato PT Review Update

As reported at the last meeting, Waikato Regional Council, in partnership with Waikato District Council, Auckland Transport and the NZ Transport Agency, is undertaking a public transport review focused on the North Waikato area. The aim of the project is to better understand community transport needs and identify potential public transport options that may be considered for funding as part of Waikato District Council's 2018-2028 Long Term Plan.

The North Waikato Public Transport review is being progressed in accordance with the principles of NZ Transport Agency's businesses case approach. The review is at the point of identifying a list of potential

options for discussion. The list of options was informed by a household transport survey and a workshop with community representatives, and would subject to further consultation with key stakeholders and detailed feasibility assessments if progressed further. The initial service level concepts are outlined below:



- **Pokeno to Pukekohe (route 44 as shown in yellow)** - Provision of a regular bus service between Pokeno and Pukekohe via Tuakau weekdays and on weekends. Designed to integrate with train services from Pukekohe to Auckland.
- **Huntly to Pukekohe (route 44 as shown in purple)** - Provision of a daily of peak return service between Huntly and Pukekohe via north Waikato towns Monday to Friday, providing community connectivity and broader access to essential services.
- **Te Kauwhata to Hamilton (route 21 as shown in green)** – Extension of the existing Huntly bus service extended to Te Kauwhata for one return trip during peak periods on weekdays, providing access to employment, education and social opportunities
- **Hamilton, Huntly, Pokeno to Papakura Express Service (route 44x as shown in orange)** – Provision of a weekday commuter bus service intended to provide fast and direct access between Hamilton City, north Waikato towns and Auckland. This service could potentially be supplemented by park and ride facilities at the The Base, Huntly and Pokeno.
- **Port Waikato to Pukekohe (route 44 as shown in blue)** – options include retaining the existing once a week service, or replacing the timetabled bus with a community transport option.
- **Community Transport Initiatives** – this option will investigate the opportunity of community initiated transport solutions to provide improved transport access, particularly in areas where public transport may not be a suitable/cost effective option.

Waikato Regional Council staff are currently engaging with local communities (via community boards and community committees) on the proposed options. It is expected that the options will be refined following community feedback and detailed feasibility assessments. A staff recommendation report on the options will be presented to Waikato District Council and Waikato Regional Council in October for funding and long term plan consideration.

2.2.2 Raglan & Huntly Services

In April this year, new contracts were implemented for the Raglan and Huntly services. The new contracts resulted in the provision of all new buses, free passenger Wi-Fi, bike racks, along with additional capacity. The raglan service also received service level improvements with the provision of additional trips between Hamilton and Raglan on weekdays and expansion of services on weekends to include Sundays. Passenger feedback regarding the improvement has been positive and patronage on both the Huntly and Raglan services are increasing.

Further work is planned to refine the route within Raglan at the request of the local community board and work is underway to improve the reliability of the Huntly service. Both the services will benefit from further increases in seated capacity at peak times with the provision of double decker buses in early 2018.

2.3 Matamata Piako & Hauraki Districts

In April this year new contract was implemented for the provision of services between Paeroa, Morrinsville, Te Aroha and Hamilton. The new contracts resulted in the provision of all new buses, free passenger Wi-Fi, bike racks, additional capacity and the introduction of weekend services between Morrinsville and Hamilton. Passenger feedback regarding the improvements has been positive and service has seen strong patronage growth since implementation of the new contract.

Further work is currently underway investigating the viability of establishing improved PT connections between Te Aroha and Morrinsville and as well as the University of Waikato and Waikato Hospital in Hamilton. The results of the investigation are due to be presented to Matamata Piako District Council for consideration.

3 Operations Activity Report

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

- Patronage Update
- Implementation of new contracts
- Public Transport marketing update.

3.1 Patronage Update

The following table summarises patronage change on services throughout the Region. There have been significant increases in the patronage for the Morrinsville/Paeroa, Cambridge and Raglan services for the month of August.

It is important to note that patronage is artificially down for Hamilton services due to new drivers on the CBD shuttle not counting on passengers. Council has been given assurance from the operator that the appropriate remedial actions have been put in place. The numbers in brackets in the table below show to the percentage change exclusive of CBD shuttle figures.

Area	Monthly patronage		Patronage last 12-mths		Wheelchairs last 12-mths	
	Aug-17	% change	Aug-17	% change	Aug-17	% change
Hamilton	350,427	-2.1% (-1.4%)	3,489,152	-2.3% (-1.4%)	3,700	-13%
Huntly	24,558	-1.5%	248,890	0.7%	46	-45%
Pukekohe	65	-11.0%	833	-13.2%	0	0%
Raglan	6,830	5.8%	61,683	2.7%	18	800%
Cambridge	5,671	12.3%	52,528	6.1%	70	192%
Te Awamutu	6,564	-1.9%	64,809	-4.3%	129	-29%
Paeroa/Morrinsville	3,570	21.3%	29,579	2.4%	0	0%
Taupo	2,151	8.4%	19,886	-12.5%	0	0%
Tokoroa	1,465	10.8%	18,061	32.3%	0	0%
Mangakino	241	-2.8%	2,470	-20.3%	0	0%
Total	401,542	-1.5% (0.2)	3,987,891	-1.9% (-1.1)	3,963	-12%

While the table above shows patronage over the last 12 months, it is useful to note that total patronage over the past six months increased by 1.3%. This increase is predominately due to growth on Rotorua services, the university concession, along with additional special events services being utilised heavily when provided.

Patronage Last Six Months	
# of Pax	Without CBD Shuttle
Mar - Aug 16	2,040,669
Mar - Aug 17	2,072,920
% before seasonal adjustment	1.580%
% after seasonal adjustment	1.306%

3.2 Implementation of New Contracts

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

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

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

Commencement of the new contracts will coincide with implementation of the network changes identified in the 2015 Strategic Network Review and confirmed by way of adoption of the current RPTP. A summary of the key changes is outlined below. A more detailed overview of the network changes by areas is included within Appendix 1 of this report.

Contractual units 3, 4 and 5 went live on the 18 of April this year. The new contracts also saw implementation of the following improvements to bus services between Hamilton and surrounding towns:

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



Photo showing some of the new buses operating on Hamilton satellite services.

Overall implementation of unit 3, 4 and 5 has gone well with the vast majority of passenger feedback being positive. There were however, some lessons learnt with regards to timeliness of updating bus stop signage for the Raglan route, which will be factored into future changes.

The new contracts for the western side (Unit 1) and eastern side (Unit 2) of the City go live from 30 September 2017 and 27 January 2018 respectively. Implementation of new contracts will also see the following improvements

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

- Re-establishing 15 minute all-day frequency of the Orbiter Service on weekdays,
- Provision of new and late model existing buses on the Orbiter service (new buses include USB charging ports)
- Provision of free passenger Wi-Fi on every bus (delayed to early 2018)
- Provision of comprehensive CCTV systems on every bus
- Introduction of services on weekends and public holidays for the Fitzroy route
- Consistent vehicle branding across all Hamilton services.

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

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

Implementation of Hamilton contracts (October this year for the western side of the city and January 2018 for the eastern side of the city) will see a number of changes to existing routes and service times. An overview of the changes will be provided at the committee meeting.

3.3 Public Transport Communications and Marketing

3.3.1 30 September 2017 Service Changes Passenger Communications

The service change communications have been largely focused on passenger and resident communications about the changes. Large outputs of work, resource, and time with everything from driver and call centre briefings through to mail drops, bus stop signage and stakeholder visits have been undertaken. Media coverage has been positive, with more photo opportunities and press releases planned. Feedback from passengers and stakeholders has largely been neutral or positive. The negative feedback received about the 18 Te Rapa changes was taken on board and the route amended before implementation.

3.3.2 Bus Branding

Rebranding of the entire Hamilton bus fleet is well advanced. All buses to be utilised under new contracts from the 30 of September are on track to have new branding applied. The balance of the fleet will be rebranded by the beginning of 2018.

The silver sides of the Hamilton fleet have purposely been kept plain in order to allow temporary decals to be applied when required. Example below:



3.3.3 Marketing

Marketing campaigns for the promotion of the 30 September service improvements will commence in mid-October following the school holidays as follows:

Orbiter

- The Orbiter will increase in frequency to run every 15 minutes from 6am-6pm weekdays
- 18 brand new buses will operate on this route, with bright purple fronts.

Marketing activity

- Bus backs

- Billboards at The Base and Chartwell
- Adshels
- Online advertising
- Social media advertising
- Radio campaign.

More buses to The Base

- It's easier to get to and from The Base with three extra routes now stopping at The Base
- Five bus routes coming from Huntly, Ngaruawahia and all over Hamilton.

Marketing activity

- Billboard at The Base entrance is booked for four weeks from 16 October
- Other advertising opportunities at The Base are planned including mall tabletops, electronic signage and The Base radio
- Bus backs
- Radio campaign
- Online advertising
- The Base staff engagement.

12 Fitzroy becoming a key route

- The 12 Fitzroy bus now runs 7 days a week, with Sunday and public holiday services.

Marketing activity

- Mail drop in areas around bus route - including free tickets for weekend use
- Bus posters.

3.3.4 World Car Free Day

Waikato Regional Council and Hamilton City Council have worked together to jointly promote World Car Free Day on Friday 22 September. This is a great event to raise awareness of buses throughout the city and celebrate bus passengers who already travel car-free.

Activities include:

- Staff visiting CBD businesses promoting bus use and providing personalised journey planning to staff at Genesis, Waikato DHB and HCC.
- Radio and press ads – sponsorship of the traffic report on The Breeze and More FM, and a number of longer radio ads booked as well.
- One-off promotions to reward bus users, walkers and cyclists who already go car-free. Giveaways and (small) events planned for the Transport Centre, university and Western Rail Trail on World Car Free Day, supported by radio promotional teams.
- Internal staff promotion at WRC (and HCC and Genesis) – snap a selfie of your car free journey and be in to win a gift voucher.
- Promotions in local schools – competitions and working with schools that have high car use. Endeavour Primary will be removing its 'kiss and ride' road for the day and all families encouraged to get to school car free. House points awarded to students who do.

3.3.5 Social Media Action Plan

Social media, in particular Facebook, Instagram and Neighbourly are becoming more and more important in everyday communications for many people throughout the Waikato. It is key that BUSIT grows communications on these social media platforms to:

- Increase positive brand awareness of bus services
- Promote new features and updates about the bus network
- Build a community of passengers

- Drive traffic to the BUSIT website
- Encourage downloads of the Transit app
- Research and learn about our passengers – find out what they want in their bus services so we can tailor services and communications to suit them
- Promote buses as a key step in the growth of Waikato as a world class region

An action plan has been put together for BUSIT to improve uptake and positive communications on social media platforms.

3.3.6 Other

Additional marketing work that has taken place:

- Recruitment of new Customer Focus team members, including a full time Customer Service & Stakeholder rep, and a part time marketing and social media officer
- Promotion of the rugby shuttles, including record numbers for the Lions game
- Designing a new bus numbering system for ease of identification, brand awareness and practical links to the Realtime 'bus stop look-up' functionality on www.busit.co.nz

The next three months will focus on:

- Marketing campaigns for Orbiter, more services to the Base and 12 Fitzroy key route
- Realtime marketing campaign
- Northern Connector marketing campaign and new liveries
- Driver communication improvements
- www.busit.co.nz enhancements

3.4 Passenger / Driver Safety

Over the past month there has been a number of robberies on buses in the Nawton area. The following mitigation measures are being put in place:

- HCC is removing foliage around the terminus. The current bus shelter is being removed and replaced with a more transparent one.
- Police via the media have urged members of the public to come forward with information.
- All buses operating in the area are enabled with CCTV cameras.
- Drivers are being encouraged to offload excess cash throughout the day. For the first trip of the day, drivers have been advised to arrive at the terminus just in time to depart for inbound service.
- The local community is holding a public meeting to see what support can be put in place for the drivers at night.

4 Hamilton Services

4.1 Service improvements Hamilton North

At the previous joint committee meeting, members recommended that the Flagstaff and Rototuna bus services be comprehensively reviewed with the input from the communities to ensure that service improvements (to be implemented from January 2018) best meet community needs.

Staff have progressed the review and planned improvements for Hamilton's north eastern suburbs.

4.1.1 Northern suburbs research summary

Significant residential and retail growth, alongside new schooling in Hamilton's north-eastern suburbs has led to increased demand for public transport. 'Stop-gap' bus services have been introduced, and routes extended, but further improved bus services are now required in the Rototuna and Flagstaff areas.

In order to understand resident and passenger public transport needs in these areas, Versus Research was commissioned to undertake a comprehensive research project. To ensure any future service meets the needs of most users in the area, both users and non users were included in this research. This research was completed in two stages; initially a quantitative survey was completed, followed by drop-in community sessions.

A total of 607 surveys were collected. Current bus users comprised 62% of the total sample, the remaining 38% is made up of non users and lapsed users.

Results showed that generally users are happy with the bus service currently available to them in the northern suburbs. However, with the increased growth within this area, it is difficult for the current bus service to meet the needs of a number of these residents. Creating greater access to the bus will help to convert non users into those who do use the bus. Within the area, there appears to be a number of families who would like the ability for their school children to use the bus to get to and from school, for university students to have quicker access to the university, and for those who work in town to have options to travel directly to work.

When looking at perceptions of public transport in general, both users and non users are positive about the service. The majority of respondents agree that increased use of public transport would be good for Hamilton, primary reasons for this perception appear to be related to reducing congestion on the roads as well as having a positive impact on the environment.

Over half of respondents think the bus is easy to use. Poor ratings for ease of use appear to be related to the distance to bus stops, reliability of the service, journey duration, and directness of routes.

4.1.2 Transport Challenges

Transport challenges for bus users revolve around congestion and issues associated with using the bus. Forty-one percent of bus users mention traffic congestion when getting from one side of town to the other as a transport challenge. A further 30% mention the distance to bus stops, 25% the frequency of buses during the week, and 21% the frequency of buses on the weekend. Twenty-eight percent of bus users mention parking as a transport challenge and 25% traffic congestion in suburbs.

Transport challenges amongst non users primarily revolve around traffic congestion getting from one side of town to the other (45%) and congestion in suburbs (24%). A third of non users (32%) also mention parking. At a lower level, non users also mention distance to bus stops (19%), having to make

multiple stops on most outings (14%), and frequency of buses during the week (10%) and on the weekend (8%) as transport challenges.

4.1.3 Key considerations for changes

When asked about changes to the current service, bus users mention more bus stops, more frequent buses, express or direct services, and a more reliable service.

Almost a quarter of non users mention they would use the bus more if bus stops were in different locations, there were direct routes available, and it was a more reliable service.

Access to stops

The ability to easily access bus stops should be a key consideration when looking at future bus services in this area. Satisfaction with the quality of bus stops (48%), distance to bus stops (52%), and the ease of getting to bus stops (58%) is rated reasonably low amongst current users.

Increasing the number of bus stops would help to increase access within the area, however all respondents, both users and non users already perceive that journeys from this area take too long, and additional stops may further increase journey duration.

Although access to stops does relate to the physical distance to stops, it also refers to the ability to get to these stops. Within the northern suburbs areas there are not always shortcuts available, and those that are available are not always of good quality and people do not feel comfortable using them, or do not want their children using them; this is particularly relevant for RHS students who are bus users and have to walk across a path which can get flooded and isn't well lit.

Having the ability to sit down, or at least have a covered space is also crucial for both users and non users. Shelters at interchange points between buses appear to be more critical than having shelter at every stop, especially for those who have school children using the bus to get to school and have to change buses during that journey.

Specific locations

Key locations for bus service improvements that came up over and over again were Flagstaff North – north west of Resolution Drive and the Huntington Drive area (particularly at peak times).

The ability to reach destinations quicker, particularly during peak times was also important.

Frequency of services

The frequency of buses is a primary issue for users, especially during the peak times. The low frequency of service paired with high use during the peak times means the service does become unreliable and users are forced to catch buses earlier than they need to, or they drive their children to school because they are unable to ensure their child will get to school on time.

Amongst northern suburbs residents, primary issues appear to be with the frequency and timings of the RDE and RDW service. Availability and timings of the 4N service is also an issue as the bus is often full and the timings do not realistically align with other services at interchange points.

Users do not seem to mind changing buses, however the interchange times need to align better so users are not waiting at interchange stops long. Most users do not mind walking to and from the bus stop, however the wait time and journey duration mean that users are less likely to want to walk at the end of their journey, as the duration of their whole journey is reasonably lengthy. Increased reliability will help to alleviate some of these issues, while increased reliability paired with increased frequency will help to convert non users into frequent bus users.

Direct and express route options

Direct options or express options with minimal stops are popular amongst northern suburb residents, with the perception that journeys often take a long time because of the number of stops the bus makes, which also means the bus has to travel down heavily congested roads. Direct or express routes are also mentioned by 25% of users in this research.

The ability to quickly access other parts of the city is an issue for northern suburbs residents, and direct or express options should be considered when looking at future services. Specifically, direct or express services during peak times to the city centre are most appealing. Direct options to the university are popular amongst tertiary students.

Congestion getting from one side of town to the other is mentioned as a transport challenge amongst bus users (41%) and non users (45%). As a result of the heavy congestion, respondents also mention the safety issue with a large number of cars on the road, as well as the safety issues of having over crowded buses.

4.1.4 Community feedback

Staff will present proposed service options to the Committee in response to the Community engagement feedback.

4.2 CBD Shuttle Review & Proposed 15 Minute Corridor – Hospital to The Base

Patronage on the CBD shuttle has declined significantly in recent years. Provision of the free shuttle service has also been subject to relatively frequent instances of antisocial social behaviour. A number of CBD businesses has have requested that changes be made to the provision of the service.

Staff have been investigating options that would serve to strengthen PT connections within the CBD, while eliminating factors that are contributing to poor public perception of the current CBD shuttle service.

An option exists to create a high frequency 15 min “central Connector” corridor from the Waikato Hospital campus, via the CBD on Anglesea Street through to the Base in the north of the City. This can be achieved with minimal additional resource by amalgamating the following services into one consolidated route and timetable:

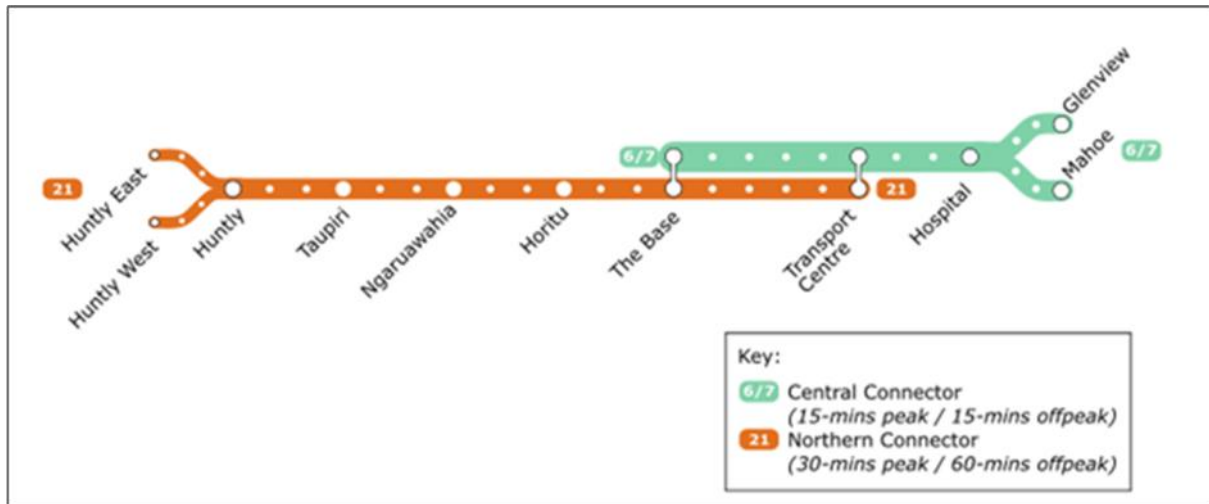
- the CBD shuttle,
- Glenview Route
- Mahoe Route
- A portion of the Northing Connector route between the Transport Centre and the The Base (currently forms part of the Huntly service)

The Central Connector concept would result in:

- A strong north/south connection within the CBD with buses traveling in both directions from the top end of town to the bottom end of town every 15 minutes (existing CBD shuttle only travels in one direction).
 - Shorter distance travel within the CBD could be potentially be further supported with the provision of discounted fare (options currently being investigated).
- A direct service every 15 minutes in both directions between the CBD and Hospital campus on Pembroke street
- A half hourly direct service from Mahoe and Glenview through to Hospital, CBD and The Base without the need to transfer between buses.

- A direct service every 15 minutes for Te Rapa residents to make connections through to the Hospital, CBD and The Base without the need to transfer between buses.
- An opportunity to simplify and improve the reliability of the Northern Connector Service through to Huntly.

The diagram below illustrates the concept at high level. Further detail including potential implantations for bus stop infrastructure will be discussed at the joint committee meeting.



5. Assessment of Significance

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

Andrew Wilson
 Manager, Public Transport Operations
 Waikato Regional Council

Mike Garrett
 Chief Financial Officer
 Waikato Regional Council

Appendices

Appendix 1 - Summary of Hamilton Network Changes 2015 – 2025

Appendix 1 - Summary of Hamilton Network Changes Confirmed in the Regional Public Transport Plan 2015 - 2025

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

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

File No: 03 04 21

Date: 21 September 2017

To: Chief Executive Officer

From: Jason Harrison, Unit Manager, City Transportation

Subject: Hamilton City Council Activity Report

Section: **A (Committee has delegated authority to make decision)**

1. Purpose

To provide the Committee with an update on Access Hamilton, public transport infrastructure and the Transport Centre review from Hamilton City Council.

Recommendation:

That the report "Hamilton City Council Activity Report" (Doc #11118245 dated 21 September 2017) be received for information.

2. Transport Centre Review

Currently there are three work streams identified for the Transport Centre:

1. Works planned for the 2017-18 FY
2. Works identified in the short term improvement plan (refer Table 1)
3. Works identified as part of a long term concepts (refer Table 2).

Works planned for the 2017-18 FY focus on the up keep of the Transport Centre. A budget of \$200,000 has been allocated. Major works include:

- | | |
|--|-------------------------------------|
| - Public Toilets (Cistern system upgrade) | - Air Handling Unit replacement |
| - Lighting upgrade to LED (interior & kitchen) | - Floor recoating (Toilets) |
| - Roof access improvements | - Improvements to outside lighting. |

Staff are currently pricing the work noted above. Any savings identified will be used to start delivering items identified in the short term improvement plan. Staff from HCC and WRC will work together to prioritise this list of work.

As part of the Transportation programme been developed for consideration in HCC's 2018-28 10 Year Plan. Major projects identified include (subject to approval/adoption into the 10 Year Plan):

- Transport Centre Rejuvenation (Yrs 2-5)
- Bus Maintenance Shed Upgrade (Yr 1)

3. Access Hamilton update / Mass Transit Plan

The Access Hamilton Task Force has continued to meet and develop the strategic response to deliver on the Access Hamilton strategy. On 24 October 2017, HCC staff will be taking a report to the Growth and Infrastructure Committee with a recommendation to approve the Access Hamilton Programme Business Case, including the 10 Year targets. The report will outline the proposed targets and partnership approach for delivering the Access Hamilton strategy. If approved this will be presented through the WRC and NZTA approval processes.

Staff from HCC and WRC have had initial discussions regarding the development of a Mass Transit Plan. Over the months of September/October 2017 staff are looking to confirm a draft scope of works with input from Public Transport consultants that will be brought back to Hamilton Public Transport Joint Committee (8 November 2017) for review.

4. Land Use Infrastructure Update

Currently there are two bus infrastructure projects approved in this year's discretionary transport programme of works, namely:

- Ruakura Road Bus Stop Improvements
- Anglesea St / Anzac Parade Bus Priority Lane

The physical works associated with the Ruakura Road bus stop improvements have commenced and are on track to be completed before the 30 September 2017, when the changes to the Orbiter route (which will include Ruakura Road) come into effect.

Initial design work (including a safety audit) has been undertaken on the Anglesea St / Anzac Parade Bus Priority Lane. The next step is to arrange a site visit with HCC and WRC staff, and invite PT joint committee members to view the proposed layout onsite. This meeting is expected to be held before the end of October 2017.

Table 1: Short Term Improvement Plan (Status DRAFT)

Actions	Benefits
External Modifications	
Widen the footpath along Bryce Street (repurpose vegetated area behind footpath).	Safety – currently the combination of waiting passengers and pedestrians walking along Bryce Street exceeds the capacity of the footpath. As such encroachments into the bus bay are common, there are reports of various near misses between buses and pedestrians. Widening the footpath should be considered a short term fix until a site redevelopment can be undertaken. Accessibility – the footpath width is insufficient for peak demand and conflicts are common.
Pedestrian barrier along the Bryce Street bus stop to limit the opportunity for passengers to stand on bus bay.	Safety – provides a physical barrier that will discourage use of the bus stop for waiting; this must be done following widening of current footpath.
Remove/fix any graffiti or minor vandalism within one week.	Amenity – evidence shows that prompt removal of damage to public areas decreases the change of further petty damage and provides a sense of a safer well-tended environment.
Improve the disabled parking space layout.	Accessibility – currently awkward to access and manoeuvre out of and would benefit from a delineated vehicle free area between spaces.

Actions	Benefits
Use existing canopy support columns to mount timetables.	Accessibility – removing superfluous sign posts from the pedestrian thoroughfare reduces the number of obstructions.
Provide clear information at Intercity stands; at a minimum provide the next bus' destination and the expected departure time.	Accessibility – the current level of available information is confusing for Intercity transport users and has been especially apparent for passengers with learning difficulties.
Install “beacon” aids to provide travel information to visually impaired passengers via a smart phone app.	Accessibility – blue-tooth beacons and a receiving smart phone app will allow audible transmittal of travel and infrastructure information to users.
Provide a clear path through the main building, as currently there is too much clutter at the main entrance. Build-in furniture and use suspended signage where appropriate.	Accessibility – amount of signage, furniture and other objects makes passage through the centre difficult for anyone with buggies, wheelchairs, visual impairment or large wheeled luggage. Amenity – random sets of objects make the Centre look cluttered and reduces the sense of place.
Larger bus stands on Bryce and Anglesea Streets.	Environment – there is insufficient protection from the elements for waiting passengers, especially Intercity passengers with luggage.
Relocate the Bryce Street pedestrian refuge further towards Tristram Street to encourage use by Girls High students.	Safety – the current pedestrian refuge is underutilised and not on a desire line.
Correct deficiencies in tactile markings both internally and on the immediately surrounding road.	Accessibility – directional tactiles are important guidance aids for visually impaired, currently there are gaps in locations of tactiles. Safety – additional warning tactiles are required in various locations to warn of hazards, such as platform edges
Provide green surfacing on cycle lanes as they approach the Bryce/Anglesea St intersection and other areas of conflict.	Safety – a busy intersection with buses merging from the left hand bus bays. A clear intended route for cyclists will guide all users.
Trim planting near staff parking	Safety – dense planting close to secluded parking area could be used to conceal anti-social activities.
Improve wayfinding, including having route maps and information at all key entrances onto the site.	Accessibility – clear signage is important for visiting passengers. Amenity – directional signage also provides an opportunity for promoting Hamilton through good branding.
Provide wider crossing points with more gradual change in gradients at all pedestrian facilities on the approach to the Transport Centre.	Accessibility – current crossings are too narrow for peak numbers, and makes it awkward for disabled users to occupy the space they require to manoeuvre unimpeded.
Internal Modifications	
Install charging points in more accessible locations, e.g. café benches.	Amenity – allows waiting passengers to charge devices without congregating around the only available group of electrical sockets.
Distinguish between private and public entrances by painting private doors so they blend into the wall colour.	Amenity – makes the centre more self-explaining by removing confusion between public and private entrances.
Provide more contrasting colours on key information and directional facilities, including paving.	Accessibility – visually impaired require certain combinations of contrasting colour to aid recognition.

Actions	Benefits
Review all internal fixtures and fittings to ensure they look like they suit their location. For example, build luggage storage into the wall to make it look like it is a designed feature.	Amenity – providing a clear message that the centre is well maintained reinforces a pride of place and safe environment.

Table 2: Long Term Concepts (Status DRAFT)

Actions	Benefits
<p>Long Term Aim - Providing a high quality interchange environment will improve all aspects of a user's experience. It will influence how it is perceived by users, operators and providers; whether it has characteristics which give it a significant identity; whether its quality of design, configuration and facilities make it feel safe, creating social, economic and environmental value and instilling a sense of civic pride in those who use it.</p> <p>The perception of an interchange is based on a combination of performance, accessibility and function, all of which form an essential part of a user's experience.</p> <p>Below are just some of the options that may form the basis for achieving the above.</p>	
Signage – provide real time information at all bus stops, with link into a “beacon” system to relay the same information to visually impaired users.	<p>Accessibility - provides up to date travel information at a source that is accessible to all travellers.</p> <p>Amenity - having easy to read and locate travel information reduces anxiety in infrequent PT users.</p>
Reconfigure the southern side of the site to allow regional buses to load and unload away from the public highway (see attached plan).	<p>Safety – removes the need for regional buses to wait on Bryce Street. In turn it eliminates the conflict point between waiting passengers and pedestrians. Removing these bus bays allows for the provision of a pedestrian refuge to be installed in line with the desire line from Wintec.</p> <p>Amenity – bringing the regional passengers into the Transport Centre promotes a greater sense of place.</p>
Re-evaluate the traffic mix and parking duration within the main site to reduce the medium term parking. Enforce drop-off/pick-up durations only, encourage taxis to use the facility less. This will involve providing a dedicated taxi facility elsewhere.	Capacity - the car parking area is often over 50% full with taxis, which reduces spaces for drop-off and pick-up. Whilst not an operational issue with the current layout, the additional space is required to remove the Bryce street bus stops and route buses internally.
Add an additional upper level to the café that overlooks the site. This serves the dual purpose of providing a secondary fire exit route via an external fire escape.	<p>Amenity – provides additional café floor area with elevated vantage overlooking the locality</p> <p>Safety – improved emergency exit opportunities for occupants of the 1st floor office space in the building. Elevated vantage provides excellent passive surveillance that is known to reduce anti-social behaviour.</p>
Extend the width of the existing bus stop canopy to provide more weather protection. Remove existing shelters and provide purpose designed facilities.	Amenity – one of the most important measures of PT customer satisfaction is the provision of a comfortable waiting environment. The current canopy width and height affords very little protection from the elements, with users having to crowd in small areas to obtain the maximum shelter.
Provide covered cycle parking	Amenity - long term cycle parking should be covered to shield from changeable conditions.
Close the current main exit onto the bus stands and open up onto the western side (position of the current Intercity ticketing office).	Amenity – the current exit onto the waiting area is too narrow and placed in an area of high through usage that causes continual conflicting movement.

Actions	Benefits
Introduce strong local and cultural branding to provide a gateway into the city and a central focus for regeneration of the surrounding area.	Amenity – a strong sense of place for users and the surrounding communities and businesses.
Provide a translucent barrier at the southern edge of the canopy to provide guidance for visually impaired; this would also provide delineation between waiting and footpath areas.	<p>Accessibility – the curved profile of the platform is difficult to navigate for visually impaired, especially those using guide dogs. A smooth surfaced barrier would provide a safe guide to follow and transparent materials will prevent the barriers being used to obscure anti-social behaviour.</p> <p>Amenity – a barrier can be logoed to create a strong brand and promote Hamilton to arriving visitors.</p>
Relocate the toilets to the current ticketing office location to provide a maze style entrance/exit that is not secluded from the rest of the building.	Amenity – the toilet facilities are often reported as a transportation centre’s main concern. There has been a history of complaints about the current level of service. Moving the toilets away from a narrow secluded hallway would help provide a safer feeling environment. The water pressure is also insufficient to deal with the waves of demand; the water supply issues should be addressed at the same time.
Provide a new bus stand canopy that provides protection from adverse atmospheric conditions, including high winds, rain, direct sun and high heats.	<p>Amenity – a protected environment that is comfortable to use in all conditions and promotes a clear sense of place to encourage PT from all demographics.</p> <p>Accessibility – a central pedestrian movement zone integrated to separate waiting and moving passengers. A zone clearly defined with aids will assist mobility.</p> <p>Safety – automatic gates can be utilised to control access onto the bus stands when loading/unloading is in operation.</p> <p>Capacity – the bus shelter can operate from both sides to allow a more buses to transit through at any one time.</p>
Remove staff parking from back of site; this is required to provide space for redevelopment but also beneficial from a safety and operational point of view.	<p>Capacity – removing staff parking is required for long term site redevelopment.</p> <p>Safety – having private vehicles access the Centre sends a mixed message to other road users who will consider accesses as available for all traffic.</p>

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