

Waikato Regional Public Transport Plan 2022-2032

Mahere Waka Tūmatanui
Ā Rohe O Waikato



Tuia te rangi e tū nei

Tuia te papa e takoto nei

Tuia ki te pou herenga tangata, te pou herenga waka.

Tuia rātou kua wehea atu ki te pō uriuri ki te pō tangotango ki te pō i oti ai

Tuia te hunga ora tātou ki a tātou

Kāti, e ngā muka tangata e ngā mātāwaka puta noa i te rohe

Tēnā koutou katoa.



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Note: Some photos in this document were taken prior to COVID-19 mask-wearing requirements



1. Introduction

Tīmatanga Kōrero

The *Waikato Regional Public Transport Plan* (RPTP) has been prepared to deliver a step change in the public transport network and system in the Waikato region over the next 30 years.

It focuses on delivering a system that builds on the existing services, supports accessibility and good urban form, provides a larger proportion of our residents with a viable alternative to using the private car, is sustainable, affordable, and contributes to meeting our emission reduction targets.

The plan has been prepared by the Regional Connections Committee in close collaboration with regional transport partners and key stakeholders, with the intent of providing the wider community with a truly transformative and integrated public transport system across the region.

1.1 Purpose and legislative requirements

This plan provides a means for councils, transport operators and stakeholders to work together to develop and improve our public transport services and infrastructure in the region, while also enabling public input into the design and operation of the public transport network.

The purpose of the plan and principles for public transport services are defined in the Land Transport Management Act 2003 (LTMA). The purpose of the plan is to:

- describe the public transport services that are integral to the public transport network
- define the policies and procedures that apply to those public transport services
- identify the information and infrastructure that support public transport services.

The principles guiding delivery of public transport services are embedded in a nationally consistent framework known as the Public Transport Operating Model (PTOM).

PTOM is anchored in the LTMA and is implemented through the development of regional public transport plans and adherence to procurement and contracting requirements set by Waka Kotahi. At the time of developing this plan, central government announced its intention to replace PTOM with a new framework known as the Sustainable Public Transport Framework (SPTF).

Government has advised that the following four objectives underpinning the SPTF will be embedded in the LTMA:

1. Public transport services support mode shift from private motor vehicles by being integrated, reliable, frequent, accessible, affordable and safe.
2. Employment and engagement of the public transport workforce is fair and equitable, providing for a sustainable labour market and sustainable provision of public transport services.
3. Well-used public transport services reduce the environmental and health impact of land transport, including by reducing reliance on single occupancy vehicles and by using zero emission technology.
4. Provision of services supports value-for-money and efficiency from public transport investment while achieving the first three objectives.

These objectives align well with aspirations and policies outlined within this plan. However, amendments to this plan may be required as and when elements of the SPTF are developed and formally incorporated into regulatory requirements.



2. Vision and objectives

He urupare ki te aronga whānui me
ngā hoaketanga

2.1 Our public transport mission and key objectives

**Enable a better Waikato by enhancing people's lives
and shaping the future with outstanding transport
solutions**

The objectives of this plan provide a tangible means towards delivering on our mission. The balance of this plan expands on each objective by providing relevant context and defining associated policy that will guide the actions of Waikato Regional Council.

The objectives are:

- **Objective 1:** Deliver public transport services in a way that results in at least net neutral carbon emissions for the period 2025 to 2050.
- **Objective 2:** Deliver an integrated network of public transport services that enhances accessibility and wellbeing.
- **Objective 3:** Provide a fares and ticketing system that is simple, affordable and attracts and retains customers.
- **Objective 4:** Provide high quality and intuitive public information.
- **Objective 5:** Provide the infrastructure and services necessary for an accessible, effective, efficient and enjoyable public transport experience.
- **Objective 6:** Provide public transport services that are affordable for passengers and funders.
- **Objective 7:** Develop and maintain partnerships that obtain best value for money in the delivery of transport solutions.

Te Ture Whaimana o Te Awa o Waikato requires that the health and wellbeing of the Waikato and Waipā rivers is restored and protected for current and future generations. This serves as a guiding principle to shape implementation of all relevant actions within this plan.



2.2 Objective 1: Deliver public transport services in a way that results in at least net neutral carbon emissions for the period 2025 to 2050

If all global greenhouse gas (GHG) emissions ceased tomorrow, residual GHG in the atmosphere means the process of global warming would continue.

Every year of delay increases the cumulative amount of GHG in the atmosphere and decreases our ability to avoid the worst impacts of climate change. There is urgent need to act.

This public transport plan sets a goal of becoming at least carbon neutral for the period 2025 to 2050.

This section should be interpreted as our intent. This intent precedes other planning and funding processes that determine if and when the aspirations can be realised.

Public transport can contribute to emissions reductions in two ways:

5. By reducing emissions resulting from the delivery of public transport services. Total carbon emissions from public transport service delivery are estimated to be approximately 10,000 tons per annum.
6. By enabling mode shift from private cars to public transport. Total emissions from private cars in the Waikato region is estimated to be about 1,400,000 tons per annum.

The extent of mode shift will be determined by how our urban areas and public transport system evolve over the coming years. The principles illustrating the links between urban form, transport and emissions are included in Appendix B of this plan.

The following section of the plan sets out improvement aspirations for the network. An explicit goal for the metro area is to transition to a ridership-oriented network that:

- enables higher urban densities and a more compact urban form, which enables emission reductions beyond just transport
- enables a high level of freedom and accessibility without a car, which in turn encourages mode shift to public transport and reduced emissions from transport.

The balance of this section outlines an approach for public transport service delivery to become at least carbon neutral from 2027 onwards.

The approach aspires to be carbon neutral as a baseline, prior to accounting for emission reductions associated with mode shift from private vehicles to public transport.

Once a carbon neutral baseline is achieved, every trip that converts from a private car to public transport will help accelerate the reduction of emissions from transport.

The approach centres on:

- avoiding the production of emissions by transitioning the public transport fleet to zero emission vehicles
- offsetting unavoidable emissions including by:
 - interim offsetting for emissions that can be avoided, but not immediately
 - permanent offsetting for emissions that cannot be avoided.

The approach requires:

- robust emissions accounting
- investment in zero emission vehicles and infrastructure
- investment in carbon offsetting.

2.2.1 Emissions accounting

Emissions accounting will need to consider all public transport modes and all aspects of service delivery, including on road service delivery and off road supporting activities. A key priority of this plan is to establish robust methods for ongoing emissions monitoring and reporting.

2.2.2 Zero emission vehicles and infrastructure

Investment in zero emission vehicles is expected to be phased in as part of tendering for new public transport contracts from 2023 onwards. To enable this, investment in depot infrastructure and charging solutions is required.

Depots are highly strategic assets for public transport service provision. Their location in relation to bus routes is critical in determining service efficiencies and operating costs.

With a transition to zero emission buses, bus depots become even more important as their locations need to be both operationally efficient and have good access to high volumes of power. Lack of access to suitable depot facilities could become a barrier to fair competition between bus operators for service contracts.

Within Hamilton, the regional council will seek to control or own strategic facilities, such as depots and charging facilities, and make them available to one or more contracted service providers via competitive procurement processes. The need for a similar approach in locations outside of Hamilton will be assessed on a case-by-case basis.

2.2.3 Carbon offsetting

Waikato Regional Council will only utilise direct offsetting methods within the region that generate additional co-benefits. Examples of co-benefits may include enhancing biodiversity and restoring and protecting the health and wellbeing of the Waikato and Waipā rivers in accordance with Te Ture Whaimana.

Offsetting would be achieved on at least a net neutral basis for the period 2025 to 2050 as a whole. This means the total amounts of carbon emitted and offset do not need to balance each year individually, but would need to balance for the period as a whole.

This approach works well with direct offsetting initiatives, such as native planting where most carbon would be sequestered during the latter portion of the period as plants mature.

The cost of offsetting unavoidable emissions is estimated to be less than three per cent of annual public expenditure and can be minimised by transitioning to zero emission vehicles as early as possible.

Actual costs would be determined following detailed emissions accounting. Separate funding processes will determine if the aspirations relating to offsetting can be realised.

Policies	
P1	The regional council will seek to deliver public transport services in a way that achieves at least net neutral carbon emissions for the period 2025 to 2050 by: <ul style="list-style-type: none">• transitioning to a zero emission public transport fleet as a priority• seeking to offset unavoidable emissions.
P2	From 2023 onwards, all newly built buses introduced to the region's public transport fleet will be zero emission.
P3	Diesel buses built prior to 2023 may continue to be utilised where it can be demonstrated that retention would result in better emissions outcomes.
P4	Within Hamilton, the council will enable bus operators to utilise council-controlled assets and infrastructure that are necessary for the operation of zero emission vehicles. The need for a similar approach in locations outside of Hamilton will be assessed on a case-by-case basis.

Actions	
A1	Develop a monitoring framework to properly account for and report public transport emissions.
A2	Work with partners to secure bus depot land and charging infrastructure within Hamilton at operationally efficient location(s) with good access to power supply.
A3	Transition to a zero emission public transport fleet.
A4	Investigate options to offset unavoidable emissions with the scope being limited to initiatives within the region, such as native planting that generate co-benefits like enhancing biodiversity.
A5	That the revenue from advertising on buses will be used to fund initiatives that serve to reduce transport emissions, increase patronage and contribute to mode shift.

2.3 Objective 2: Deliver an integrated network of public transport services that enhances accessibility and wellbeing

2.3.1 Accessibility and wellbeing

Central to this plan is a goal to maximise accessibility for people of the Waikato region.

Think of accessibility as your freedom to access opportunities, such as education, jobs, housing, healthcare, commerce, recreation and social connections. From here on, it will be referred to as “access to opportunities”.

Your ability to access opportunities determines your wellbeing and freedom. To improve accessibility is to enhance wellbeing and quality of life.

Accessibility is influenced by three key factors:

- **Land use** determines where opportunities are located and how many opportunities there are within a given area.

A defining feature of towns and cities is that they have lots of opportunities within a relatively small area. Most of the world’s population reside in towns and cities because doing so maximises access to opportunities and enhances wellbeing.

Increasing the number of things within a given area increases people’s access to opportunities. This plan shows how public transport can help enable higher urban densities and therefore enable more opportunity within a given area.

- **Transport governs how many opportunities you can access within a reasonable travel time.**

The faster the transport mode, the further you can go within a reasonable travel time and the more access to opportunities you will have.

This helps to explain why private cars are the main mode of transport in New Zealand. However, the extent to which we are dependent on cars is also the cause of significant problems for the environment and society.

This plan shows how public transport can help enable accessibility with less reliance on private motor vehicles.

- **Personal circumstance.** Many people will be unable to access opportunities for reasons outside their control.

For example, poverty can be a barrier to:

- living in locations that offer more opportunities
- utilising transport to access opportunities.

The same can be true for people with physical or cognitive disabilities. Gender, ethnicity and other demographic factors also influence people’s freedom to access opportunities.

Failure to address barriers that prevent people from accessing opportunities will only serve to widen inequality.

This plan acknowledges the need to grow our awareness of barriers and deliver public transport services in a way that addresses those barriers.

2.3.2 Accessibility and service design – coverage vs ridership

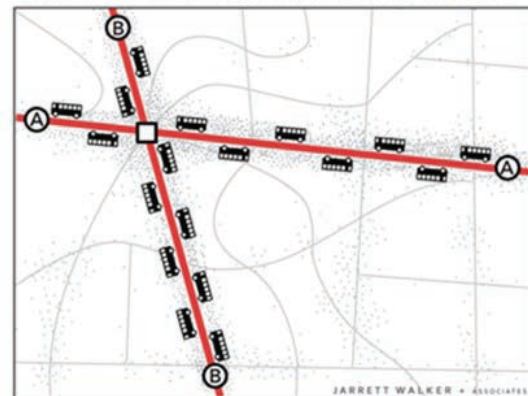
This plan has defined accessibility as people’s freedom to access opportunities, such as education, jobs, housing, healthcare, commerce, recreation and social connections. To improve accessibility is to enhance wellbeing and quality of life.

This section defines two different public transport service design strategies for enabling accessibility. It also reveals challenging choices that arise.

Ridership oriented service design

Imagine the sole aim of a public transport authority was to maximise ridership. To do this, it would only provide services in locations where there are large numbers of people, where walking to public transport stops is easy, and where routes feel direct and fast to passengers.

Concentrate services on busiest corridors



In this scenario, service provision is concentrated into fewer routes, so service frequency is high, which means a bus is always coming soon. This offers freedom to travel when you want, making the service more useful, which results in higher ridership.

Importantly, ridership-oriented services can:

- enable higher urban densities and a more compact urban form
- provide travel choice and reduce reliance on private motor vehicles
- reduce emissions from transport.

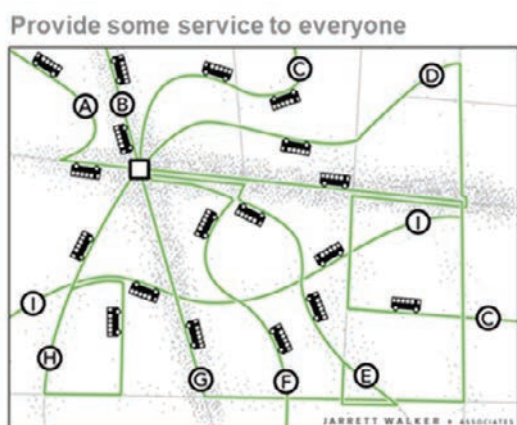
While a solely ridership-oriented network can generate significant benefits, there would also be large parts of the community without any access to a service.

For people with limited transport options, this can severely limit their access to opportunities and therefore quality of life.

Coverage oriented service design

Now imagine a network designed solely to maximise coverage. If this was the only goal, the public transport authority would spread services out over a large area so most people would have access to services. Spreading out sounds great, but it also means spreading thin. The resources would be divided among so many routes that it wouldn't be possible to offer much service on any of them. As a result, all routes would be infrequent. Infrequent services are less useful and therefore less utilised, generally.

However, for people with limited transport options, coverage services do enable access to opportunities, and this can significantly enhance quality of life.



Ensuring a base level of access to opportunities for communities is an important goal.

Ridership vs coverage trade-off

Ridership and coverage outcomes are both important. However, the approaches pull in different directions, result in different outcomes and compete for the same resource. Budgets are limited, so if a public transport authority wants to do more of one, it must do less of the other.

The following section of this plan outlines network development aspirations for key components of the region's public transport network.

For each component, we outline the extent to which we are prioritising ridership vs coverage-oriented goals. This also serves as a basis for setting exceptions for how services should perform and be evaluated.

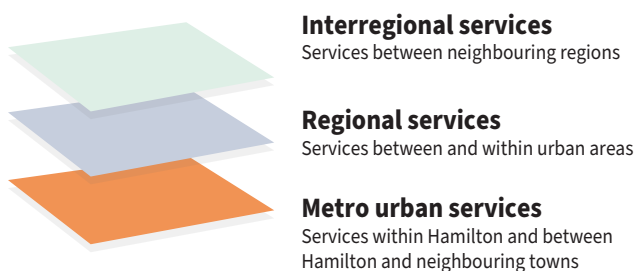
2.3.3 Our network aspirations by service layer

This section of the plan outlines how we intend to enable greater access to opportunities via

improvements to the region's public transport system over time.

This section should be interpreted as our intent. This intent precedes other planning and funding processes that determine if and when the aspirations can be realised.

The aspirations are organised into service layers that together encompass the entire region and beyond.



2.3.4 Network aspirations – interregional services

Waikato Regional Council is responsible for the delivery of public transport services within the region. However, people's transport needs are not confined to the region and public transport does not provide a solution for everything.

Good outcomes can only be achieved via partnerships across multiple organisations, regardless of where regional or district boundaries fall.

2.3.4.1 Interregional public transport services

The regional council currently provides an interregional passenger rail service between central Auckland and Hamilton, called Te Huia, along with public bus services between north Waikato and South Auckland.

Bay of Plenty Regional Council provides a trial public bus service between Tauranga (Bay of Plenty region) and Waihi (Waikato region).

Many people in Taupō access health and other services in Rotorua. Similarly, people in Taumarunui access tertiary healthcare in Hamilton. This all requires interregional travel.

2.3.4.2 Independent transport providers

There is a range of commercial public transport services operating within the Waikato region, such as interregional bus services and several ferry services operating in Coromandel Peninsula. These services provide important links for communities, both locally and further afield.

There is also a large number of non-commercial independent transport providers, including community transport

organisations and entities that provide transport connections for specific purposes, such as accessing healthcare or tertiary education. These services significantly enhance the wellbeing of the communities they serve.

Wherever possible the regional council will seek to enable coordinated service delivery across public, private and not-for-profit transport providers, where doing so will enhance the accessibility and wellbeing of communities.

Policies	
P5	Waikato Regional Council will partner with neighboring public transport authorities to facilitate transport solutions based on the accessibility needs of communities, irrespective of where regional and district boundaries fall.
P6	Waikato Regional Council may partner with any lawful independent transport provider: <ul style="list-style-type: none">• in a way that preserves their ability to self-organise and develop transport initiatives; and• where doing so is affordable for funders and passengers and the partnering approach will enhance the accessibility and wellbeing of communities.
P7	Waikato Regional Council will seek to enable coordinated service delivery across public, private and not-for-profit transport providers, where doing so will enhance the accessibility and wellbeing of communities.

Actions	
A6	Partner with public transport authorities in neighboring regions to investigate the need for and viability of public transport services that traverse regional boundaries.
A7	Investigate opportunities to enable coordinated service delivery across public, private and not-for-profit transport providers.

2.3.5 Network aspirations – interregional passenger rail

Development of the state highway network over the past 100 years has enabled accessibility and therefore enhanced the wellbeing and prosperity of our communities by linking regional economies and populations.

However, parts of our state highway system have reached a point where further expansion is unlikely to result in significant additional benefits. This is evidenced on the Southern Motorway (connecting Waikato and Auckland) where travel times have deteriorated and become less predictable despite roading improvements.

Establishment of Te Huia, the passenger rail service between central Auckland and Hamilton, represents the first step in diversifying and strengthening interregional accessibility. It also lays foundations for:

- reducing emissions from interregional travel
- rebuilding the capability within the transport industry to deliver interregional passenger rail services.

Like the state highway network, passenger rail needs to be continuously improved over time to progressively unlock benefits for our businesses, institutions, people and the environment.

At the time of writing, Te Huia is on par with private vehicle travel times during peak periods and has clear advantages when it comes to travel time reliability and ability to use travel time productively. Conditions exist for the service to be successful and well utilised, particularly as impacts of the global pandemic subside.

However, for interregional rail to offer transformational benefits, we need to offer all day travel options in both directions and reduce overall travel times. Our goal is to transition Te Huia from a coverage-oriented service to a ridership-oriented service over time.

Central government is investigating options for faster passenger rail services. Establishing faster and more frequent passenger rail connections between Auckland, Hamilton and Tauranga would be nationally significant, and any such project would likely take a decade or more to plan and deliver.

In the meantime, we need to progressively improve the Te Huia service as a significant and essential stepping stone to reducing emissions from transport, and establishing higher speed frequent passenger rail services connecting New Zealand's fastest growing cities.



Policies	
P8	Waikato Regional Council will support and advocate for central government led initiatives to re-establish interregional and intra-regional passenger rail services in New Zealand.
P9	In partnership with key stakeholders, Waikato Regional Council will seek to improve the Te Huia passenger rail service in general accordance with actions outlined in this plan.

Actions	
A8	Increase the number of Te Huia services and travel time options on weekdays and weekends.
A9	Advocate and support rail track improvements: <ul style="list-style-type: none"> I. within Auckland II. between Auckland, Hamilton and Tauranga.
A10	Identify and agree a permanent funding and delivery model for interregional rail in partnership with Government.
A11	Investigate viability of additional stations for Te Huia in Te Kauwhata and Pōkeno by 2024.
A12	Identify and prioritise further improvement and optimisation opportunities enabled by completion of the City Rail Link in Auckland for implementation from 2025.
A13	Confirm a plan that achieves Te Huia rolling stock replacement by 2028, including investigation of options to enable zero carbon emissions.
A14	Support Government and advocate for the prioritisation of Government-led fast and frequent rail initiatives connecting New Zealand's fastest growing cities of Auckland, Hamilton and Tauranga.
A15	Support investigations to extend the Auckland passenger rail network into north Waikato including Tūākau and Pōkeno.

2.3.6 Network aspirations – regional accessibility

This section focuses on enabling accessibility within the Waikato region. Our region is large and providing comprehensive public transport services everywhere would require significant resources and expenditure.

However, a baseline network of coverage-oriented services can significantly benefit those of greatest need.

About 200,000 people live within our towns and rural areas outside the Hamilton, Waipā and Waikato sub-region. Yet major health, tertiary education and some social services are concentrated in our larger centres such as Hamilton, Thames and Taupō.

For most people living in our towns and rural areas there is a need to travel long distances to access some essential services. For many people, this is a significant challenge and can have life changing implications.

Isolation and inability to participate in society is most acute for people who:

- have no or limited access to an independent means of transport
- live rurally
- have a disability.

The number of people within our region that identify with one or more of the above factors is set to grow significantly in the coming years. This is primarily due to population ageing. By 2043 the number of people within our region aged over 65 will more than double. With ageing comes:

- an increased proportion of people with disability
- lower rates of independent mobility (more people being unable to drive a car)
- lower household incomes resulting in less ability to pay for things such as transport.

Another trend relates to Māori increasingly moving to live on ancestral lands, resulting in accelerated growth of marae and papakāinga communities, often situated in rural areas.

Transport solutions are required to support the trend, ensure access to essential services and prevent isolation.

The transport needs of people in our towns and rural areas are changing. Our public transport system needs to evolve with changing need.

This plan aspires to enable greater coverage between and within regional urban areas for people of greatest need.

Policies

P10	<p><u>Between urban areas</u></p> <p>Subject to funding availability, the regional council will seek to enable at least one return public bus service per day between each urban area and its nearest regional centre.</p> <p>For some urban areas, the nearest regional centre may be situated within the boundaries of an adjacent regional council, in which case Waikato Regional Council will seek to work with that council to enable a solution.</p> <p><u>Within urban areas</u></p> <p>Subject to funding availability, the regional council will seek to enable provision of shared transport solutions for people of greatest need within regional towns.</p>
P11	<p>Transport solutions within and between urban areas will be tailored to the needs of each community and will be determined on a case-by-case basis with community stakeholders. Solutions may exceed the minimum baseline line in policy 10 and may include one of more of the following:</p> <ul style="list-style-type: none"> • fixed route scheduled public bus service(s) • public demand responsive ride-sharing services • community transport initiatives • any other service or solution that can benefit people of greatest need and that is cost effective for funders and passengers.

Actions

A16	Establish a methodology for measuring accessibility to essential services on a region wide basis and prioritise accessibility improvements for communities of greatest need.
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Future regional network concept

This diagram illustrates a concept for regional connectivity. It is not intended to be definitive or exclude other potential connections and urban areas not currently shown on the diagram. Actual services will be built up over time and tailored to the needs of communities on a case-by-case basis.



2.3.7 Network aspirations – Hamilton-Waikato Metropolitan Area

A defining feature of towns and cities is that they have lots of opportunities within a relatively small area. Most of the world's population reside in towns and cities because doing so maximises access to opportunities and enhances wellbeing.

About 60 per cent of the Waikato region's population is concentrated within a relatively small area referred to as the Hamilton-Waikato Metropolitan Area. The metro area is currently home to about 300,000 people and is among the fastest growing locations in New Zealand.

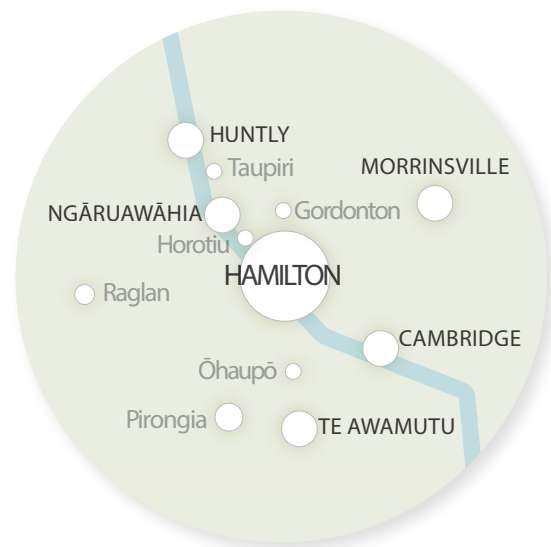
The illustration below summarises metro area population change over the last 100 years. Notice the population doubles multiple times in just a couple of lifetimes.

The Hamilton Waikato Metropolitan Spatial Plan (MSP) is a vision and framework for how the area will grow and develop over the next 100-plus years, creating one of the most liveable places in New Zealand.

The MSP has been developed under Future Proof and in partnership with tangata whenua and mana whenua, Waikato-Tainui, Hamilton City Council, Waikato and Waipā district councils, Waikato Regional Council, Waka Kotahi, Treasury, Ministry of Housing and Urban Development, and Ministry of Transport.

Central to the MSP is enabling a transformative shift in transport through the establishment of a rapid and frequent public transport network for the metro area.

Metro area

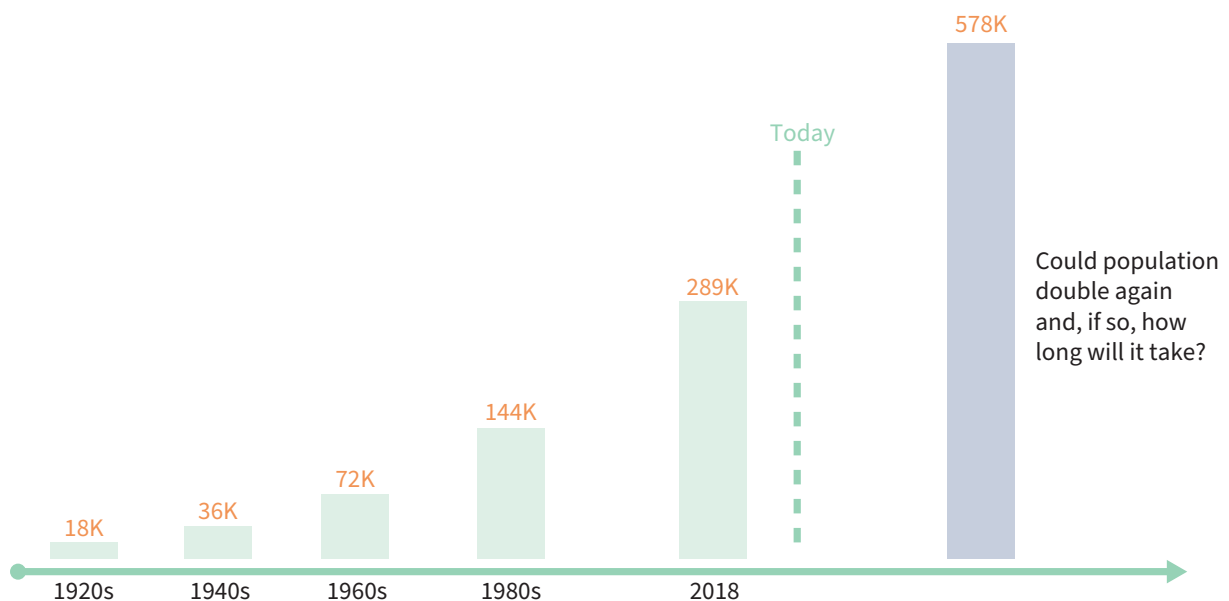


The policies and actions outlined within this plan represent a significant step towards implementing the transport component of the MSP.

This plan:

- outlines the transport challenges faced by the metro area
- policies and actions to address the challenge
- defines core elements of a rapid and frequent public transport network for the metro area.

Summary of the metro area population change



2.3.7.1 Metro area transport and accessibility challenge

We define accessibility as freedom to access opportunities, such as education, jobs, housing, healthcare, commerce, recreation and social connections. To improve accessibility is to enhance people's wellbeing and quality of life.

Living within the metro area enables access to many opportunities because those opportunities are clustered together within a relatively small area. This helps explain why the metro population has been increasing over time.

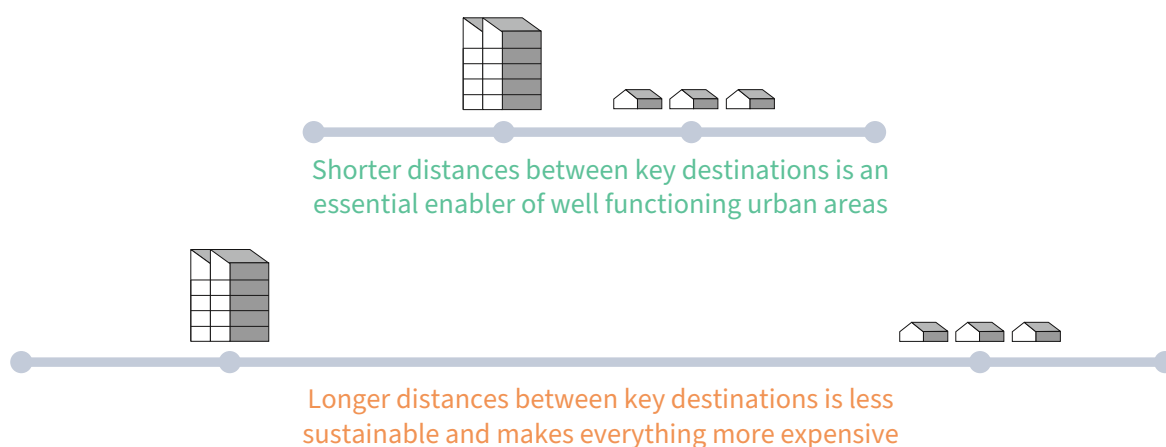
In addition, transport plays a significant role in maximising the number of opportunities that can be accessed within a reasonable travel time.

For example, (in the absence of congestion) private cars can usually travel further than other modes (such as walking, cycling and public transport) for the same amount of travel time. Cars can (but not always) enable more freedom and access to opportunity than other modes.

This helps explain why private cars are the main mode of transport in New Zealand. However, the extent to which we are dependent on cars is a problem.

Private vehicles enable land use activities to spread out over larger areas yet remain accessible, so long as you can drive and congestion is not too bad. This sounds good, but spreading out makes everything more expensive and less sustainable, as summarised in the following table:

Urban factors influenced by proximity	When things are closer together	When things are further apart
Energy demand – electricity and fossil fuels	Lower	Higher
GHG emissions – from transport and infrastructure	Lower	Higher
Consumption of productive rural land	Lower	Higher
Impacts on natural habitats	Lower	Higher
Infrastructure costs – provision and maintenance of roads, pipes, utilities, etc	Lower	Higher
Cost of housing – due to the amount of supporting infrastructure required	Lower	Higher
Viability of walking, cycling and micro-mobility	Higher	Lower
Transport costs – time and money for public and private modes	Lower	Higher
Access to opportunity – education, jobs, housing, healthcare, commerce, recreation and social connections	Higher	Lower



The more our urban areas spread out the less viable other transport options become (because it takes too long to get places) and the more dependent we become on private cars to access opportunities.

In addition, as population grows, the freedom that private cars offer will decline. The reasons for this are simple and unavoidable. Urban areas are places where people live relatively close together, so there's not much space per person. Cars take up a lot of space per person. Therefore, as population increases urban areas quickly run out of room for cars, leading to congestion, longer travel times, less freedom and less accessibility.

We end up in a mobility trap whereby we are dependent on private cars. Yet the more private cars there are the less accessible things become.

Cities and towns that want to maximise access to opportunity, minimise impacts on the environment and accommodate a growing population, need to use urban space efficiently.

This means:

- embracing higher land use densities, which enables more opportunities to exist within a given area
- utilising transport modes that take up less space, such as walking, cycling, micro-mobility options, ride-sharing and public transport.

This plan aspires to enable growth to increasingly concentrate around a network of frequent public transport corridors that provide car-free access to most parts of our metro area.

Households within the vicinity of frequent corridors may still choose to own a car, but it's optional not essential. If they do, it's likely the car would be utilised on fewer occasions as opposed to all the time, and this benefits everyone irrespective of where they live and how they travel.

Policies

P12	<p>Metro ridership policy</p> <p>The regional council will progressively implement a ridership-oriented network within Hamilton-Waikato Metropolitan Area in general accordance with the core ridership network elements outlined in section 2.3.8 of this plan (frequency, network structure, infrastructure and land use) subject to and in alignment with:</p> <ul style="list-style-type: none"> • provision of enabling infrastructure • appropriate land use intensities being enabled within the vicinity of stops and passenger interchange locations.
P13	<p>City coverage policy</p> <p>Over 95 per cent of all properties within Hamilton should have access to, within a 600 metre or less walking distance, one or more of the following public transport solutions between the hours of 7am and 9pm seven days per week:</p> <ul style="list-style-type: none"> • a scheduled bus service operating every 60 minutes; and/or • a maximum wait time of 60 minutes of requesting a public demand responsive service; and/or • other service(s) or solution(s) that can provide access to essential services and that is more cost effective.

Actions

A17	Transition to a ridership-oriented network in general accordance with the Metro Ridership Network Plan (section 2.3.8 of this plan), while ensuring a baseline level of coverage in accordance with policy 13.
A18	Establish frequent public transport links between Hamilton and the larger metro towns of Huntly, Ngāruawāhia, Cambridge, Te Awamutu and Morrinsville.
A19	Plan and provide frequent services within the larger metro towns subject to and in concert with integrated land use plans.
A20	For smaller metro towns not otherwise connected, establish coverage-oriented links between Hamilton and/or their nearest larger metro town.

2.3.8 Metro Ridership Network Plan

This section of the plan defines the elements of a frequent public network within Hamilton and between Hamilton and neighboring towns that enables:

- higher urban densities and a more compact urban form
- reduced reliance on private motor vehicles
- reduced emissions from transport.

The frequent network elements are intended as a framework to help inform urban development initiatives and serve as the basis for improvements to the public transport network.

The core elements include:

- service frequency and ridership
- ridership network structure
- service levels, infrastructure and land use
- urban bus route elements
- interchange locations and land use.

2.3.8.1 Service frequency and ridership

Frequency has three independent benefits for passengers, which helps to explain why high frequency is critical to maximising ridership:

1. It **reduces waiting times**, which is everyone's least favourite part of a trip. Reduced waiting time means quicker overall journey time which makes the service more useful to a larger number of people.

2. It **makes transfers easy**, which makes it possible for multiple public transport routes to become a network. This is vital.

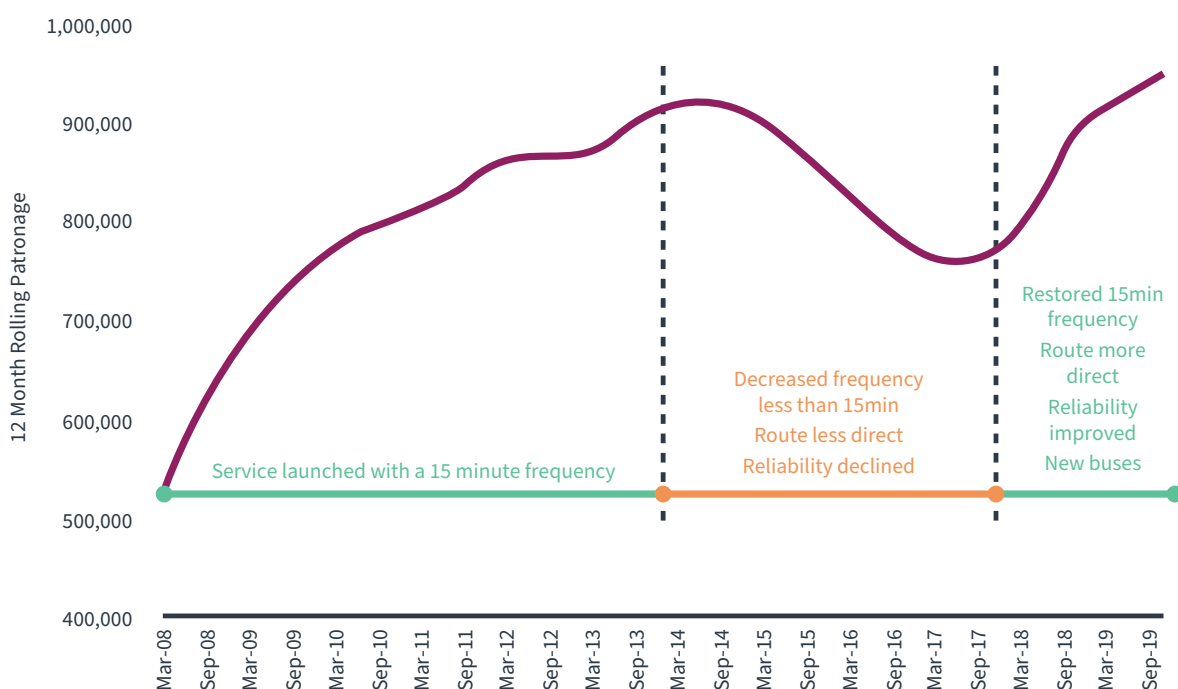
- Without easy transfers, people are limited to opportunities (housing, jobs, education, healthcare) within a walkable catchment of a single line.
- With easy transfers, people can access opportunities all over the city.
- Transfers enable a network that significantly expands the usefulness of every line in the network, which increases each line's ridership potential.

3. Finally, **frequency increases reliability** for passengers. If a vehicle breaks down or is late, frequency means another will be along soon, significantly minimising any inconvenience.

When you increase frequency, it's like making three improvements at the same time.

The graph below illustrates the powerful influence frequency has had on the Orbiter route over time. The Orbiter is one of only two frequent routes currently operating in Hamilton. These two frequent routes account for about half of total city patronage annually.

Patronage on the Orbiter



2.3.8.2 Ridership network structure

Imagine you're designing an ideal public transport system for a reasonably dense city where there are many activity centres, not just one big downtown.

You are tasked with increasing public transport mode share. This means you need to design your network to maximise ridership. To achieve this, you will need to provide frequent services and you will need to enable anywhere to anywhere travel via a reasonably direct path with reasonably quick travel times.

But money is limited, so the system must be efficient, with the minimum possible cost per rider. What would such a system look like?

The answer is anchored in simple mathematics. The answer is a grid, whereby frequent and rapid lines (refer to diagram 1) are organised into a network of parallel lines (refer to diagram 3).

A grid enables anywhere to anywhere travel via a reasonably direct path for the fewest number of lines and therefore cost. Other significant benefits include:

- There are always multiple ways to get from A to B, making the network more resilient to disruptions.
- A grid can accommodate a wide range of future land use development scenarios, which means we can proceed with confidence without needing absolute certainty about how the city will evolve in the future.
- A grid scales in a cost-efficient way by adding and/or extending lines if/when the city expands. Each expansion benefits the entire network, as opposed to a specific area.

One perceived downside to a grid is the need to transfer between lines. However, with high service frequencies and good infrastructure, the inconvenience is minimal and more than offset by the freedom to travel anywhere at any time.

Note the new network structure better caters for dispersed travel, offering people more freedom, but retains a significant focus on the city centre.

After accounting for topography and existing built form, a grid-like structure for Hamilton looks like network diagram 1, where each **orange** line represents a bus route that operates at a 15 minute frequency or better

Diagram 1



Diagram 2 - Current network structure

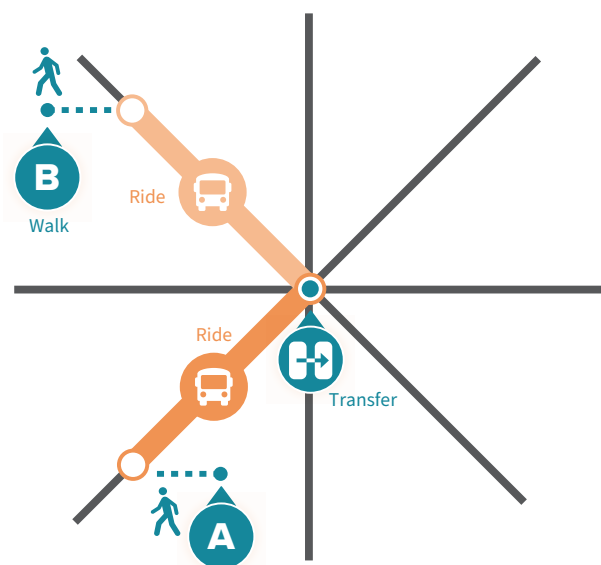
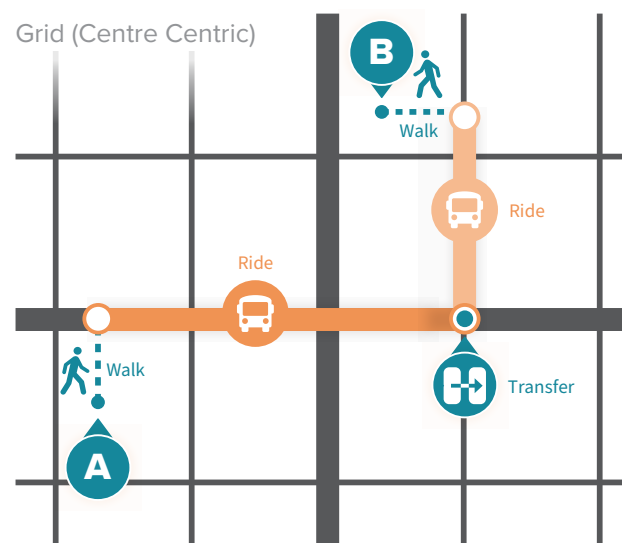
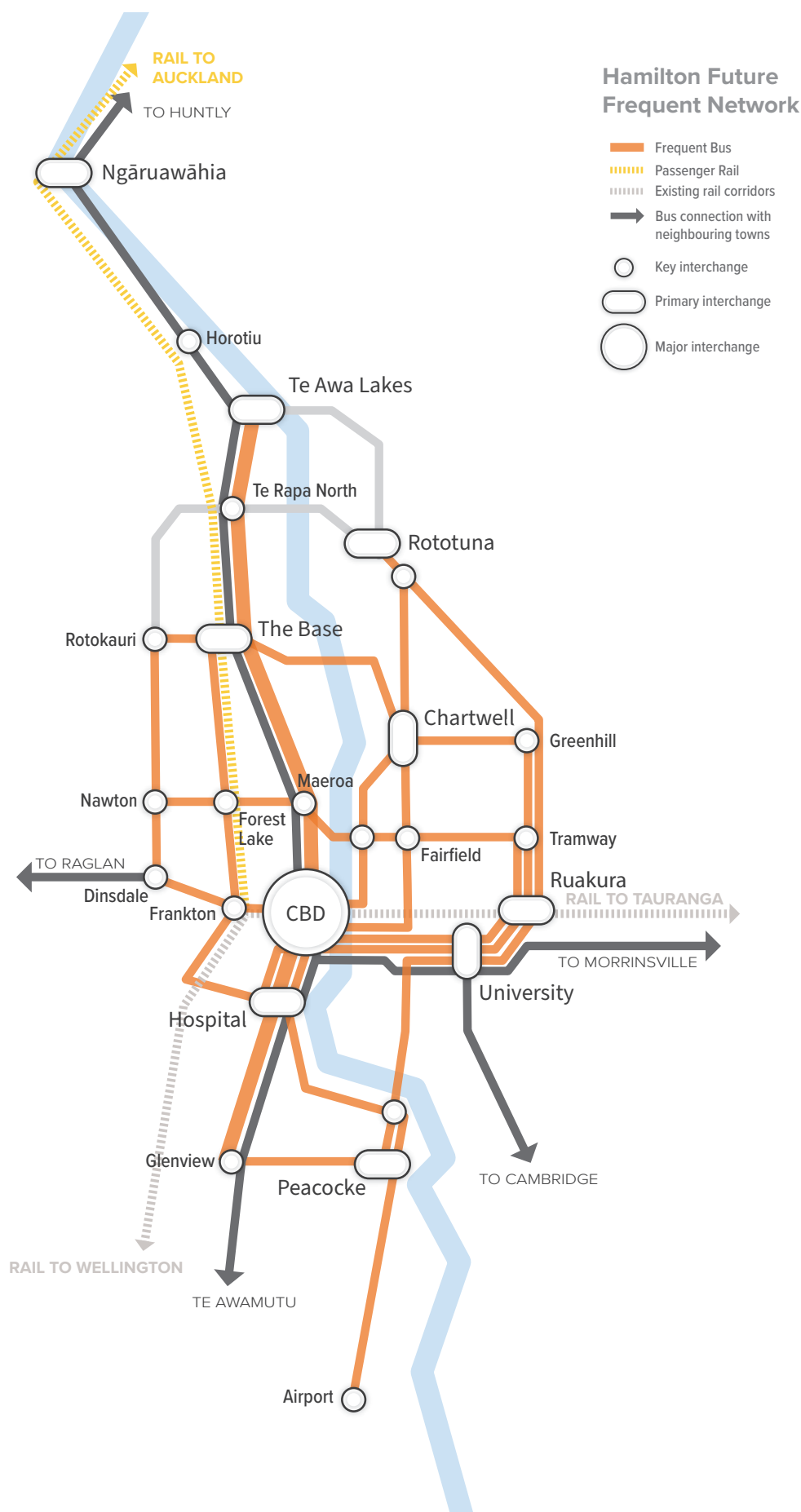


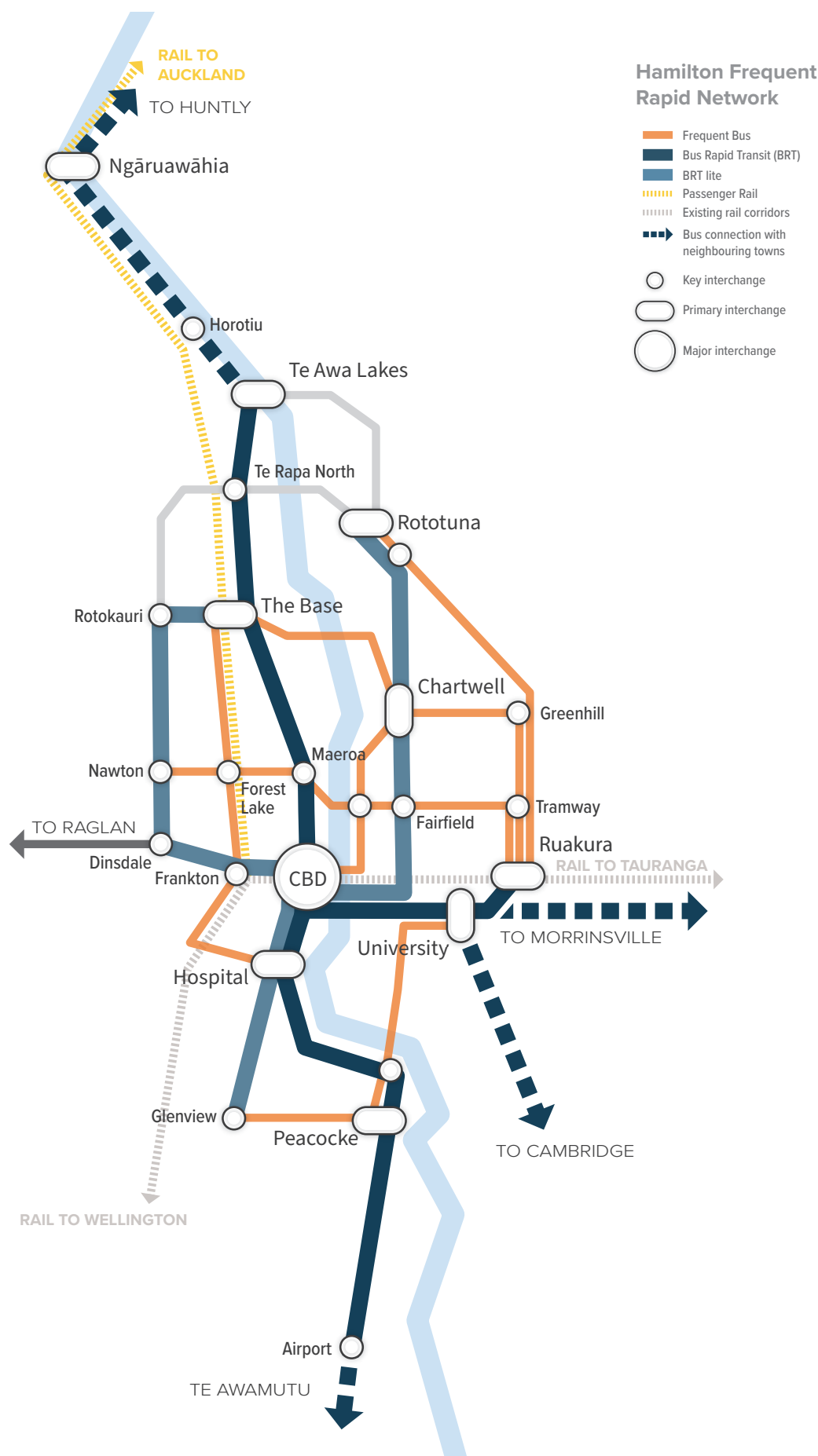
Diagram 3 - New network structure



Network diagram 1 - Future frequent network to be implemented over 10 years (2022-2032)



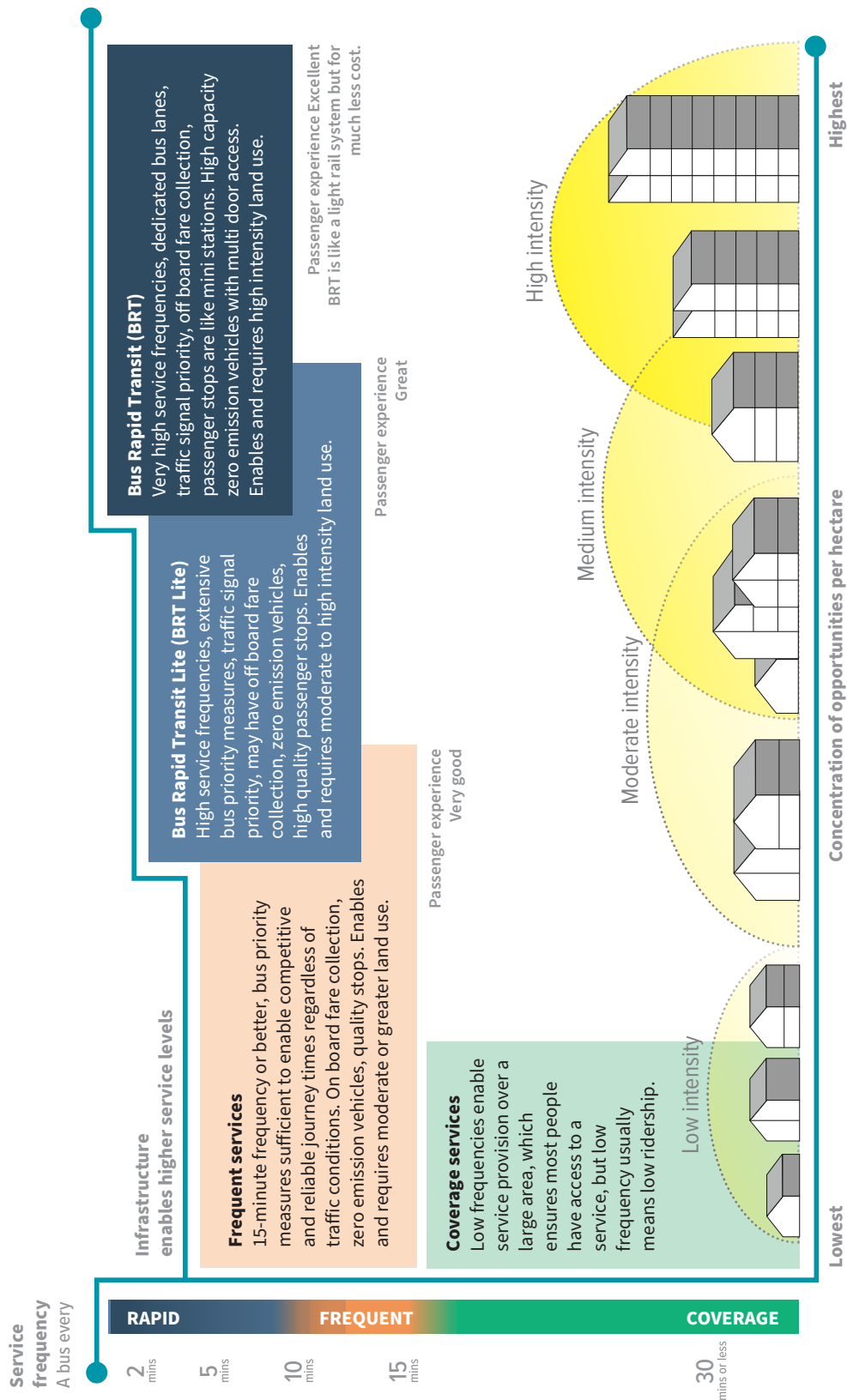
Network diagram 2 - Future frequent network + rapid ines to be implemented over 30 years (2022-2052)



2.3.8.3 Frequency, infrastructure and land use

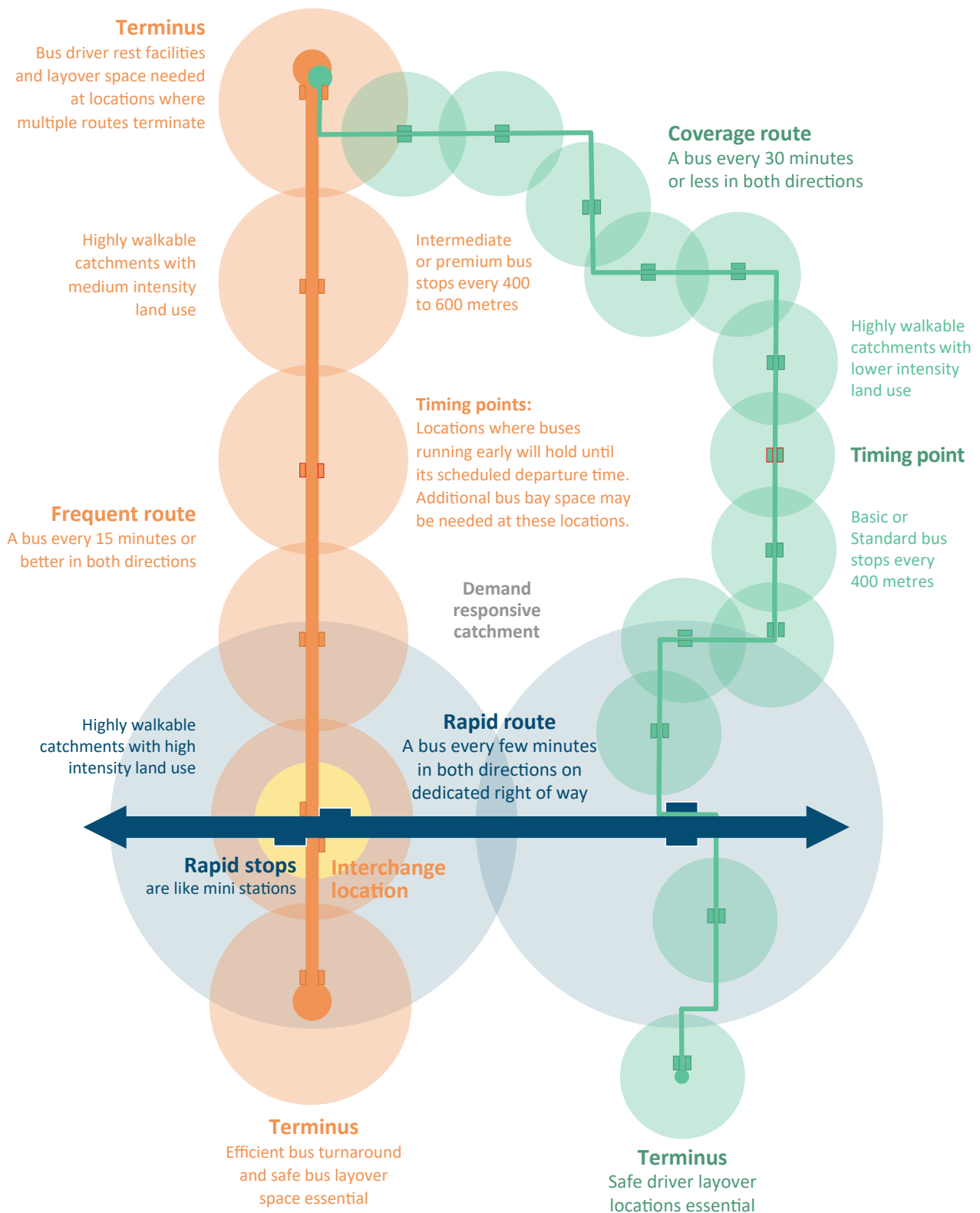
This diagram describes different service levels (Coverage, Frequent, Bus Rapid Transit Lite and Bus Rapid Transit). It also illustrates how service frequency, infrastructure and land use need to develop in parallel with each other over time.

Service levels, infrastructure and land use



2.3.8.4 Urban bus route elements

This diagram conceptually illustrates how different urban bus route elements combine to form an integrated network.



2.3.8.5 Passenger interchange locations

Interchanging or transferring between different services occurs at locations where frequent and/or rapid bus routes intersect or overlap (refer to network diagram 2 – Frequent network and rapid lines).

With easy transfers people can quickly and conveniently access opportunities all over the city. Without easy transfers people are limited to opportunities within a walkable catchment of a single line.

Most interchange locations will consist of quality bus stops with all-weather protection, connected by safe and wheelchair accessible pedestrian facilities.

More comprehensive facilities may be required at locations where a bus interchange also integrates with other modes of transport, such as a park and ride or passenger rail service.

The following provides guidance for defining interchange locations and their key characteristics.

Major bus interchange

Locations where multiple frequent lines intersect with at least one line being an existing or future rapid line. Major Interchanges enable the movement of very high volumes of people and buses and are situated in locations with the highest land use densities and activity.

There is one major bus interchange location within Hamilton, being the Hamilton Transport Centre in the central city.

Primary bus interchange

Locations where one or more frequent lines intersect with an existing or future rapid line. Primary interchanges will be busy with high volumes of people and bus movements, and be surrounded by moderate to high land use densities and/or major activity centres.

Existing primary interchange locations:

- Rotokauri Transport Hub/The Base (also an inter-modal hub)
- Waikato Hospital
- University of Waikato.

Primary interchange locations to be developed within the next 1 to 5 years: Rototuna Village

- Rototuna Village
- Peacocke
- Ruakura (potentially an inter-modal interchange in the longer term).

Primary interchange locations to be developed in 6-plus years:

- Te Awa Lakes
- Hamilton Airport.

Key Interchange

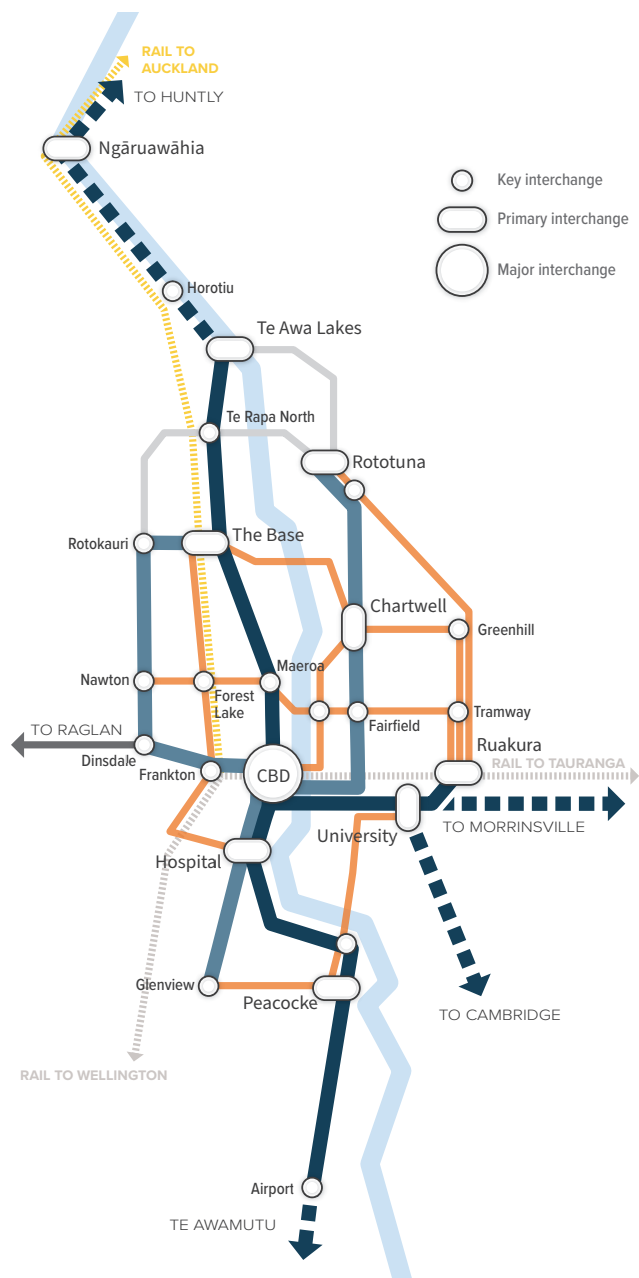
Locations where two or more frequent lines intersect. The locations will be moderate passenger volumes and be surrounded by at least moderate land use densities.

Interchange locations and land use

People and activities that are located within the vicinity of an interchange location will be able to access more locations within the city more easily and be accessible from more locations more easily by virtue of being situated at a location where frequent or rapid lines intersect.

This makes interchange nodes ideal locations for the higher land use intensities from a public transport perspective.

Passenger interchange locations
















2.3.9 Regionwide service level guide

This guide should be interpreted as the service levels we aspire to build up to over time. Other planning and funding processes will determine if or when the services can be realised. Some service levels outlined in this guide would take a decade or more to realise and are highly dependent on land use change and provision of significant infrastructure.

Service level table (aspirational)

SERVICE TYPES	METRO RIDERSHIP				METRO COVERAGE			REGIONAL COVERAGE	
	Hamilton Rapid	Hamilton Frequent	Metro frequent links	Within Metro Towns	Within Hamilton	Within metro towns	Metro coverage links	Between regional towns	Within regional towns
FUNCTION	Enable significant mode shift and emissions reduction. Enable compact urban form and significant land use in close proximity to corridors	Enable convenient car free accessibility to/from key destination and population centres within the city. Enable mode shift and emission reductions and support compact urban form and land use in close proximity to corridors.	Provide frequent link between Hamilton and larger metro towns with competitive journey times that enable mode shift and emissions reductions.	Provide frequent and reliable services within key metro urban centres sufficient to reduce reliance on private motor vehicles and enable mode shift and emission reductions.	Provide regular and reliable services that enable coverage to most properties and ensure baseline access to opportunities.	Ensure access to essential services within smaller metro towns.	Ensure small towns have access to essential services within broader metro areas.	Provide a baseline service between regional towns and their nearest regional centre to ensure access to essential services.	Provide transport options to enable access to essential services within regional townships.
HOURS OF OPERATION Future aspiration to be achieved over time.	24/7 OPERATION PEAK: 7am — 10pm OFF-PEAK: 10pm — 7am	24/7 OPERATION PEAK: 7am — 10pm OFF-PEAK: 10pm — 7am	7 DAYS / WEEK PEAK: 7am — 8pm OFF-PEAK: 8pm — 10pm	7 DAYS / WEEK PEAK: 7am — 8pm OFF-PEAK: 8pm — 10pm	24/7 OPERATION PEAK: 7am — 9pm OFF-PEAK: 9pm — 7am	7 DAYS / WEEK 7am — 7pm	7 DAYS / WEEK 7am — 7pm	7 DAYS / WEEK 8am — 6pm	7 DAYS / WEEK 8am — 6pm
MINIMUM FREQUENCY Future aspiration to be achieved over time.	PEAK:  OFF-PEAK: 	PEAK:  OFF-PEAK: 	PEAK:  OFF-PEAK: 	PEAK:  OFF-PEAK: 	PEAK:  OFF-PEAK: On-demand	 or On-demand	 or On-demand	At least one daily return service	Dependent on transport solution

2.3.10 Targeted services

Targeted services are provided as a transport solution for specific purposes or user groups, where they can meet community demands in a more cost-effective way. The hours of operation and frequencies of these services will be determined on a case-by-case basis.

This section includes policies for the following targeted services:

- school transport
- public rideshare services
- community transport
- Total Mobility
- special events.

School transport

Access to education is an essential service critical to the wellbeing and prosperity of our communities. School travel is a key element in access to education and is an important component of public transport for three key reasons:

1. School students are a core user group whose use of public transport generates economies of scale that enable the council to offer a better service delivery for users.
2. Accommodating more education journeys via walking, cycling and public transport can offer significant benefits in terms of health and wellbeing, minimising congestion and reducing reliance on cars.
3. Safe and reliable access to education via public transport can also deliver indirect benefit for families by making it easier for caregivers to participate in employment and other activities.



Policies

P14	<p>The regional council may provide the following school transport services, subject to funding availability and being able to demonstrate good value for money:</p> <p>School Assist bus services that:</p> <ul style="list-style-type: none"> • provide additional capacity to cater for school related travel demand on a bus route available to the public generally • operate during school term times only • are available to the public generally • may be subject to minor route variations but largely follow the path of an existing route and are marketed as part of an existing route timetable • will utilise vehicles that comply with the Requirements for Urban Buses (RUB) • may be delivered as part of the same unit contract as the relevant public access route or as part of a dedicated school bus contract(s). <p>Dedicated school bus services that:</p> <ul style="list-style-type: none"> • provide access to one or more schools in urban areas where there is no suitable Ministry of Education bus route or scheduled bus route • operate during school term times only • are available to school students only • may be subject to the development of, and ongoing adherence to school travel plans <ul style="list-style-type: none"> • The School Travel Plan must be developed by the relevant schools in partnership with the regional council and the relevant local authority. The plan must: <ul style="list-style-type: none"> • include measures to minimise private vehicle use and maximise walking, micro-mobility and public transport modes • demonstrate there would be strong demand and utilisation of a dedicated school bus service. • will utilise fully RUB-compliant vehicles up to 20 years of age • may be delivered as part of a dedicated school bus contract(s) • will be clearly marketed as dedicated school services available to school students only.
P15	<p>The council will seek to better integrate the delivery of Ministry of Education school transport services and publicly funded bus services in accordance with the following principles:</p> <ul style="list-style-type: none"> • Any initiatives must achieve better value for money outcomes from a whole-of-government perspective rather than a transfer of costs to or from local government. • Any initiatives must be informed by prior consultation with the council (at both political and staff level), key stakeholders, including affected schools and territorial authorities. • Any initiatives must result in a safe and practical transport solution for students.
P16	<p>The council may contract bus services for education purposes on behalf of another entity provided the cost of service is funded by that entity and the approach enables improved outcomes for the entity and the public transport network.</p>

2.3.10.1 On-demand public transport

On-demand public transport is a user-oriented form of public transport characterised by flexible routing of small vehicles to facilitate ride-sharing between pick-up and drop-off locations according to passenger needs.

On-demand public transport is good at moving a relatively small number of people. It is not effective as enabling mobility for a large number of people. As a rough guide, in an urban environment on-demand public transport is likely to struggle to meet customer expectations where travel demand within a defined area exceeds an average of five people per hour per vehicle, although much depends on the scheme and operating environment.

Scenarios where on-demand may be useful include (but are not limited to):

- providing service coverage in locations that have low passenger demand, such as (but not limited to) smaller townships, rural areas, peri-urban areas and early stages of emerging growth areas
- providing coverage during time periods that have low passenger demand
- providing specialist/targeted services including (but not limited to) services for people with transport disabilities.

Policies	
P17	The council will develop and trial on-demand public transport as a coverage-oriented service and where it is likely to be more cost effective than alternative options.
P18	The council may develop, administer and manage public ride-share schemes as a means of enabling shared transport solutions with other entities and scheme partners.
P19	<p>The public ride-sharing service will be available within defined service areas, and fares may be dynamic and vary by:</p> <ul style="list-style-type: none">• time of day• user groups• distance travelled• number of people sharing a ride• scheme partner requirements.
P20	The council may partner with other ride-sharing service providers to meet demand for ride-share services if it is more cost effective than alternative solutions and any such ride-sharing provider complies with all relevant legislation in New Zealand, can guarantee transparent pricing and usage, and has measures in place to ensure safety of passengers to the satisfaction of the council.

2.3.10.2 Community transport

Community transport describes transport initiatives that are established, funded and operated by community entities. The community transport services are often tailored to meet specific needs within a community and often rely on volunteers and fundraising.

Community transport providers significantly enhance the wellbeing of the people and communities they serve.

It is the council's aim to increasingly support community transport providers on a region-wide basis, while preserving their autonomy to self-organise and develop transport solutions that best meet the needs of the people they serve.

Policies

- | | |
|-----|---|
| P21 | <p>Provide support for community transport services where:</p> <ul style="list-style-type: none">a. there is a demonstrated need for a transport service in the communityb. there is willingness by members of the community to set up, operate and maintain a trust or similar structure to oversee governance of the service, and for people to volunteer to be driversc. there is sufficient funding available to support the establishment and administration of the trust and the purchase of vehicle(s). |
| P22 | <p>Support for community transport services will be assessed on a case-by-case basis and may include:</p> <ul style="list-style-type: none">a. council staff assistance to establish a trust or service in a new areab. financial grants towards vehicle purchase/replacement and operation, and trust administration costs, subject to availability of fundingc. provision of necessary supporting technology to help make community transport services easier to manage and more accessible for users, subject to availability of fundingd. where possible, leverage the council's purchasing ability to obtain best value for community vehicle/hoist purchase, and/or other professional services such as driver training. |

Actions

- | | |
|-----|--|
| A21 | <p>In accordance with policy 22b, the council, in collaboration with the region's community transport entities, will develop a framework for the annual allocation of grant funding to assist community transport initiatives.</p> |
|-----|--|

2.3.10.3 Total Mobility

Total Mobility is a demand-responsive service for people with disabilities who are registered users of the scheme. The Total Mobility scheme helps people who are unable to use regular public transport services, to enhance their participation in the community by providing access to appropriate transport.

Total Mobility services are provided in the form of subsidised door-to-door transport services by taxi and specialist transport operators under contract to the council in areas where scheme transport providers operate.

The Total Mobility scheme is funded by central and local government. Provision of Total Mobility services will be subject to funding availability, service demand and the availability of suitable transport providers.



Policies

P23	The council will move to a region-wide approach for funding and delivery of Total Mobility services.
P24	The council will facilitate delivery of the Total Mobility scheme in accordance with criteria set by central government and in locations within the region where there are appropriate transport providers and sufficient funding.
P25	In the provision of Total Mobility services, the council will: <ul style="list-style-type: none">a. ensure potential transport providers meet defined eligibility criteria, including criteria additional to those specified in legislation, to ensure continued safety and accessibility for Total Mobility usersb. require any potential transport provider to enter into a service agreement with the councilc. require any potential assessment agency to enter into an agreement with the council.
P26	The council will subsidise eligible Total Mobility trips by 50 per cent of the total fare, up to a set maximum fare subsidy. The maximum fare subsidy (cap thresholds) may vary by location and will be reviewed annually.
P27	The council may implement measures to ensure the financial viability of the Total Mobility scheme. These measures may include, but are not limited to: <ul style="list-style-type: none">a. limiting the number of trips per user that can be subsidised through the schemeb. adjusting maximum fare cap thresholds.
P28	The council may provide a funding contribution towards the installation of electronic equipment necessary to comply with the Total Mobility service provider eligibility criteria on the following basis: <ul style="list-style-type: none">c. a proven demand for the service.d. The vehicle owner must sign a suspensory loan agreement.e. There is sufficient funding available to meet installation costs.

P29	<p>The council may provide funding for the installation of ramps or hoists in wheelchair-accessible vehicles of approved Total Mobility providers on the following basis:</p> <ol style="list-style-type: none"> There must be a proven demand for the service. All costs and vehicle specifications must have the prior approval of the council. The vehicle owner and/or taxi company must sign a suspensory loan agreement. There is sufficient funding available to meet installation costs.
P30	<p>The council will administer and monitor the flat rate payment for hoist trips, provided Waka Kotahi continues to fund 100 per cent of the payment.</p>

2.3.10.4 Special events

Public transport enables increased accessibility to events and can minimise the impact of congestion caused by large movements of attendees. Services to special events can also provide broader opportunities for marketing the public transport system, as well as exposing potential non-users to the benefits of public transport use.

Policies	
P31	<p>Where there are opportunities and benefits for promoting public transport, such as exposing non-users to the benefits of public transport, the council may support delivery of public transport for special events by:</p> <ul style="list-style-type: none"> undertaking promotional/marketing activities leveraging the existing public transport network through provision of discounted travel for specific purposes within limited duration contracting and managing service provision on behalf of event organisers, provided funding for those services is secured by event organisers.
P32	<p>The regional council may contribute to the provision of public transport services for large scale commercial special events that charge an admission fee for attendees, subject to:</p> <ol style="list-style-type: none"> sufficient public funding being available at least 50 per cent of the cost of services provision being funded by the event organiser event organisers demonstrating they can meet all of the following eligibility criteria to the satisfaction of the council: <ol style="list-style-type: none"> the event is expected to have more than 20,000 attendees on any one day the event must take place within Waikato Regional Council boundaries the event will be subject to a traffic management plan that ensures a positive journey experience for public transport passengers the event will result in demonstrable benefits for the wider community. event organisers seeking and receiving written agreement from the regional council to contribute funding at least 12 months prior to the event occurring. <p>Any agreement from the regional council to contribute funding may be subject to conditions.</p> <p>This policy will be reviewed 12 months from the date this plan becomes operative.</p>

P33

The council may contribute to the provision of public transport services for large scale non- commercial special events that do not charge an admission fee for attendees, subject to:

- a. sufficient public funding being available
- b. event organisers demonstrating they can meet all of the following eligibility criteria to the satisfaction of council:
 - I. the event has free entry for attendees
 - II. the event is expected to have more than 20,000 attendees on any one day
 - III. the event must take place within Waikato Regional Council boundaries
 - IV. the event will be subject to a traffic management plan that ensures a positive journey experience for public transport passengers
 - V. the event will result in demonstrable benefits for the wider community.
- c. event organisers seeking and receiving written agreement from the regional council to contribute funding at least 12 months prior to the event occurring.

Any agreement from the regional council to contribute funding may be subject to conditions.

This policy will be reviewed 12 months from the date this plan becomes operative.



2.4 Objective 3: Provide a fares and ticketing system that is simple, affordable, and attracts and retains customers

The council is committed to providing an integrated fares and ticketing system across all public transport services that:

- is simple for customers to understand and is simple to administer
- is equitable and affordable for users and funders
- offers a range of fares targeted at improving customer experience
- enables integration of services and increased use of public transport.

2.4.1 Fare structure

The council will continue to deliver a simple, zone-based, integrated fare structure across all the contracted public transport services in the region.



Policies

P34	Public transport services will be delivered under an integrated zonal-fare structure that covers the Waikato region.
P35	The council will develop a Public Transport Revenue Plan to identify any anticipated changes in fare settings and revenue over the three-year period.

2.4.2 Fare concessions

Policies

P36	Children under the age of 5 to travel for free on all services.
P37	All SuperGold Card holders with their concession loaded onto a registered smartcard are eligible for free travel on all services included within the SuperGold Card scheme at all times.
P37	An accessibility concession will be available to eligible people with a transport disability to enable free travel on all contracted public transport services at all times. One additional support person may travel for free when accompanying an accessibility concession holder where the nature of the card holder's disability means they are unable to travel alone.
P39	The council may work with any entity to introduce additional fare concessions for specific user groups provided the concession is funded directly by a third party to offset any public subsidy costs.

2.4.3 Ticketing system and fare products

Policies	
P40	The council will seek to implement a common integrated ticketing system on all contracted public transport services within the region.
P41	The council will minimise the use of cash on public transport services by setting cash fares higher than equivalent smartcard fares.
P42	The council will implement weekly fare capping for smartcard users to encourage frequent public transport travel.
P43	The council may implement temporary promotional fare and ticketing products to encourage uptake of public transport from time to time.
P44	Free transfers will be available on all public transport services (including passenger rail) for smartcard users only for travel within a prescribed transfer time and/or trip limit as published by Waikato Regional Council. To encourage the use of smartcards and improve safety by reducing the amount of cash on buses, free transfers will not be available in association with cash fares.
P45	The council will participate in and transition to a national ticketing system.
P46	The council will remove the use of cash on public transport services as part of implementing a national ticketing system and will investigate the viability of doing so earlier.



2.5 Objective 4: Provide high-quality and intuitive public information

High quality travel information, promotion of services and distinctive branding help to make public transport systems easier to use for passengers.

2.5.1 Marketing and promotion

Marketing and promotion are an important component of the provision of public transport, aimed at increasing patronage by ensuring people have an awareness of the services available and the benefits of using them.

Policies

P47	The council will deliver a range of marketing, communications and community engagement initiatives on an ongoing basis to promote growth in the use of the public transport system.
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Branding

A strong and consistent brand can help to ensure an attractive and readily identifiable public transport network, which helps attract and retain patronage.

Policies

P48	The council will maintain consistent, well recognised, unique brands for public transport throughout the region. These brands will be consistently applied to all public transport vehicles, infrastructure (where appropriate), marketing and communications.
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2.5.2 Communication

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

Policies

P49	The council will maintain and improve the following channels for the provision of public transport information: <ul style="list-style-type: none">• printed timetables• web-based applications• website information• freephone call centre• customer service counter (Hamilton Transport Centre).
P50	The council will ensure effective communication options exist for persons with disabilities, including but not limited to persons with vision and hearing impairments.
P51	The council will continuously improve and develop real-time passenger information systems.
P52	The council will enable provision of certain information, such as service arrivals, departures and service disruptions, to enhance journey experiences for passengers.
P53	The council will actively encourage users to transition to digital means for accessing public transport information.

Actions

A22	Investigate and scope what is required to publish all information and communications about public transport in accessible formats including New Zealand Sign Language, Easy Read, Braille, large print and audio.
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2.5.3 Commercial advertising

The council can generate revenue by making advertising space available on buses and public transport infrastructure (owned by Waikato Regional Council). Allowing advertising on buses can help to reduce the costs of service provision, but needs to be managed so it does not interfere with the branding and marketing of the bus network, or compromise the safety, attractiveness and ease of using bus services.

Policies	
P54	The council will ensure that advertising on vehicles and infrastructure does not undermine the regional public transport brand or user recognition of the public transport system.
P55	The council will seek to avoid advertising content on vehicles and infrastructure that promotes products or services that are known to cause harm, such as alcohol or nicotine products, and will require that all advertising adheres to the New Zealand Advertising Standards Authority's <i>Advertising Standards Code</i> .
P56	Commercial advertising on buses will be limited to bus backs, but may be considered on other areas on a case-by-case basis provided it is limited in duration and does not unreasonably obscure passenger visibility.
P57	Commercial bus advertising revenue will be apportioned as follows: <ul style="list-style-type: none"> 80 per cent of net revenue after costs will be apportioned to the regional council and utilised in accordance with policy P58 20 per cent of net revenue after costs will be apportioned to the relevant contracted bus operator(s).
P58	That the revenue from advertising on buses will be used to fund initiatives that serve to reduce transport emissions, increase patronage and contribute to mode shift.
P59	Bus back advertising space on 10 per cent of the contracted bus feet will be reserved for at cost public purpose advertising, such as (but not limited to) promoting the use of public transport and/or other third party non-commercial initiatives in the public interest.





↑ Bus | Pahi The Base
↑ The Base
← Lift | Ararewa

Train | Tereina →

2.6 Objective 5: Provide the infrastructure and services necessary for an accessible, effective, efficient and enjoyable public transport experience

This objective recognises that all steps in a journey are linked and that a journey can become impractical or impossible if any one link is broken or inadequate.

Public transport services are only as good as the supporting infrastructure and people's ability to reach a location where they can then access a service. Infrastructure also has a significant effect on public transport travel times and reliability.

The council is responsible for only some of these areas and must work with other organisations, including city and district councils, transport operators and Waka Kotahi, to deliver the required public transport infrastructure. Other organisations are not bound by this plan, which highlights the need for coordinated planning of infrastructure and services by all relevant agencies.





Policies	
P60	Ensure a coordinated approach to planning and delivery of public transport infrastructure and services, including in new development areas.
P61	Ensure provision of infrastructure necessary for a high-quality end-to-end journey experience that is accessible and enjoyable for everyone. This includes meeting best practice quality and safety standards for stops, shelters (in general accordance with guidance in section 2.6.1 of this plan), footpaths, crossings, vehicles and other components of an accessible journey.
P62	Encourage investment in public transport infrastructure and facilities that improve public transport attractiveness and that are accessible, safe, affordable and operationally efficient.
P63	<p>Ensure that specially trained assistance animals for persons with a disability are permitted and encouraged to travel on all public transport services.</p> <p>Pets and other animals are not permitted on public transport to avoid potential adverse implications for passengers and other assistance animals.</p>
P64	<p>The council will actively promote and ensure awareness of facilities and services available for people with transport disabilities or special travel requirements, such as:</p> <ul style="list-style-type: none"> • locations with accessible infrastructure • priority seating areas and wheelchair bays on public transport vehicles • the ability to travel with assistance animals • accessibility fare concessions • customer service channels • communication channels in accessible formats • how to provide feedback.

Actions

A23	<p>The council will utilise the annual satisfaction survey to measure customer perceptions of all steps that make up an end-to-end public transport journey from the following perspectives:</p> <ul style="list-style-type: none"> • accessibility • effectiveness • efficiency • enjoyability. <p>Survey results will be utilised to identify and prioritise initiatives to improve customer experience and promote positive customer behaviour.</p>
A24	<p>Develop a joint strategy with partners for integrating public transport services and micro-mobility infrastructure and vehicles for first and last mile journeys. Key challenges to overcome include, but are not limited to:</p> <ul style="list-style-type: none"> • limited capacity to safely transport micro-mobility devices on public transport vehicles • public apprehension to store high value privately owned micro-mobility devices in public locations, such as at bus stops • relatively high costs for using commercial rideshare and micro-mobility services on an everyday basis.



2.6.1 Bus stop descriptions

Bus Stop Type	Description	Context
Basic 	<ul style="list-style-type: none"> • Must have hard stand area and raised accessible kerb. • Must have bus stop signage and road markings. 	<p>Basic and Standard bus stops will typically be utilised on coverage routes in lower density areas at locations with low passenger demand.</p> <p>In some cases, it may be desirable to provide a higher level of amenity depending on community needs at specific locations, such as bus stops by a school or retirement village.</p>
Standard 	<ul style="list-style-type: none"> • Must have hard stand area and raised accessible kerb. • Must have bus stop signage and road markings. • May have shelter providing all weather protection. • May have lighting. • May have real time passenger information display. 	
Intermediate 	<ul style="list-style-type: none"> • Must have hard stand area and raised accessible kerb. • Must have bus stop signage and road markings. • Must have shelter providing all weather protection and seating. • Must have lighting. • May have real time passenger information display. • Should have priority bus egress into traffic lane. 	<p>Intermediate and Premium bus stops will typically be utilised on frequent routes at locations with higher passenger demand (refer to section 2.3.8.4 – Urban bus route elements).</p>
Premium 	<ul style="list-style-type: none"> • Must have hard stand area and raised accessible kerb. • Must have bus stop signage and road markings. • Must have large format shelter providing all weather protection and seating. • Must have lighting. • Must have real time passenger information display. • Should have priority bus egress into traffic lane. 	



2.7 Objective 6: Provide public transport services that are affordable for passengers and funders

To align with the aspirations outlined in this plan, total public transport operating expenditure would need to increase from about \$36 million per annum in 2022 to about \$140 million per annum (2022 dollars) over a 30-year period.

Over the same period, the total regional population is projected to increase from about 500,000 to about 618,000 (actual growth over a 30-year period could easily be much higher or lower).

This results in per capita expenditure increasing from about \$71 per annum to about \$225 per annum over a 30-year period.

By way of context, the following outlines current public transport expenditure on a per capita basis:

- Wellington: \$734 per capita
- Auckland: \$313 per capita
- Christchurch: \$140 per capita
- Otago: \$121 per capita
- Waikato: \$71 per capita

The council's funding sources and mechanisms are set out in the long term plan. The council will review funding sources and requirements annually as part of the annual plan and long term plan processes.

2.7.1 Future investment

Funding is a significant challenge. However, the cost of not delivering on the aspirations outlined in this plan is also significant and would be paid for via higher land use and infrastructure costs, greater adverse impacts on the environment and reduced accessibility and wellbeing for communities.

For example, the Health and Air Pollution in New Zealand 2016 (HAPINZ 3.0) study, released in July 2022, shows that exposure to human-made air pollution has serious impacts on the health of New Zealanders.

Transport is responsible for the majority of the harms caused by human-made air pollution.

Transport emissions are responsible for all the health impacts caused by nitrogen dioxide (NO₂) which come from exhaust gas. Transport emissions are also responsible for 17 per cent of the health impacts of fine particles in the air we breathe. Each year, this results in:

- the premature deaths of more than 2200 adult New Zealanders
- more than 9200 hospital admissions for respiratory and cardiac illnesses
- over 13,200 cases of childhood asthma.

The social cost of the health burden of transport emissions in 2016 was estimated to \$10.5 billion.

Costs attributable to the Waikato in 2016 were assessed to be \$746 million, equivalent to about \$1600 per person.

Since 2016, transport emissions have increased.

It is important to note that these figures relate to the health impacts of vehicle emissions only. They do not factor in the harm caused from deaths and serious injuries from motor vehicle crashes or the many other costs and adverse impacts associated with current reliance on private motor vehicles.

To achieve objectives outlined in the plan, it will require local authorities and funding partners to:

- investigate and develop new funding approaches
- secure land/space required for future corridor improvements as early as possible
- sequence additional investment and network improvements with land use development, population and travel demand growth and long term plan and National Land Transport Fund cycles.

2.7.2 Ensuring public transport services and infrastructure are funded and delivered in a coordinated way

The funding model for public transport in the Waikato region is complex and requires coordinated action across multiple organisations, council processes and governance structures. In practice, it is difficult to achieve the level of coordination required to deliver a cohesive public transport programme.

This plan aspires to implement a step change in the delivery of public transport. To achieve this, it will be necessary to simplify our approach to funding and delivery of both public transport infrastructure and services.

Policies

P65	The regional council will move to a regionally consistent rating model for the local share of funding public transport services.
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Actions

A25	<p>In partnership with local authorities and other key stakeholders, the regional council will investigate:</p> <ul style="list-style-type: none">a. options and the extent to which the regional council may rate for the local share of public transport infrastructureb. options that would enable greater day to day alignment between transport planning and delivery staff, particularly within the metro areac. future governance and organisational arrangements that would enable integrated delivery of large and complex transport programmes, particularly within the metro area.
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2.7.3 Integrated land use planning and public transport

Frequent all day public transport services are an important factor in enabling well-functioning urban areas. The nature and location of urban development can have a strong influence on the council's ability to provide effective and efficient public transport services.

The policies in this section recognise that the viability of public transport service provision is dependent on key urban form characteristics (refer Appendix B) and well-functioning urban areas are in part dependent on frequent all day public transport service provision.

Policies

P67	Development of new urban areas, redevelopment and/or the expansion of existing urban areas should be undertaken in a way that is consistent with the urban form and transport design factors such as proximity, linearity, connectivity and land use intensity, as outlined in Appendix B.
P68	The council will not provide public transport services sufficient to enable well-functioning urban areas where the nature and location of the proposed urban development is inconsistent with the urban form and transport design factors outlined in Appendix B.

2.8 Objective 7: Develop and maintain partnerships that obtain best value for money in the delivery of transport solutions

This objective recognises that the public system can only be significantly improved when communities, councils, central government, transport operators and stakeholders are working together to develop public transport services and infrastructure for our region.

The objective also recognises that greater value can be obtained for the public and stakeholders by developing new partnerships and better coordinating transport solutions and funding across multiple organisations throughout our region.

For partnerships to be effective there needs to be a clear value proposition for each party, a framework or mechanism to deliver shared solutions and a high degree of trust.

2.8.1 Developing partnerships

Policies	
P69	The council will actively engage and work with potential partners to understand their transport needs and identify opportunities to deliver value for each organisation through coordination of funding and/ or service delivery.
P70	The council will support the development of technology platforms that make transport choices more accessible to the public and enable more flexible delivery of transport solutions across multiple organisations.
P71	The council will be a trusted partner by ensuring the planning, procurement and delivery of transport services is transparent and inclusive.
P72	The council may contract transport services on behalf of another partner entity, provided the cost of service is funded by that entity, and the additional resources could be leveraged to optimise the network generally.

2.8.2 Open data and information

Policies	
P73	The council will enable open access, under licence, to public transport data in a manner that is open, readily available, well managed, reasonably priced (usually free) and reusable, unless there are necessary reasons for protection. Personal and classified information will remain protected. Council data and information should also be trusted and authoritative.
P74	The council will encourage innovation and, where appropriate, participate in initiatives that help enable the mobility of people while reducing the harmful effects of transport on our communities and environment.

2.8.3 Procurement

The policies in this section are designed to support the procurement process and give effect to the Public Transport Operating Model (PTOM) requirements.

Public transport services that are integral to the public transport network, along with service descriptions and unit details, are set out in Appendix A.

Policies	
P75	Ensure public transport services are procured in accordance with Waikato Regional Council's transport procurement strategy. The procurement strategy will provide further details, including but not limited to the following matters: <ul style="list-style-type: none">• the design principles and process for establishing units for the proposed networks• key requirements and matters relating to the procurement of units• processes for managing, monitoring and evaluating the performance of units.
P76	Public rideshare may be procured as a unit or included by way of variation to existing unit contracts.

2.8.4 Public transport workforce

Policies	
P77	The council will plan, procure and deliver public transport services in a way that ensures employment and engagement of the public transport workforce is fair and equitable, providing for a sustainable labour market and sustainable provision of public transport services.

Actions	
A26	The council will work with public transport operators and other stakeholders to improve terms and conditions for public transport workers to enhance wellbeing and to increase recruitment and retention.

2.8.5 Vehicle quality standards

Policies	
P78	The council will ensure contracted bus services use vehicles that meet the National Requirements for Urban Buses in New Zealand and any specific Waikato region amendments.
P79	The council may depart from the above requirements on a trial basis for a limited duration, where appropriate, to determine the viability of a service.
P80	The council will provide external cycle racks on regional bus services where the vehicle is suitable and there is likely to be sufficient demand. Bike racks will not be provided on urban bus services; however, the council will continue to investigate ways to integrate cycling with use of public transport in urban areas, for example dedicated cycle parking at public premium public transport stops.
P81	The council will ensure all vehicles introduced to the contracted fleet (with the exception of small passenger transport vehicles), will have a minimum of two wheelchair spaces per vehicle.

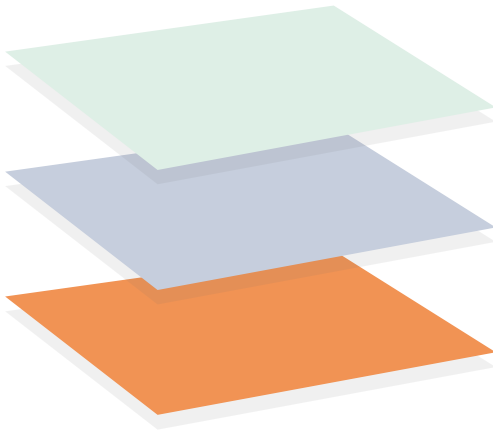
3. Implementation and review

Aroturuki me te arotakenga

This chapter outlines how public transport services in the region will be monitored and reviewed. It also includes guidance on when the plan will be reviewed and the process for making changes to it, including when changes are considered significant.

Implementation and monitoring

Plan monitoring will measure progress towards achieving the key priorities set out in this plan. The key measures and initiatives are set out in the table below, which will be used to track the progress against the implementation of this plan.



- Interregional services**
Services between neighbouring regions
- Regional services**
Services between and within urban areas
- Metro urban services**
Services within Hamilton and between Hamilton and neighbouring towns

Key priorities	Moving to a carbon neutral public transport system 2025 to 2050	Interregional focus	Regional focus	Metro focus
Outcomes/ measures	<ul style="list-style-type: none">Ensure the delivery of public transport services is carbon neutral for the period 2025 to 2050.	<p>The council will seek to implement the network aspirations as outlined in section 2.3.5 by:</p> <ul style="list-style-type: none">improving interregional connections between major urban centres to support mode shift and emission reductionsworking in partnership with commercial and other service providers to extend the reach of public transport services regionally and interregionally.	<p>The council will seek to implement the network aspirations as outlined in 2.3.6 by:</p> <ul style="list-style-type: none">connecting every urban area to its nearest regional centre with a baseline network of bus services (at least daily return trips)ensuring the communities within regional towns have access to essential services via a range of transport solutions.	<p>The council will seek to implement the network aspirations as outlined in 2.3.7 by:</p> <ul style="list-style-type: none">implementing the MSP Preprogram Business Case developed under Future Proof and, in so doing, create a network of frequent and rapid bus routes that :<ul style="list-style-type: none">enable convenient car free mobility anywhere to anywhereenable significant mode shift and emissions reductionsupport compact urban form and land use intensification in close proximity to frequent/rapid corridors.
Key initiatives 1-3 years	<ul style="list-style-type: none">Robust public transport emission accounting and reporting.All new vehicles entering the bus fleet are zero emission from 2023.Investigate and secure infrastructure and depot land that is necessaryto enable the transition to a zero emission bus fleet.Implement a scheme for offsetting unavoidable emissions from the delivery of public transport services.	<ul style="list-style-type: none">Complete Te Huia short term improvement programme.Investigate viability of additional stations for Te Huia in Te Kauwhata and Pōkeno.Identify and agree a permanent funding and delivery model for interregional rail in partnership with Government.Identify and prioritise further improvement and optimisation opportunities to enable improved access into central Auckland.Confirm a plan for the replacement of Te Huia rolling stock.	<ul style="list-style-type: none">Simplify the funding and delivery models for public transport services and infrastructure.Commence rollout of regional accessibility programme, prioritised based on communities with the greatest need.	<ul style="list-style-type: none">Improved connections between Hamilton and larger metro urban centres (minimum 60 minutes all day).Increase the frequency of Comet bus route to 10 minutes.Investigate the alignment of Orbiter.Establish and extend Meteor route to Ruakura.Investigate and secure funding for new frequent bus routes:<ul style="list-style-type: none">Rototuna RocketCBD to PeacockeGlenview to the University of Waikato.Commence detailed planning for BRT corridors.
3-15years	<ul style="list-style-type: none">Majority of bus fleet is zero emission.	<ul style="list-style-type: none">Investigate and plan for a rail connection to Tauranga.Investigate and confirm a preferred option for faster passenger rail services, connecting Auckland and Hamilton.	<ul style="list-style-type: none">Connect every urban area with a baseline level public transport access to its nearest regional centre.Improve public transport connections within regional towns.	<ul style="list-style-type: none">Commence implementation of BRT corridors.Complete the Hamilton frequent network.Improve public transport links between Hamilton and surrounding metro urban centres (minimum 30 minutes all day).
16-30 years		<ul style="list-style-type: none">Establish faster and more frequent passenger rail connections between Auckland, Hamilton and Tauranga.		<ul style="list-style-type: none">Complete the Hamilton rapid network.

3.1 Service performance monitoring

This section provides information on the monitoring of service performance and monitoring of the procurement units described in this plan.

Service monitoring

Service monitoring includes seeking passenger feedback, checking adherence to timetables and compliance with contract conditions.

In addition, an annual performance review will be undertaken, comparing actual performance of the network against the performance criteria set out in Table 4.2.

On an individual basis, service performance is expected to vary significantly depending on the type of service provided. On a network wide basis, the council expects to trend in the direction as outlined in Table 4.2, relative to each performance measure.

KPI	Measures	Target/approach
Service utilisation	Average boardings per trip – all periods <i>Total number of boardings per annum divided by total number of trips delivered per annum.</i>	Increase utilisation through patronage growth.
	Average boardings per trip – peak periods <i>Total number of boardings per annum within the busiest hour in the morning and afternoon on weekdays, divided by total number of trips delivered per annum within the same period.</i>	
Cost	Net cost per passenger boarding <i>Total cost per annum of providing services less fare revenue divided by number of passenger boardings per annum.</i>	Reduce through patronage growth and network optimisation
	Net cost per passenger kilometre <i>Total cost per annum of providing service less fare revenue and third party funding, divided by number of passenger kilometres travelled per annum.</i>	
Fare revenue	Farebox recovery <i>Proportion of total service cost covered by fare revenue calculated in accordance with Waka Kotahi policy.</i>	Increase through network optimisation and patronage growth.
User experience of safety and accessibility	Safety and ease of getting on and off the bus	Exceed 2019 levels as recorded in the 2019 public transport customer satisfaction survey.
	Personal security during the trip	
	Availability of bus stops	
	Accessibility to bus stops	
	Safety and quality of bus stops	

Procurement unit monitoring

The policies relating to managing, monitoring and evaluating the performance of units will be set out in the **procurement strategy**, which is currently under review.

However, as a minimum, key performance indicators included in the procurement strategy will cover the following matters:

- service reliability
- punctuality at origin and timing points
- customer satisfaction
- correct registration of trip in ticketing system.

3.2 Making changes to this plan – Significance Policy

This plan can be varied at any time. However, in accordance with section 126(4) of the Land Transport Management Act 2003, the usual consultation will not be required if the proposed variation is considered not significant.

This section sets out the policy that will apply in determining whether any proposed change to the plan is significant or not. It provides general criteria that the regional council will use in assessing which variations are deemed significant and the subsequent consultation requirements.

3.2.1 General determination of significance

The significance of variations to this plan will be determined by the council on a case-by-case basis, but will typically consider the following matters:

- **Cost:** the extent to which the variation signals a material change to the planned levels of investment in the public transport network.
- **Strategic alignment:** The extent to which the variation departs from the vision and objectives of this plan or will result in this plan being inconsistent with the Waikato Regional Land Transport Plan, or any national guidelines/standards for public transport.
- **Community views:** The extent to which the community's views on the matter are already known. If the community has already shown a clear preference for a particular option, then the decision to proceed with this option is less significant than a decision to proceed with an option that is clearly not favoured by the community, or when the community's views are unknown.

- **Area of impact:** The extent to which the variation will have an impact across the region, or a more localised impact. Where the impact is expected to be local in nature, a targeted consultation process may be undertaken.
- **Safety and accessibility:** The extent to which the variation will impact on the council's ability to ensure the safety and accessibility of the public transport system for customers, workers and the general public.
- **Network operations:** The extent to which the variation will impact on the overall level, quality and performance of public transport services in the region.
- **Compatibility with good land use practice:** The extent to which the variation will assist or adversely impact on the council's ability to achieve good land use outcomes that could support the efficient and effective delivery of services.
- **Practicality:** The council will take into consideration the urgency and magnitude of proposed change in association with its decision-making. For example, the council may proceed to implementation if the proposed change is considered necessary or critical to the network and there was no clear alternative (e.g. network changes due to unforeseen events).

Notwithstanding the above, the following matters will always be considered as **a significant change** to the plan, thereby triggering the need for a full public consultation:

- any changes to the Significance Policy set out in this plan
- significant changes to the network or fare structure that were not previously consulted
- significant changes in funding requirements that triggers Waikato Regional Council's long term plan Significance Policy.

The diagram on the following page illustrates the process around how the council will determine the significance of variation and consultation requirements.

Variation to RPTP

The council will consider the following matters when determining if a variation is deemed significant and the level of public engagement required:

- cost
- area of impact
- land use
- strategic alignment
- network operations
- practicality.
- community views
- safety and accessibility

Significant variation

This includes, but is not limited to:

- any changes to the RPTP significance policy
- significant changes to the network or fare structure
- changes that will trigger Waikato Regional Council's long term plan significance policy.

Non-significant variation

This may include:

- any matters on which the council has recently consulted
- minor changes of routes and/or timetables to existing services
- the introduction or alteration of trial services
- any changes to fare levels approved by the council as part of the long term plan process
- the correction of minor errors that will not have material effect on this document.

Full public consultation

Targeted consultation

Information only

Type of consultation	Consultation process
Full public consultation	<ol style="list-style-type: none"> Discuss and obtain endorsement from the relevant committee to publicly consult on the proposed change. Endorsement to consult approved by Waikato Regional Council. Consult the public in accordance with the LGA special consultative procedure, including inviting submissions on the proposal. Council to consider all submissions and make decision on the proposal. Notify public on the outcome of public consultation.
Targeted consultation	<ol style="list-style-type: none"> Discuss and obtain endorsement from the relevant committee to publicly consult on the proposed change. Notify and discuss proposed change with key stakeholders and affected parties and invite feedback. Report to the relevant committee (and relevant territorial authorities if required) on consultation outcomes and staff recommendation. Relevant committee to endorse final changes prior to implementation. Notify key stakeholders and affected parties on the outcome of targeted consultation.
Information only	<ol style="list-style-type: none"> No consultation required. Move straight to passenger communications phase.



Appendix A: Scheduled public transport services procured by the council

The procurement units for scheduled public transport services in the Waikato region are summarised in the following table, with an outline of routes and standard service levels (refer section 2.3.11 for further detail) for each procurement unit provided in the subsequent tables. All procurement units in the Waikato region require subsidies and are contracted to the regional council.

Unit name	Unit number	Actual start date	Planned start date	Planned end date
Hamilton West	1	September 2017	-	September 2026
Hamilton East	2	January 2018	-	January 2027
North Waikato	3	April 2017	-	April 2026
North Waikato/Auckland A	3A	November 2020	-	January 2023
North Waikato/Auckland B	3B	-	TBD	TBD
East Waikato	4	Apr 2017	-	April 2026
Matamata-Piako	4A	-	TBD	
Thames	4B	November 2017	-	August 2022
West Waikato	5	April 2017	-	April 2026
Waipā	6	-	TBD	TBD
Waipā/Hamilton	6A	-	TBD	TBD
South Waikato (Tokoroa)	7	November 2022		October 2031
South Waikato/Hamilton	7A	November 2022	2023	October 2031
Taupō	9	November 2022	2023	October 2031
Waikato/Auckland Rail	10	April 2021	-	June 2024
Waikato – Ride-share A	11A		TBD	TBD
Waikato – Ride-share B	11B		TBD	TBD
Trial Service A	12		TBD	TBD
Trial Service B	13		TBD	TBD
Trial Service C	14		TBD	TBD
Trial Service D	15		TBD	TBD
Trial Service E	16		TBD	TBD
Waikato/Bay of Plenty A	17		TBD	TBD
Waikato/Bay of Plenty B	18		TBD	TBD
Waikato/Horizons A	19		TBD	TBD
Waikato/Horizons B	20		TBD	TBD
Hamilton Schools Services	21		TBD	TBD

Hamilton West unit

Route #	Route name	Service area	Standard service level
C	Comet	The Base, CBD, Waikato Hospital, Mahoe, Glenview, Fitzroy	Hamilton frequent
M	Meteor	Silverdale, Hillcrest, University Hamilton East, Frankton, Dinsdale, Nawton, Rotokauri	Hamilton frequent
1	Pukete	Whitiora, Beerescourt, St Andrews, Pukete	Hamilton coverage
3	Dinsdale	Frankton, Dinsdale, Western Heights	Hamilton coverage
9	Nawton	Maeroa, Livingstone, Nawton, Wintec Avalon campus, The Base	Hamilton coverage
18	Te Rapa	Maeroa, Forest Lake, Te Rapa, The Base	Hamilton coverage
19	Bremworth/Temple View	Frankton, Bremworth/Temple View	Hamilton coverage
F	Flex	Hamilton based on-demand services	Targeted

Hamilton East unit

Route #	Route name	Service area	Standard service level
O	Orbiter	The Base, Rototuna, Chartwell, Waikato University, Waikato Hospital, Dinsdale, Wintec Avalon campus	Frequent
4	Flagstaff	Chartwell, Flagstaff, Rototuna high schools	Hamilton coverage
5	Chartwell Huntingdon	River Rd, Chartwell, Huntingdon, Rototuna	Hamilton coverage
10	Hillcrest	Hamilton East, Hillcrest, Silverdale	Hamilton coverage
11	Fairfield	Fairfield, Chartwell	Hamilton coverage
13	University	Hamilton East, Clyde Park, Waikato University	Hamilton coverage
14	Claudlands	Claudlands, Chedworth Park, Chartwell	Hamilton coverage
16	Rototuna	Chartwell, Rototuna high schools, Rototuna shopping centre	Hamilton coverage
17	Hamilton East/Gardens	Hamilton East, Hamilton Gardens, University	Hamilton coverage
4N	Flagstaff North (school terms only)	Te Huia Dr, Chartwell, Hamilton Boys' High School, Sacred Heart Girls' College	Targeted

North Waikato Unit

Route #	Route name	Service area	Standard service level
21	Northern Connector*	Te Rapa, The Base, Ngāruawāhia, Huntly (east and west), Te Kauwhata, extension to Pukekohe	Metro frequent links

North Waikato/Auckland Unit 3A

Route #	Route name	Service area	Standard service level
44	Pokeno to Pukekohe	Pōkeno, Tūakau, Pukekohe	Regional coverage
NW3	Port Waikato to Pukekohe	Port Waikato, Tūakau, Pukekohe	Targeted

East Waikato Unit 4

Route #	Route name	Service area	Standard service level
22	Morrinsville/Paeroa Matamata to Hamilton Morrinsville Assist	Hamilton East, Morrinsville, Te Aroha, Paeroa/ Hamilton, Morrinsville, Matamata	Regional coverage

East Waikato (Thames) Unit 4B

Route #	Route name	Service area	Standard service level
TH1	Thames Connector	Thames township	Regional coverage
TBC	East Waikato link	Coromandel to Hauraki covering the townships including Thames, Paeroa and Waihi	

Raglan Unit 5

Route #	Route name	Service area	Standard service level
23	Raglan	CBD, Dinsdale, Whatawhata, Te Uku, Raglan, Manu Bay	Metro coverage

Waipā Unit

Route #	Route name	Service area	Standard service level
20	Cambridge	Hamilton, Cambridge	Metro coverage links
24	Te Awamutu	Hamilton, Ōhaupō, Te Awamutu	Metro Coverage links
CTA*	Cambridge to Te Awamutu	Cambridge, Te Awamutu	Targeted

South Waikato 7 and 7A

Route #	Route name	Service area	Standard service level
T01	Tokoroa Connector	Tokoroa township	Regional coverage
T02	Tokoroa/Hamilton*	Tokoroa-Hamilton via south Waikato towns	Regional coverage
TBC	Tokoroa District	District wide	Regional coverage

Taupo Unit 9

Route #	Route name	Service area	Standard service level
TC	Taupō Connector	Taupō urban services	Metro coverage (with towns)
C2T	Connect 2 Taupō	Taupō rural services	Metro coverage links

Inter-regional Rail Unit 10

Route #	Route name	Service area	Standard service level
R1	Hamilton–Auckland rail	Hamilton, Huntly and Auckland (Papakura)	TBC

Cross-boundary Bus Unit

Route #	Route name	Service area	Standard service level
85**	Waihi to Katikati (via Waihi beach)	Waihi, Waihi beach, Katikati	Targeted

*** Waihi to Katikati service is managed, funded and procured by Bay of Plenty Regional Council and subject to policies set out in the Bay of Plenty Regional Public Transport Plan.*

Hamilton Schools Unit 20

Route #	Route name	Service area	Standard service level
SX	Hamilton Schools Services (various)	Hamilton Urban Area	Targeted

Trial and reserve unit

From time to time there may be a need to trial services to test viability or provide services on behalf of or in partnership with other entities. The addition of generic trial and cross-boundary units as described in table A-1 allows for the contracting of these services.

Future changes to unit structures

On 28 August 2025, Waikato Regional Council approved an amendment to existing unit structures detailed in Appendix A of this Regional Public Transport Plan (RPTP) to support the tendering of new public transport services.

The decision was made following a strategic review of public transport service units. It enables the restructuring of several existing service units to enhance operational efficiency and support future network aspirations.

The unit structure includes active and reserved units. Reserved units provide flexibility for future service trials and expansions without requiring immediate changes to the Regional Public Transport Plan (RPTP). This approach supports NZ Transport Agency Waka Kotahi's preference for trial-based funding and allows for adaptable contracting strategies.

Public consultation was not required to make this variation as it did not meet the threshold of our Significance and Engagement Policy. The retrospective addition of the following table makes this technical variation operative.

The units detailed on page 56 continue to be valid until the existing bus contracts come to an end, at which point the new unit structures, as shown in the table below, will come into effect.

Unit name	Unit number	Actual start date	Planned start date	Planned end date
Active units to be procured as per dates below				
Hamilton Urban – Frequent	1		July 2028	June 2037
Hamilton Urban – Coverage	2		July 2028	June 2037
Hamilton Urban – Flex	2A		May 2028	TBD
North Waikato – Regional Connection	3		November 2027	Oct 2036
East Waikato – Regional Connection	4		November 2027	October 2036
West Waikato – Regional Connection	5		November 2027	October 2036
Waipā – Regional Connection	6	January 2024	n/a	December 2032
South Waikato – Tokoroa	7	November 2022	October 2031	TBD
South Waikato – Te Kuiti and Ōtorohanga	8	November 2022	October 2031	TBD
Taupō – District coverage	9	November 2022	October 2031	TBD
Thames Hauraki – Regional Connection	10		November 2027	TBD
Interregional Rail – Te Huia	11	April 2021	TBD	TBD
Reserved units – currently unallocated but can be used for future contracting purposes				
Hamilton Urban – Trial A	12		TBD	TBD
Hamilton Urban – Trial B	13		TBD	TBD
North Waikato – District Coverage	14		TBD	TBD
East Waikato – District Coverage	15		TBD	TBD
West Waikato – District Coverage	16		TBD	TBD
Waipā – District Coverage	17		TBD	TBD
South Waikato – District Coverage	18		TBD	TBD
Taupō – Trial	19		TBD	TBD
Thames Hauraki – Trial	20		TBD	TBD
Auckland/Waikato – Trial	21		TBD	TBD
Waikato/Bay of Plenty – Trial	22		TBD	TBD
Waikato/Horizons – Trial	23		TBD	TBD
Community Transport	24		TBD	TBD

Hamilton Urban – Frequent unit

Route #	Route name	Service area	Standard service level
C	Comet	The Base, CBD, Waikato Hospital, Mahoe	Hamilton frequent
M	Meteor	Silverdale, Hillcrest, University, Hamilton East, Frankton, Dinsdale, Nawton, Rotokauri. Wintec Avalon Campus	
O	Orbiter	Rotokauri, Flagstaff, Rototuna, Chartwell, University, Hospital, Dinsdale	
R	Rototuna High Frequent	Rototuna Village, Chartwell, Transport Centre	

Hamilton Urban – Coverage unit

Route #	Route name	Service area	Standard service level
	Te Rapa/Pukete	Te Rapa Park, The Base, Pukete, Saint Andrews, Forest Lake	Hamilton coverage
	Dinsdale/Uni	Hamilton Zoo, Western Heights, Dinsdale, Frankton, Hamilton East, Waikato University	
	Flagstaff	Chartwell, Flagstaff, Rototuna High Schools	
	Nawton	Maeroa, Livingstone, Nawton, Wintec Avalon campus, Rotokauri	
	Hillcrest	Hamilton East, Hillcrest, Riverlea	
	Fitzroy	Glenview, Deanwell, Fitzroy	
	Flagstaff N	Te Huia Dr, Chartwell, Hamilton Boys High School, Sacred Heart Girls College	Targeted
	Chartwell	Rototuna Village, Chartwell, Huntington, River Rd	Hamilton coverage
	Fairfield	Fairfield, Fairview Downs, Chartwell	
	Hamilton Gardens	Hamilton East, Hamilton Gardens	
	Temple View	Frankton, Temple View	
	Tamahere/Matangi	University, Matangi, Tamahere	Targeted
	Tauwhare Pa	University, Ruakura, Tauwhare Pa	

Hamilton Urban – Flex

TBD

North Waikato – Regional Connection

Route #	Route name	Service area	Standard service level
21	Hamilton/ Huntly	Hamilton CBD, Te Rapa, The Base, Ngāruawāhia, Huntly (East and West), Ohinewai, Te Kauwhata	Metro frequent
44	Te Kauwhata/ Pokeno/ Pukekohe	Te Kauwhata, Mercer, Meremere, Pōkeno, Tūākau, Pukekohe	Regional coverage

East Waikato – Regional Connection

Route #	Route name	Service area	Standard service level
22	Morrinsville/ Matamata/ Hamilton	Hamilton CBD, Hamilton East, Morrinsville, Te Aroha, Hamilton, Matamata	Metro frequent

West Waikato – Regional Connection

Route #	Route name	Service area	Standard service level
23	Raglan	Hamilton CBD, Dinsdale, Whatawhata, Te Uku, Raglan, Manu Bay	Metro coverage

Thames-Coromandel and Hauraki – Regional Connection

Route #	Route name	Service area	Standard service level
	Thames/Hauraki	Thames, Ngatea, Kerepehi, Turua, Paeroa	Metro coverage

All other units remain unchanged



Appendix B: Factors influencing urban form and transport

This appendix should be read in concert with section 2.7.3 of this plan and the associated policies relating to integrated land use planning and public transport service provision.

The table on the following page outlines key urban form characteristics that influence the viability of frequent public transport service provision. Key factors include:

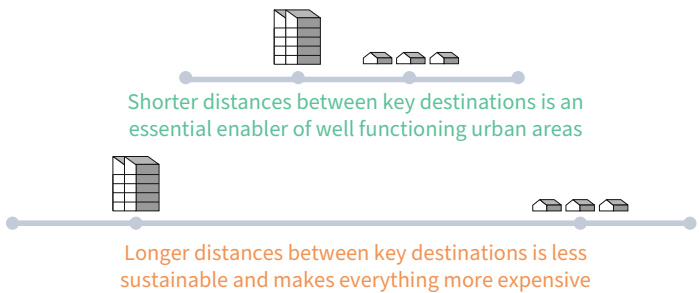
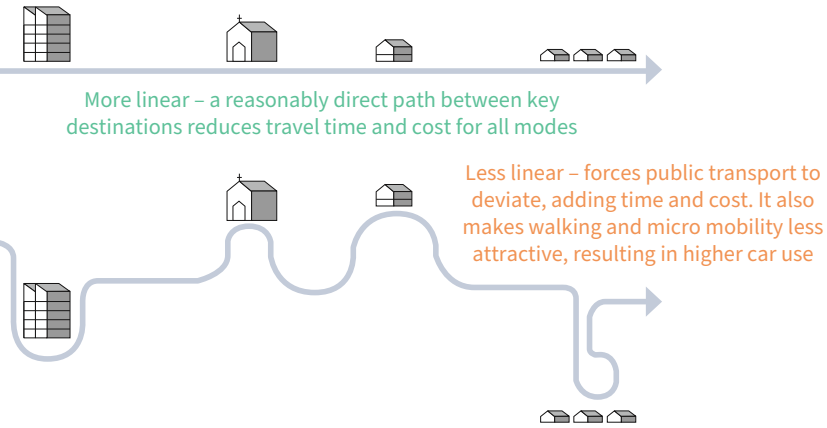
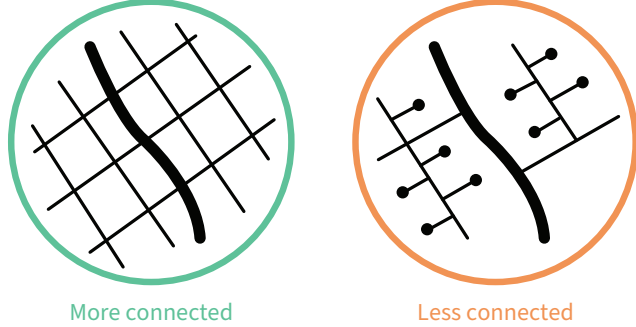
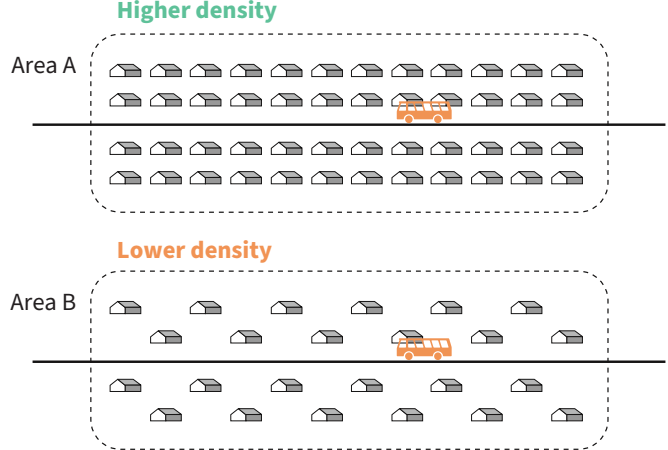
- proximity
- linearity
- connectivity
- land use density.

The table also outlines assessment criteria that can be used to:

- inform planning for new development areas
- assess the potential viability of frequent service provision to a new development area.

Where a new development area has poor alignment with one or more key factors, it should be assumed for the purposes of land use planning that public transport service provision sufficient to enable a well-functioning urban area cannot be publicly provided.

The table summarises key factors and assessment criteria only and is not intended to be a definitive list of all factors that require consideration.

Urban form factor		Macro urban implications		Related, but not limited to public transport	Public transport specific implications	Assessment criteria Frequent public transport services viability
Proximity						
Linearity						
Connectivity						
Density						

He taiao mauriora

Healthy environment

He ōhanga pakari

Strong economy

He hapori hihiri

Vibrant communities

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