Hamilton Public Transport Joint Committee Open Agenda

Date: Friday, 16 August, 2019
Time: 10:00 am
Location: Council Chamber
Waikato Regional Council
401 Grey Street, Hamilton East

Members: Cr R Rimmington - Chair (Waikato Regional Council)
Cr D Macpherson - Deputy Chair (Hamilton City Council)
Cr J Hennebry (Waikato Regional Council)
Cr L Tooman (Hamilton City Council)
Cr G Webber (Waipa District Council)
Cr D Fulton (Waikato District Council)
R I'Anson (New Zealand Transport Agency)
M Flynn (Access and Mobility Representative - non voter)

Notice of Meeting:
I hereby give notice that an ordinary Meeting of the Hamilton Public Transport Joint Committee will be held as detailed above.

VRJ Payne
Chief Executive Officer
1. **Terms of Reference**

2. **Apologies**

3. **Confirmation of Agenda**

4. **Disclosures of Interest**

5. **Confirmation of Minutes**
   - Minutes of the previous meeting held on 7 June 2019
   - Extract from Council meeting held on 27 June 2019

6. **Hamilton Public Transport Update**

   Report to provide the Hamilton Public Transport Joint Committee with information on matters relevant to the implementation and monitoring of the Waikato Regional Public Transport Plan 2018-28.
Hamilton Public Transport Joint Committee

REPORTING TO: Waikato Regional Council
Hamilton City Council (Growth and Infrastructure Committee)

CONSTITUTION: Waikato Regional Council (two members)
(One to be Chair/Deputy Chair)

Hamilton City Council (two members)
(One to be Chair/Deputy Chair)

Waikato District Council (one member) with voting rights on satellite service matters only

Waipa District Council (one member) with voting rights on satellite service matters only

New Zealand Transport Agency (one representative)

Access and Mobility (one representative)
(non-voting)

QUORUM: Four members.

MEETING FREQUENCY: Quarterly or as required.

ADMINISTRATION: The administration of the Hamilton Public Transport Joint Committee will be provided by the Waikato Regional Council for the triennium.

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

SCOPE OF ACTIVITY:

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

POWER TO ACT:

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

REFERENCE DOCUMENTS:

Waikato Regional Council

Hamilton Public Transport Joint Committee

OPEN MINUTES

Date: Friday, 7 June, 2019, 10:08 am
Location: Council Chamber
Waikato Regional Council
401 Grey Street, Hamilton East

Members Present: Cr R Rimmington - Chair (Waikato Regional Council)
Cr D Macpherson - Deputy Chair (Waikato Regional Council)
Cr J Hennebry (Waikato Regional Council)
Cr L Tooman (Hamilton City Council)
Cr G Webber (Waipa District Council)
Cr D Fulton (Waikato District Council)
M Flynn (Access and Mobility Representative)

Staff Present: J Becker (Chief Financial Officer)
L Van Veen (Democracy Advisor)
1. **Terms of Reference**

2. **Apologies**

Apologies for lateness were received from Cr D Macpherson.

**HPTJC19/06**

Moved by: Cr R Rimmington  
Seconded by: Cr J Hennebry

**RESOLVED (SECTION A):**

THAT the apologies of Cr D Macpherson (Hamilton City Council) for lateness be accepted.  

The motion was put and carried

3. **Confirmation of Agenda**

Members agreed to confirm the agenda.

Cr D Macpherson arrived at 10.15am.

**HPTJC19/07**

Moved by: Cr L Tooman  
Seconded by: Cr J Hennebry

**RESOLVED (SECTION A):**

THAT the agenda of the meeting of the Hamilton Public Transport Joint Committee of 7 June 2019, as circulated, be confirmed as the business for the meeting.  

The motion was put and carried

4. **Disclosures of Interest**

There were no disclosures of interest.

5. **Minutes of Previous Meeting - 15 March 2019**

The minutes from the meeting of the Hamilton Public Transport Joint Committee dated 15 March 2019 to be received and taken as a true and accurate record.  

It was also noted that the reference to "Go Bus drivers" within the "patronage update" section of the previous meeting agenda was incorrect. This reference should have been noted as "industrial action".

**HPTJC19/08**

Moved by: Cr L Tooman  
Seconded by: Cr J Hennebry

**RESOLVED (SECTION A):**

THAT the minutes of the previous meeting of the Hamilton Public Transport Joint Committee dated 15 March 2019 be received and accepted as a true and accurate record.
The motion was put and carried

6. **Hamilton Public Transport Update**

Report to provide the Hamilton Public Transport Joint Committee with information on matters relevant to the implementation and monitoring of the Waikato Regional Public Transport Plan 2018-28.

The Manager Public Transport (A Wilson) presented the report and presentation doc# 14432231.

With respect to the "Implementation Priorities" update, the following points were noted:

- Confirmation of funding from the New Zealand Transport Agency (NZTA) to support a number of the priority initiatives was still outstanding. Staff advised that this was an issue nationally.
- A member highlighted the importance of the trial ride-share service for newly developed suburbs. It was noted that the layout of these suburbs made bus access difficult and that the trial ride-share would be a good solution. There was concern that a delay in implementing this initiative would result in a lower uptake of public transport options by those residing in these areas. Staff advised that delay was due to the NZTA national funding issue and undertook to submit a joint letter from Waikato Regional Council and Hamilton City Council.

With respect to the "New Electronic Ticketing System" update, the following points were noted:

- In response to a member’s concern regarding the delay in go-live timeframes, staff assured the committee that the system was of the highest quality and that delays had resulted from the logistics of amalgamation across eight different councils. Staff confirmed that they were confident that the new system would provide the desired functionality across all users once testing had been completed, but that further testing was needed to ensure a successful rollout.
- Staff highlighted the effects of the delay of the new ticketing system on the planned disestablishment of the CBD shuttle and also the implementation of the $1 CBD fare zone, which had been planned to coincide with the original go-live date of the new ticketing system. Staff proposed new options for roll out of these initiatives. Members requested that a decision on the way forward be delayed until the next committee meeting, when staff would be able to provide more clarity to members on the go live date of the new ticketing system.
- In response to a member’s query about whether budgets could accommodate the delays, staff assured members that this was not an issue.

With respect to the "Employment Relations Act Changes" update, the following points were noted:

- Members agreed that the changes to the Employment Relations Act (the Act) were necessary but raised concern regarding the ability to fund the required actions, particularly in light of the lack of funding clarity from NZTA. Members highlighted that peak services should not be cut to accommodate funding constraints and that the new living wage needed to be taken into account. Staff undertook to circulate the central
government Memorandum of Understanding which set out expectations regarding the outcomes that needed to be achieved over the transitional period to May 2020.

- A member advised that the Rotokauri transport hub had been finalised by Hamilton City Council with a targeted completion date of May/June 2020 and that it would include a rest area for bus drivers. It was noted that the rest facilities at the hub would greatly assist with the scheduling of rest and meal breaks for bus drivers. Staff undertook to review the programme and provide an update to members at the next committee meeting.

With respect to the "Patronage Update", the following points were noted:

- A member requested more data which illustrated the trend over time for the uptake of bus services. Staff undertook to provide this at the next committee meeting.
- In response to a member’s question regarding whether increased April/May usage was the result of the new Comet service being launched, staff advised that, while the Comet was a contributor, this was not the sole driver for patronage increases.
- Staff advised that they were confident that the Huntly service changes implemented between January to May would resolve identified issues and that patronage numbers would rise going forward as a result.

With respect to the "NZTA Targeted Enhanced Funding Assistance Rates" update, the following points were noted:

- Staff advised that NZTA had signalled there would be no Targeted Enhanced Funding Assistance Rates (TEFAR) made available for public transport activities and also for improvement activities not already approved. Staff provided members with a list of projects which relied on NZTA funding, and the current status of these.
- Members expressed concern that lack of funding from NZTA to support city service extensions and reliability improvements posed a huge risk to patronage growth. It was noted that campaigning for lost funding needed to be carried out to raise awareness of the long term adverse effects.
- Staff advised that the Waipa Service Review Business Case was well advanced.
- Members queried whether Waipa services could include the airport. Staff noted that this could be accommodated, however it would involve trade-offs.
- Staff advised that NZTA were taking action to resolve the omission of the Mass Transit Plan (the Plan) from their list of priority projects for funding. Due to the critical importance of the project for long term planning, action to progress the project would be undertaken irrespective of provision from NZTA for funding. The reporting line for monitoring progress of the Plan was yet to be determined. Reporting through Future Proof was being considered.
- Membership of NZTA on the committee was discussed in light of recent staff changes. Staff undertook to contact NZTA to determine appropriate membership and attendance at committee meetings.

With respect to the "Draft Service Change Programme" update, the following points were noted:

- Staff presented on the indicative draft service change programme and advised that it needed re-prioritising. As the list was made up of Hamilton related initiatives, a member undertook to take this to the upcoming Access Hamilton Task Force meeting for
discussion and re-prioritizing. Connection between Waipa urban areas and Hamilton would also be included in these conversations.

With respect to the "Comet" update, the following points were noted:

- In response to a member’s request for data illustrating where patronage uptake of the Comet service was occurring, staff confirmed that this information was available and undertook to provide this to the committee.
- Members were impressed with the rapid patronage uptake of the service and suggested that services like this be extended across the city, including connection with the airport.
- Staff highlighted the continued increase in patronage uptake of the Orbiter service and signalled that improvements to this service should be considered going forward to ensure continued growth.
- Staff advised that work to investigate implementation of the east-west cross city route had begun and that this may be incorporated into the ERA changes.
- Members raised concern regarding the ability to maintain and enhance services in light of NZTA funding challenges, particularly given the reliance on these funds to deliver on planned initiatives.

With respect to the "CBD Fare Zone" update, the following points were noted:

- A member advised that improved communications regarding the comet service within the hospital area were needed, however this should be held off and worked into the CBD Fare Zone communications, in line with the roll out of the new ticketing system.

With respect to the "Fare Changes" update, the following points were noted:

- Staff highlighted that the zone based fare calculations under the new fare system would result in some fares increasing, whilst some will decrease, due to charges being based on the number of zones travelled as opposed to distance. Fare changes to satellite areas would not occur until the new ticketing system had been fully implemented.

With respect to the "Targeted Mode Shift/Youth Concession" update, the following points were noted:

- Staff highlighted potential for the youth concession to reduce school traffic significantly, however further testing was needed to confirm this.
- With lack of clarity from NZTA on access to TEFAR funding, it was noted that an alternative funding approach for implementation of the youth concession was needed. Staff recommended a phased implementation approach.
- In response to a member’s query regarding how “policing” of concession cards occurred at present, staff advised that fare inspectors carried out this work and that there were no major historical breaches of use.
- Staff had provided data for roll out of the youth concession within Hamilton only but assured members that they could provide data for implementation out to satellite areas if requested.
- Members discussed the criteria for "youth". It was noted that this would differ from that applied to "child" concessions.
Members agreed that a phased approach was the best option for implementation of the youth concession initiative, and committed to taking the recommendation back to Hamilton City Council for endorsement, highlighting that transfer of budget would be needed in support. Waikato Regional Council staff assured members that a transfer of funds within its budgets would not be an issue and did not require full council approval. Phase 1 of the approach involved a free concession for youth over a one year trial period. Free travel could be undertaken on weekends only. The data from this trial could then be used to support the business case to further implement the youth concession initiative.

Pending approval of the required budget transfer by Hamilton City Council, staff undertook to progress the implementation of the Weekend Concession by 1 July 2019. Staff confirmed that as a minimum persons 15 and under would eligible and were aiming to enable free travel for youth (people 18 and under) from the outset but this was dependant on technical capabilities of the current ticketing system.

HPTJC19/09
Moved by: Cr R Rimmington
Seconded by: Cr J Hennebry

RESOLVED (SECTION A):

THAT the Hamilton Public Transport Joint Committee endorse the implementation of phase 1 of the Targeted Mode Shift/Youth Concession approach as discussed at its meeting on 7 June 2019, being to enable free concession for youth (yet to be defined) over a one year trial period.

The motion was put and carried

With respect to the "Disability Concession" update, the following points were noted:

• The disability concession is to be rolled out with the new ticketing system which was now due for release in late October.
• Members discussed implementation of the concession ahead of the go live date for the new ticketing system. It was noted that there would be a loss of revenue should this occur and that it would need to satisfy auditing standards with respect to qualifying passengers.
• A member raised concern that a delay in the implementation of the concession would breach the original commitment to the disability community and that action should be taken to attempt to meet this commitment. Staff undertook to investigate implementing earlier than the ticketing system roll out through use of alternative methods. They also committed to provide their findings to members to the Access Hamilton taskforce for consideration.
• In response to a member’s question regarding whether the new ticketing system will enable diagnostics of where the disability concession was being used, staff advised it would.
• Staff advised that a training programme for those who would qualify for the concession and also for bus drivers would be implemented as part of the concession roll out. It was emphasized that bus drivers were not expected to "police" the use of concession cards and that their training would be focused more on bus access matters.
• In response to a member’s query regarding how many people would be eligible for the concession within the region, staff advised that this would include approximately 3,000 currently eligible under the total mobility scheme plus those who could now qualify under
the extended criteria. Staff undertook to circulate the disability concession criteria to committee members.

With respect to the "City Public Transport Infrastructure" update, the following points were noted:

- Staff provided a summary of the matters outlined with the agenda package.

With respect to the "District Services" update, the following points were noted:

- Staff provided a summary of the matters outlined with the agenda package.
- A member noted appetite for utilisation of rail for connecting between Hamilton and surrounding towns; including Morrinsville, Huntly and Te Awamutu. Staff advised that the Metro Spatial Plan made note of this and it was tagged for further investigation and work.

HPTJC19/10
Moved by: Cr R Rimmington
Seconded by: Cr J Hennebry

RESOLVED (SECTION A):
THAT the report Hamilton Public Transport Update (Hamilton Public Transport Joint Committee 7 June 2019) be received.

The motion was put and carried

Meeting closed at 12.30pm

_________________________
Chair
5.4 Hamilton Public Transport Joint Committee

Minutes of the meeting of the Hamilton Public Transport Joint Committee held 7 June 2019.

The minutes (Doc# 14444485) attached as Appendix 3.

Cr Rimmington spoke to the minutes and during questions, answers and related discussion:

- There were a number of new initiatives in relation to public transport that were being sought by Hamilton City Council but there had been no funding identified from NZTA to support these initiatives.

- The Under 18s concession is a one year trial only. Staff were working to come up with appropriate measures for success. One of the matters to be considered throughout the trial would be if it was deemed to be a success, how could the initiative be funded on an ongoing basis.

- The funds contributed by council to the trial was the funding that council had previously confirmed for a business case to investigate a youth concession. Members were assured that any proposal to continue beyond the trial would be brought to council for a decision. A model that proposed a phased approach to expanding the youth concession was presented to the Joint Committee. This sought the identification of alternative sources of revenue to offset the fare revenue lost.

- A member noted concern at the reports of the Raglan bus service being full and asked what the process was for another bus to be considered. Members were advised that the services were being monitored and that the process for a new service included conversations with the funding partners in this case being Waikato District, Waikato Regional Council (on behalf of Hamilton City Council) and NZTA. Any change or increase in services would require agreement from all three funding partners.

WRC19/129
Moved by: Cr R Rimmington
Seconded by: Cr J Hennebry

1. That the minutes of the meeting of the Hamilton Public Transport Joint Committee held 7 June 2019 be received.

2. That the decisions made under Section A be noted.

The motion was put and carried
Report to Hamilton Public Transport Joint Committee

Date: 5 August 2019
Author: Andrew Wilson, Manager PT Operations
Authoriser: Janine Becker, Chief Financial Officer
Subject: Hamilton Public Transport Update
Section: A (Committee has delegated authority to make a decision)

Purpose
1. To provide the Hamilton Public Transport Joint Committee with information on matters relevant to the implementation and monitoring of the Waikato Regional Public Transport Plan 2018-28.

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

‘To consider and recommend on matters relevant to the implementation and monitoring of the Regional Public Transport Plan.’

3. The Waikato Regional Public Transport Plan 2018-28 (RPTP) was prepared in accordance with Part 5 of the Land Transport Management Act 2003. The purpose of the RPTP is to identify public transport services that will be provided over the next 10 years, along with the policies, procedures, information, and infrastructure to support the delivery of those services.

4. The Joint Committee’s mandate extends to services within Hamilton and services between Hamilton and neighbouring towns.

Staff Recommendation:
That the report Hamilton Public Transport Update (Hamilton Public Transport Joint Committee 5 August 2019) be received.

Background and Report Structure
5. This report is prepared quarterly or as required to provide the Hamilton Public Transport Joint Committee with information on matters relevant to the implementation and monitoring of the RPTP as it affects Hamilton city and neighbouring districts. The topics covered in this report will vary as the implementation of the RPTP progresses.

¹ Terms of Reference – Hamilton Public Transport Joint Committee
Regional Public Transport Plan ................................................................. 3
Public Transport Plan Overview ............................................................... 3
New Electronic Ticketing System ............................................................. 6
Driver Remuneration Update ................................................................. 7
Patronage Update .............................................................................. 8
Accessibility Concession ..................................................................... 12
Electric Bus Strategy Development ....................................................... 12
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Rotoruna PT Hub ............................................................................... 17
Update on Infrastructure Improvements to the Comet Route .............. 18
District Services ............................................................................... 22
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  North Waikato PT Improvements ..................................................... 23
 Matamata-Piako ............................................................................... 24
 Thames Coromandel District ................................................................. 24
Regional Public Transport Plan

Public Transport Plan Overview

6. The Waikato Regional Public Transport Plan (RPTP) 2018-28 was adopted by council in December 2018 following public consultation. The 2018-28 RPTP was outlined at the council meeting in March 2019.

7. The new RPTP includes aspirational network concepts and layered service levels for the region, including Hamilton and its immediate surrounds. The concepts and layered service levels are intended to serve as ‘blueprints’ to guide the development and evolution of public transport over time.

8. The RPTP acknowledges that delivering on the strategic responses and network concepts is not possible overnight and has adopted a phased implementation approach. The table below outlines priority initiatives included within the RPTP for implementation:

<table>
<thead>
<tr>
<th>Phasing</th>
<th>Hamilton and neighbouring towns</th>
<th>Regional network</th>
</tr>
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<tbody>
<tr>
<td>0-10 years</td>
<td>Improve public transport reliability and travel times via infrastructure priority measures.</td>
<td>Expand the transport network to include more areas within our region, including links between:</td>
</tr>
<tr>
<td></td>
<td>Develop and trial public ride-share services.</td>
<td>• Tokorua and Hamilton via south Waikato towns</td>
</tr>
<tr>
<td></td>
<td>Develop a Mass Transit Plan</td>
<td>• Matamata and Hamilton</td>
</tr>
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<td></td>
<td>Implement mass transit start up projects:</td>
<td>• north Waikato towns and Auckland</td>
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<tr>
<td></td>
<td>• passenger rail Hamilton to Auckland (subject to the approval of the Single Stage Business Case for Passenger Rail).</td>
<td>• north Waikato towns and Hamilton</td>
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<tr>
<td></td>
<td>• high capacity, rapid and frequent bus corridors within Hamilton</td>
<td>• Taupo and surrounding towns.</td>
</tr>
<tr>
<td></td>
<td>• rapid and frequent public transport service between Hamilton and Cambridge, HUNTLY to Hamilton, and Te Awamutu to Hamilton</td>
<td>Any other areas where there is demand and sufficient funding.</td>
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<tr>
<td></td>
<td></td>
<td>Develop and trial demand responsive services.</td>
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<td></td>
<td></td>
<td>Support community transport initiatives.</td>
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9. All of the priority initiatives outlined in the table above are being progressed and will be the subject of regular updates and consideration by the PT Joint Committee. The following provides a brief summary of each activity in so far as they relate to Hamilton and neighbouring towns.

   a) Improve public transport reliability and travel times via infrastructure priority measures.

   Short term priorities include addressing PT delay hotspots:

   • Intersection between Pembroke St (hospital entrance), Ohaupo Rd and Kahikatea Dr – Status: Project scoping phase. NZTA lead. Timeframes to be confirmed.
   • Glenview / Mahoe SH3 corridor – Status: Project scoping phase. NZTA lead. Timeframes to be confirmed.
   • Peachgrove Rd, Hukaunui Rd and Clyde St corridors – Status: School links business case process underway. HCC lead.

   b) Develop and trial public ride-share services.
Project scope confirmed and anchored in new RPTP. Short term priorities: NZTA have signalled that funding for new activities is constrained nationally and that the Rideshare will not attract NZTA funding support during the current NLTP period. The project is currently on hold.

c) **Develop a Mass Transit Plan**

The Mass Transit Plan (MTP) will be developed through two workstreams delivered concurrently.

The first workstream will be delivered with the Metro Spatial Plan and will set the 100 year vision, which includes the location of key corridors, corridor function, modes and protection requirements. This workstream will also deliver the transition plan and a 30 year implementation plan to feed into future RLTP, NLTP, RPTP, Infrastructure Plans, 10 year programme, and an update of the Access Hamilton Programme Business Case.

The second stream will develop a 10 year programme of works to deliver the current Access Hamilton Programme and RPTP targets of mode shift and a move towards a mass transit based transport network.

This split enables the long term MTP to be aligned with the development of the Hamilton Metro Spatial plan, while still enabling the short term programme to be developed without being delayed by the development of the longer term plan.

d) **Implement mass transit start up projects:**

**Passenger rail Hamilton to Auckland** – Status: Pre-implementation phase with a target go live date in 2020. Note a separate governance group has been established to oversee implementation of the start-up passenger rail service. The PT Joint Committee will ensure integration of public bus service with passenger rail.

**Develop high capacity, rapid and frequent bus corridors within Hamilton** - Major routes and corridors will be confirmed through development of the mass transit plan. However some network improvements can be advanced in parallel with development of the mass transit plan. Early initiatives that serve as stepping stones to the development of mass transit corridors within Hamilton are outlined below.
Develop a rapid and frequent public transport service between Hamilton and Cambridge, Hamilton and Te Awamutu and Hamilton to Huntly. A public transport review is underway with Waipa District Council. Additional funding to improve PT service levels within Waipa has been confirmed in LTPs from year 2 onwards.

The NZTA have signalled that funding for new activities is constrained nationally and that service level improvements for Waipa may not attract NZTA funding support during the current NLTP period.

Service level improvements for Huntly were implemented in April.

e) Expand the public transport network to include more areas within our region, including links between:

- Tokoroa and Hamilton via south Waikato towns – Service to be tendered this year. Implementation date to be confirmed.
- Matamata and Hamilton – Service to be implemented this year.
New Electronic Ticketing System

10. The regional council has jointly procured a new ticketing system with a consortium of eight other councils in New Zealand (RITS Consortium). A contract for provision of the new system was awarded to INIT who is a specialist provider of technology solutions for public transport systems based in Germany.

11. Since the previous joint committee meeting, further delays have been advised by the RITS consortium with revised go live dates yet to be confirmed.

12. In light of further delays, changes to the consortium’s project management and testing approach have been confirmed and a revised implementation approach is being developed. A live pilot is planned for Northland in the coming weeks. Northland is currently operating the INIT system for cash only fares. The pilot will include system testing of the card functionality in a controlled manner. Subject to the successful outcome of that testing the Consortium will confirm the rollout of the system to other regions. At this point we are still optimistic of a WRC implementation prior to Christmas but that is dependent on a successful Northland experience.

13. As a result of the further delays several meetings have been held with INIT senior executive and Board members expressing our significant concern over the delays and seeking their commitment to provide the necessary resource and priority to deliver on the revised implementation approach. We have received their absolute commitment to deliver on this project and we have in place a weekly call with their senior executives to monitor progress.

14. From a readiness perspective and at a local level, the Waikato is in a good position to implement the new system. However, there are risks associated with implementation timing.

15. As previously reported to the Joint Committee, changes to the Employment Relations Act (ERA) will require significant changes to bus timetables in Hamilton in order to comply with new regulations relating to timing and provision of employee rest and meal breaks. In order to comply with the new regulations, the network changes must be implemented by the 6\textsuperscript{th} May 2020.

16. At present the network changes in Hamilton are currently planned for implementation in two phases as follows:
   - Changes to services on the western side of river - January 2020
   - Changes to services on the eastern side of the river - April 2020

17. Implementing significant network changes and a new ticketing system at the same time would be a high risk scenario that is best avoided. In order to avoid the ERA network changes, the new ticketing system would need to be implemented late 2019 / very early 2020 or after May 2020.

18. The committee should also be aware that risk associated with the existing ticketing system is increasing due to the age of the devices and increasing difficulty supporting the system. Individual ticketing devices are failing resulting in fare revenue loss and under reporting of patronage. The frequency of device failures is expected to increase over time creating further urgency to transition to the new system.

19. Risks associated with the ticketing project and implementation timing for the Waikato will be further discussed at the Joint Committee meeting.
Local Implementation Planning

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

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

21. Detailed planning for implementation of the new system at a local level is largely complete. At a previous Joint Committee meeting members considered and endorsed a transition approach and policies that will govern the roll out of the new system within the Waikato. The endorsed approach is included as Attachment 1 to this report.

Driver Remuneration Update

22. First Union, representing about half of the bus drivers employed by Go Bus in Hamilton, have been engaged in an ongoing industrial dispute in relation to remuneration and working conditions. Formal engagement between First Union and Go Bus commenced in March 2017 and since then there have been multiple stop work meetings and strike events that have caused disruption to the provision of services. The most disruptive event occurred in November 2018 when union drivers were locked out by Go Bus in response to planned strike action.

23. Regional Council and Hamilton City Council representatives were able to broker an interim agreement between First Union and Go Bus to end the driver lockout and allow time to explore options to increase driver remuneration.

24. A specific option identified included a performance based scheme that would serve to bridge the gap between current driver remuneration levels and the First Union demands of a living wage of $20.55 per hour. The funding gap was assessed to be about $900,000 per annum.

25. A joint funding package was then developed that would see driver wages increase to a minimum of $20.55 per hour by 1 July 2020. The funding package relied on contributions from the Regional Council, Hamilton City Council, fare increases (passengers) and the NZ Transport Agency at the normal funding assistance rate of 51%.

26. Both councils secured their respective funding commitments and resolved to increase fares. However the NZ Transport Agency declined to provide funding assistance.

27. The local share funding remains available for uplift, however to date this has not occurred. Provision of a living wage is a bottom line issue for the union and in the absence of the full
funding package their expectations are unable to be met and the industrial dispute remains unresolved.

28. More recently a sector wide memorandum of understanding (MoU) has been developed in order to assist in the implementation of employment law changes. The MoU also includes a commitment to move towards establishing a living wage a minimum standard for all bus drivers in New Zealand. The MoU was developed jointly by representatives from relevant unions, bus operators, councils, the Ministry of Transport and the NZ Transport Agency. The Minister of Transport is a signatory to the MoU.

29. Considering the MoU, Regional Council has resubmitted a funding request to the NZ Transport Agency. A joint letter from the Chair of the Regional Council and Mayor of Hamilton City was also sent to the Minister of Transport requesting assistance to unlock the central government funding needed to increase driver remuneration in the Waikato. To date there has not been a response to the letter and the NZ Transport Agency will only progress the funding request in light of clear direction from central government.

30. Staff are seeking greater clarity from central government, however at present their commitment to additional funding is uncertain. In the meantime, there remains further risk of industrial action.

**Patronage Update**

31. Total boardings (including transfers) were up across the network for the month of June 2019 by 2.0% compared to June 2018. First (fare-paying) boardings increased by 2.6%, whilst transfer boardings continue to decline overall.

32. For Hamilton urban services, fare-paying boardings increased by 3.2% in June compared to the same month last year. For the 12 month period up to and including June, fare-paying boardings on these services increased by 1.0% compared to the previous 12 months. When total patronage (including transfers) is included, this 12 month increase is 0.02%. It should be considered that the current year to date includes the week-long period of industrial action in November 2018, which is estimated to have reduced patronage by 30,000 boardings.

33. The Comet replaced Mahoe and Glenview routes and short running trips on the Northern Connector to the Base on the 1st April, servicing stops between the Hospital and The Base every 15 minutes. Comet patronage for the first three months has seen 16% growth compared to the services it replaced.

34. Following introduction of the Comet, reporting for Huntly / Hamilton has been revised to reallocate passengers travelling within the Hamilton boundary to the Hamilton urban reporting group. Patronage on Huntly to Hamilton services has stabilised following bus service improvements on the route which have been phased in since January 2019 and were fully implemented in April. These changes were intended to reverse downward patronage trends and better serve the transport requirements of Waikato district.

35. It should be noted that patronage figures continue to be considered to be understated, with issues around the existing ticketing system and frequent machine failures limiting ability to accurately record all boardings and collect all fares.
<table>
<thead>
<tr>
<th>Jun-19</th>
<th>Boarding Type</th>
<th>Monthly Result</th>
<th>12 Months to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Boardings</td>
<td>% change compared to same month last year</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>compared to same month last year</td>
</tr>
<tr>
<td>Hamilton Urban</td>
<td>First boarding</td>
<td>243,727</td>
<td>3.20%</td>
</tr>
<tr>
<td></td>
<td>Transfer boarding</td>
<td>61,054</td>
<td>-1.18%</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>304,781</td>
<td>2.29%</td>
</tr>
<tr>
<td>Cambridge / Hamilton</td>
<td>First boarding</td>
<td>4,872</td>
<td>2.23%</td>
</tr>
<tr>
<td></td>
<td>Transfer boarding</td>
<td>52</td>
<td>-3.66%</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>4,924</td>
<td>2.17%</td>
</tr>
<tr>
<td>Huntly / Hamilton</td>
<td>First boarding</td>
<td>17,904</td>
<td>0.59%</td>
</tr>
<tr>
<td></td>
<td>Transfer boarding</td>
<td>483</td>
<td>5.94%</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>18,387</td>
<td>0.72%</td>
</tr>
<tr>
<td>Mangakino</td>
<td>First boarding</td>
<td>224</td>
<td>27.69%</td>
</tr>
<tr>
<td></td>
<td>Transfer boarding</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>224</td>
<td>27.69%</td>
</tr>
<tr>
<td>Paeroa / Morrinsville</td>
<td>First boarding</td>
<td>2,661</td>
<td>-3.74%</td>
</tr>
<tr>
<td></td>
<td>Transfer boarding</td>
<td>18</td>
<td>-11.08%</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>2,679</td>
<td>-3.80%</td>
</tr>
<tr>
<td>Pukekohe</td>
<td>First boarding</td>
<td>456</td>
<td>506.51%</td>
</tr>
<tr>
<td></td>
<td>Transfer boarding</td>
<td>13</td>
<td>1248.69%</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>469</td>
<td>515.91%</td>
</tr>
<tr>
<td>Raglan</td>
<td>First boarding</td>
<td>5,323</td>
<td>-4.19%</td>
</tr>
<tr>
<td></td>
<td>Transfer boarding</td>
<td>333</td>
<td>26.09%</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>5,656</td>
<td>-2.82%</td>
</tr>
<tr>
<td>Taupo</td>
<td>First boarding</td>
<td>1,407</td>
<td>-12.01%</td>
</tr>
<tr>
<td></td>
<td>Transfer boarding</td>
<td>5</td>
<td>-90.74%</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>1,412</td>
<td>-14.58%</td>
</tr>
<tr>
<td>Te Awamutu</td>
<td>First boarding</td>
<td>5,890</td>
<td>-6.35%</td>
</tr>
<tr>
<td></td>
<td>Transfer boarding</td>
<td>57</td>
<td>-36.41%</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>5,947</td>
<td>-6.77%</td>
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<tr>
<td>Thames</td>
<td>First boarding</td>
<td>758</td>
<td>-2.79%</td>
</tr>
<tr>
<td></td>
<td>Transfer boarding</td>
<td>113</td>
<td>62.82%</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>871</td>
<td>2.57%</td>
</tr>
<tr>
<td>Tokoroa</td>
<td>First boarding</td>
<td>1,289</td>
<td>3.58%</td>
</tr>
<tr>
<td></td>
<td>Transfer boarding</td>
<td>48</td>
<td>137.13%</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>1,337</td>
<td>5.72%</td>
</tr>
<tr>
<td>Network Total</td>
<td>First boarding</td>
<td>284,511</td>
<td>2.63%</td>
</tr>
<tr>
<td></td>
<td>Transfer boarding</td>
<td>62,176</td>
<td>-1.01%</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>346,687</td>
<td>1.96%</td>
</tr>
</tbody>
</table>

**Notes:**
- 1st boardings are boardings where passengers pay a fare.
- Transfers are free boardings usually associated with a passenger changing buses in order to complete a journey. All boardings on the Hamilton CBD shuttle service are also counted as transfers.
- Patronage has been adjusted to account for differences between months such as the number of working days.
36. There has been a slight recent upward trend in patronage on the network as a whole following a period of decline over 2014 - 2016. For the financial year ending June 2019, Total boardings (including transfers) were up 1% across the network. This gave over 4 million boardings over the 12 month period – the highest patronage recorded since the 2015/16 financial year.

37. The vast majority of regional patronage is made up of boardings on Hamilton Urban services. Trends in Hamilton Urban boardings heavily impact the regional totals.

Regional Services
38. Growth on regional services has generally been very strong over the last two years. Waipa services, Raglan services and Morrinsville services have all seen strong growth. Waipa services are some of the fastest growing on the network, with Cambridge and Te Awamutu patronage up 6% and 7% respectively for the last financial year. Patronage on these routes has shown steady upturn since January 2017. Over this period Cambridge patronage has grown by 23% and Te Awamutu by 15%. The Raglan to Hamilton services saw passenger boardings up 5% for 2018/19 compared to the previous financial year. Raglan services were improved in January 2019 with the implementation of a double decker on peak school assist services. This has mitigated crowding issues on the service that arose on the route in 2018.

39. On the Northern Connector patronage has seen a long term downward trend. The continuation of that trend into 2019 is due to abstraction onto the Comet services, and the discontinuation of short running trips to the Base on that service.
**Accessibility Concession**

40. The updated Regional Public Transport Plan (adopted December 2018) confirmed provision of a new accessibility fare concession for people with a transport disability. The implementation of the new concession was originally planned to coincide with the roll out of the new ticketing system. However in light of delays to the ticketing project the Joint Committee recommended earlier implementation of the new concession. As a result the accessibility concession will be available from 1 August 2019.

41. The concession will mean free bus travel on all Hamilton buses, as well as on the 20 Cambridge, 21 Northern Connector, 22 Morrinsville/Paeroa, 23 Raglan and 24 Te Awamutu services. It does not currently include other public transport services within the Waikato region.

42. The free travel will be available to people who have an impairment that means they are unable to drive. This impairment could be physical, intellectual, psychological, sensory or neurological. Waikato will be the first region in New Zealand to provide free travel for people with a transport disability.

43. People with a permanent disability are eligible, as are people with a temporary disability that is likely to last for six months or more. People with a short term disability (less than 6 months) will not be eligible for this concession.

44. There is an application process which includes an eligibility assessment carried out by either a disability agency or a GP. The council will then issue an accessibility concession photo ID card, which must be shown to the bus driver to receive the free travel.

**Electric Bus Strategy Development**

45. Waikato Regional Council is developing a strategy for identifying electric bus infrastructure to support a phased transition to battery electric buses in Hamilton. A request for proposals to develop this strategy is being issued to consultancies.

46. The strategy will identify city wide infrastructure requirements including preferred charging locations and infrastructure requirements for key hubs around the city. The strategy will consider the best route to implementation of electric buses in Hamilton taking into account longer term changes which may be implemented to the network as a result of strategies emerging from the Regional Public Transport Plan and Mass Transit Plan.

47. The strategy will outline a phased approach to the introduction of supporting infrastructure for electric vehicles in line with Waikato Regional Council’s procurement objectives and opportunities for transitioning to an electric fleet.

48. The strategy will include an assessment of competing battery and charging standards and make recommendations on the technologies to adopt as standards in Hamilton to ensure future proofing and inter-operability between vehicles and equipment.

49. The strategy will consider the most opportune locations for charging infrastructure taking into account available mains supply capacity. It will also provide a basis for specifying technical requirements in future tender documentation for vehicle and infrastructure procurement.

50. Electric buses have higher capital costs however they are more cost effective to run on a per kilometre basis due to lower fuel costs and simpler mechanics. There is no pricing mechanism.
specified for electric buses in WRC’s existing operator contracts and hence there are challenges with cost effectively renegotiating existing contracts to include electric vehicles.

51. The consultant will identify a preferred contracting / financial model which will minimise public subsidy requirements for implementation of electric buses in Hamilton and could be applied to the wider region.

52. WRC will engage with NZTA and others regarding potential future funding streams and identify any potential funding sources (e.g. challenge funds) for investing in electric bus technology.

53. WRC is also exploring if cost efficiencies can be made through an approach of leasing or capital investment in vehicles or batteries by the Council as opposed to de-facto bus operator – council procurement methods and any other funding models which may realise cost efficiencies.

City PT Services

Youth Concession

54. Hamilton City Council and the Regional Council have previously resolved to develop a business case for provision free travel for youth on public transport within Hamilton. Both council’s agreed to contribute $25,000 each to the development of a business case and seek targeted enhanced funding (TEFAR) from the NZ Transport Agency (NZTA).

55. An application for TEFAR was submitted to the NZTA. The Agency advised that due to demands on funding nationally they were not in position to approve additional investment.

56. The local share funding allocated by the two councils alone is insufficient to develop a full NZTA compliant business case through to a pre-implementation phase. Even if it was sufficient, completion of the business case would only then enable an application for implementation funding from the NZTA.

57. At its June 2019 meeting, the Hamilton Public Transport Joint Committee recommended a revised approach for developing a youth concession. Under the revised approach the concession could be implemented in phases as outlined below.

- **Phase 1** - Free travel for youth on weekends and public holidays only – 1 year trail commencing July 2019 (estimated cost <$100,000 p/a)

- **Phase 2** - Reduce weekday youth fares to be lowest in NZ + free travel on weekends and public holidays (estimated cost $1 million p/a)

- **Phase 3** - Free youth travel at all times (estimated cost $2.5 to $3.5 million p/a)

58. Learnings from each phase can be utilised to inform design and viability of subsequent phases. The initial phase can be funded from within existing budgets without reliance on NZTA funding. This can be achieved by reallocating local share expenditure previously assigned for the development of a business case.

59. Phase 1 was implemented in July and the results to date are summarised below.
<table>
<thead>
<tr>
<th></th>
<th>July 2018 Child*</th>
<th>July 2019 Youth</th>
<th>% Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Weekend Total</td>
<td>691</td>
<td>1,669</td>
<td>142%</td>
</tr>
<tr>
<td>Saturday</td>
<td>449</td>
<td>945</td>
<td>110%</td>
</tr>
<tr>
<td>Sunday</td>
<td>242</td>
<td>724</td>
<td>199%</td>
</tr>
<tr>
<td>2nd Weekend Total</td>
<td>691</td>
<td>1,336</td>
<td>93%</td>
</tr>
<tr>
<td>Saturday</td>
<td>449</td>
<td>886</td>
<td>97%</td>
</tr>
<tr>
<td>Sunday</td>
<td>242</td>
<td>450</td>
<td>86%</td>
</tr>
<tr>
<td>3rd Weekend Total</td>
<td>691</td>
<td>1,383</td>
<td>100%</td>
</tr>
<tr>
<td>Saturday</td>
<td>449</td>
<td>716</td>
<td>59%</td>
</tr>
<tr>
<td>Sunday</td>
<td>242</td>
<td>667</td>
<td>176%</td>
</tr>
<tr>
<td>4th Weekend Total</td>
<td>691</td>
<td>1,819</td>
<td>163%</td>
</tr>
<tr>
<td>Saturday</td>
<td>449</td>
<td>1,063</td>
<td>137%</td>
</tr>
<tr>
<td>Sunday</td>
<td>242</td>
<td>756</td>
<td>212%</td>
</tr>
<tr>
<td>July Weekend Total</td>
<td>3,008</td>
<td>6,207</td>
<td>106%</td>
</tr>
<tr>
<td>Saturday</td>
<td>1,797</td>
<td>3,610</td>
<td>101%</td>
</tr>
<tr>
<td>Sunday</td>
<td>1,211</td>
<td>2,597</td>
<td>114%</td>
</tr>
</tbody>
</table>

*2018 figures are Saturday and Sunday averages for the month of July.

**Employment Relations Act Changes**

60. WRC is working to transition to timetables which will enable operators to undertake driver scheduling in compliance with new break and meal break requirements.

61. Significant changes will need to be made to Hamilton Urban service timetables in order to comply with the legislative requirements around regular rest breaks. This will involve creating additional layover in timetables which will create the required driver breaks. Changes will mostly impact Hamilton urban services, with regional services requiring only minor changes. This work will serve to not only optimise the current public transport network but will potentially provide cost offsets to minimise the financial impacts of the ERA changes.

- Peak period services (morning, school and commuter) will be maintained on the majority of services;
- The frequency of inter-peak services on certain services where there is low demand, or alternative public transport options will be reduced.
- All service frequencies on the Comet and Orbiter timetables will be maintained however these may be subject to some optimisation to improve reliability.
- Ideally layover will be created at locations where there are toilet and other facilities that are easily accessible to drivers.

62. Being able to facilitate breaks at key locations on the network will help keep operational costs down. To this end Hamilton City Council has committed to enabling use of the land at the rear of the transport centre site along with the provision of new driver facilities. WRC has also requested that the City Council ensure provision of vehicle layover space at the new Tasman Road hub and investigate the viability of driver rest facilities at the same location.

<table>
<thead>
<tr>
<th>Unit 1 (Western Routes)</th>
<th>Unit 2 (Eastern Routes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 2019 – Concept Development</td>
<td>August 2019 – Concept Development</td>
</tr>
<tr>
<td>July 2019 – Draft Timetabling Complete</td>
<td>September 2019 – Draft Timetabling Complete</td>
</tr>
<tr>
<td>August 2019 – Public Consultation</td>
<td>December 2019 – Public Consultation</td>
</tr>
</tbody>
</table>
City PT Infrastructure

Infrastructure Update

63. In the 2018/19 financial year Hamilton City Council (HCC) delivered the following infrastructure:
   - 40 new bus shelters
   - 21 new accessible kerbs
   - 41 solar lights in our Orbiter route shelters

64. A draft list of new bus shelter installations and accessible kerbs for the 2019/20 year has been prepared by HCC staff. This list will be shared with WRC staff and a programme of work will be finalised.

65. HCC staff have also asked for input from bus drivers to identify possible bus shelter locations where solar lighting could be installed this year.

66. Physical works for this year’s work programme is expected to commence from September/October 2019.

The Base/Rotokauri PT Hub

67. This project is currently out for tender which closes 22 August 2019. The scope of the works includes:
   - Park and Ride Facilities (NB: while it has not been finalised it is expected that driver facilities will be provided)
   - Tasman Road urbanisation
   - Rail Platform
   - Pedestrian overbridge

68. Not included in this scope of works is the provision of a power supply for E-buses however provision of ducting to future power requirements has been allowed for.

69. The committee members are advised that awarding this tender is subject to funding approval by the NZTA Board (23 August 2019).

70. HCC has publicly consulted on making a section of Tasman Road bus only and the outcome of this consultation will be heard by Council’s Regulatory and Hearings Committee on 14 August 2019.

71. The plan below is indicative of the works proposed at the time that tenders were called.
Figure 1.0 – Plan of Proposed Works for the Rotokauri PT Hub (For Tender Only)
Rototuna PT Hub

72. HCC and WRC staff have met to discuss the PT Hub concept and there is high level alignment on what is proposed.

73. The actual construction of the PT Hub is not within the current scope of the town centre development. That said, HCC staff are in discussions with the developer with a focus on securing the land required for the PT Hub.

74. The location plan below highlights where the proposed Rototuna PT Hub will be located within the town centre development.

Figure 2.0: Rototuna PT Hub Locality Plan (refer to Yellow Highlighted area)
75. Some initial work has also been done to understand the potential layout of the PT space and inform the land purchase discussions to ensure enough land is secured now to allow a number of options to be considered more fully when the PT Hub is developed. The initial work identified the following potential layouts.

**Figure 3.0: Option 1 – Sawtooth**

![Option 1 – Sawtooth](image1)

**Figure 5.0: Option 3 – DIRO (Drive In Reverse Out)**

![Option 3 – DIRO](image2)

**Transport Centre – driver facilities / maintenance area update**

76. A meeting was held on 3rd May 2019 with WRC staff with an agreement that WRC will take on a licence to occupy and sub-licence to Go Bus. HCC have now received feedback to the draft licence to occupy document from WRC and are working to finalise the licence to occupy.

77. Planned minor works involving surface smoothing, changing fence lines and entrance clearance started in May and were completed by mid-June.

78. HCC is finalising the costs, programme schedule and associated budget allocation for the delivery of driver facilities. Staff will provide a verbal update at the Hamilton PT Joint Committee meeting on how these activities are progressing. It is anticipated that the driver facilities will be in the form of a transportable home fitted out with a lunch/meeting room, kitchenette, office space, and bathroom facilities.

**Update on Infrastructure Improvements to the Comet Route**

79. At the 7 June 2019 meeting the Hamilton Public Transport Joint Committee received an update on the improvements identified for the Comet route.

80. A further update is provided below and a map has been included to clearly identify the key locations. The base map was provided by Waikato Regional Council and shows the travel speeds and dwell times of the service over the period of 22-26 July 2019 (7am – 9pm).
Map 1.0 – Location of improvements identified for the Comet Route

Note: the map below shows average speed across a wide time period 7am to 9pm. Speeds are significantly impacted during peak travel periods. Refer to Appendix 2.2 for peak period speed maps.
**Table 1.0 – Liverpool / Ulster Intersection (refer Map)**

<table>
<thead>
<tr>
<th>Liverpool / Ulster Intersection</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Issue:</strong></td>
</tr>
<tr>
<td><strong>Action:</strong></td>
</tr>
<tr>
<td><strong>Update:</strong></td>
</tr>
</tbody>
</table>

**Table 2.0 – Anglesea / Thackeray Intersection (refer Map)**

<table>
<thead>
<tr>
<th>Anglesea / Thackeray Intersection</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Issue:</strong></td>
</tr>
<tr>
<td><strong>Action:</strong></td>
</tr>
<tr>
<td><strong>Update:</strong></td>
</tr>
</tbody>
</table>

**Table 3.0 – Pembroke / Ohaupo & Ohaupo / Lorne Intersections (refer Map)**

<table>
<thead>
<tr>
<th>Pembroke / Ohaupo &amp; Ohaupo / Lorne Intersections</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Issue:</strong></td>
</tr>
<tr>
<td><strong>Action:</strong></td>
</tr>
<tr>
<td><strong>Update:</strong></td>
</tr>
</tbody>
</table>
Table 4.0 – SH3 / Mount View Intersection (refer Map)

| Issue: Right turn movement onto Mount View Road |
| Action: NZTA to follow up on discussions about an upgrade at Mount View intersection associated with proposed development in this area |
| Update: Staff to follow up with NZTA |

Table 5.0 – Glenview Shops ‘hub’ (refer Map)

| Issue: Buses having to do extra loop in via McDonald’s due to lack of room on SH3 to accommodate 2 buses each direction (off carriage) and also need have some good bus shelters |
| Action: NZTA to investigate if they have Low Cost Low Risk or PT funding that could be used for this location |
| Update: Staff to follow up with NZTA |

Table 6.0 – SH3 / Houchens Intersection (refer Map)

| Issue: Right turn movement onto Houchens Road |
| Action: NZTA to follow up on discussions about an upgrade at Houchens intersection associated with proposed development in this area |
| Update: Staff to follow up with NZTA |

Table 7.0 – Provision of bus shelters and pedestrian crossing facilities on the route

| Issue: Review of bus shelter and pedestrian crossing facilities required |
| Actions: HCC to investigate opportunities for inclusion of additional bus shelters (in particular at 370 Anglesea St)  
HCC to also investigate opportunities for pedestrian improvements for crossing the road between bus stops for inclusion in the relevant work programme |
| Update: A list of possible sites has been developed by HCC staff and will be shared with WRC staff to finalise. This list includes a bus shelter at 370 Anglesea St for this FY2019-20.  
A mid-block crossing is being investigated on Anglesea St outside Countdown. |
District Services

Waipa District

Service Review

81. Waikato Regional Council, in partnership with Waipa District Council, is currently finalising a review of public transport services within the Waipa District. The business case is currently being finalised for submission to NZTA, however notification has recently been received from NZTA that funding is unlikely to be available in the current NLTP period. Staff are engaged with Waipa District as to how to take this forward.

82. Existing services comprise the Te Awamutu (24) and the Cambridge (20) routes. A contract extension has been required in order to enable sufficient time to complete the service review and tender new contracts by July 2020.

83. Problem statements identified by the business case include:
   - Growth in population, employment and travel demand
   - Access

84. Initial recommendations from the business case focus around increasing the currently very limited service ‘spans’ and service frequencies on existing trunk routes into Hamilton. Extensions of the Te Awamutu route to Kihikihi and Waikeria prison to align with shift times are also recommended.

85. The optimal service package involves around 4-5 times as much service as the existing services, however it is noted that the increased public subsidy required for this provision (approx $2.2m per annum) is considerable and unlikely to be affordable in the short to medium term. Implementation of improved Waipa services would therefore follow a phased programme, with periodic evaluations to refine routes, timings, frequencies and vehicle sizes as the demand for services evolves.

86. A service linking towns in Waipa district (including Cambridge and Te Awamutu) is recommended but may not be unaffordable in the short term. The service can be introduced as and when funding allows.

87. Services to the Airport were considered as part of the business case process but are not recommended due to the significant impact on journey times for those travelling from Cambridge or Te Awamutu due to the diversion required from State Highway 1 or 3. The business case recommends that a separate study is undertaken to deal with issues of access to the Airport and the growth of employment in the locale.

Waikato District

Raglan Patronage Growth and Capacity Assessment

88. The Raglan-Hamilton bus route services Raglan, Te Uku, and Whatawhata, providing commuter links to work, school and other facilities in Hamilton.

89. Patronage on the route has increased 5% year-on-year for the past 2 financial years, compared to the Region-wide growth of around 1% each year. The majority of recent growth on the route however can be attributed to increased off peak and weekend patronage, while peak patronage remains largely unchanged.
90. There are spare seats available on the double decker vehicle which was deployed in January this year which terminates at St Johns via the Transport Centre. The school assist service also has spare seats up until Whatawhata. The Whatawhata assist provides an additional school service however presently it services Maeroa intermediate rather that schools on the east of the city. There appears to be no immediate need for additional peak period capacity from Raglan, however additional or reconfigured services from Whatawhata may be needed in order to ease pressure along that axis.

91. Raglan services are frequented predominantly by school students commuting to schools in Hamilton; Child passengers during Peak periods represent 61% of total patronage on the route (Child fares apply to children aged 5-14 and year 9-13 students with school ID). Currently Adult passengers account for just 13% of peak patronage on the Raglan route, compared to the 38% for the Waikato network. Feedback from Raglan residents has highlighted the absence of alternative trips for workers, for example arriving in Hamilton CBD by 8:00am, and only 1 return service after 5pm. There are therefore opportunities to grow the commuter market, however there would be a significant cost in doing so, as this would require an additional vehicle.

**North Waikato PT Improvements**


93. This has resulted in a programme of service improvements that have been included within respective LTP budgets. The project is now in an implementation phase whereby the agreed service level improvements will be progressively implemented over the next year and a half.

94. The table below outlines agreed service changes and timing:

<table>
<thead>
<tr>
<th>Route</th>
<th>Description</th>
<th>Target Implementation Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pokeno to Pukekohe via Tuakau</td>
<td>Regular bus service between Pokeno and Pukekohe weekdays and weekends. Designed to integrate with train services from Pukekohe to Auckland.</td>
<td>August 2020</td>
</tr>
<tr>
<td>Hamilton – Huntly - Pokeno - Papakura</td>
<td>Express Service</td>
<td>Now superseded by start-up passenger rail proposal.</td>
</tr>
<tr>
<td>Port Waikato to Pukekohe</td>
<td>Options include retaining the existing once a week service, or replacing the timetabled bus with a community transport option.</td>
<td>2020/21</td>
</tr>
<tr>
<td>Community Transport Initiatives</td>
<td>This option will investigate the opportunity of community initiated transport solutions to provide improved transport access, particularly in areas where public transport may not be a suitable/cost effective option.</td>
<td>2020/21</td>
</tr>
</tbody>
</table>
Matamata-Piako

95. Planned service improvements include improved off-peak PT connections between Te Aroha and Morrinsville, as well as providing connections to the University of Waikato and Waikato Hospital in Hamilton. These changes will be made in 2020, as soon as the new ticketing system allows.

96. Matamata Piako District Council is currently confirming preferred route options and stop infrastructure within Matamata and Waharoa for the new Matamata route. WRC will be taking the service out to tender following an uncompetitive quote from Go Bus who currently operate the West Waikato Unit.

Thames Coromandel District

97. A number of proposals have been recently raised by residents for potential new services to Thames, including connecting services to Coromandel town and Hamilton. These proposals have gained some recent media attention, but unfortunately have no funding availability from either TCDC or NZTA at present. A meeting is being arranged with Thames Coromandel District Council to discuss opportunities which including linking Thames with Hamilton and Coromandel Town.

Assessment of Significance

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

Andrew Wilson     Janine Becker
Manager, Public Transport Operations     Chief Financial Officer
Waikato Regional Council     Waikato Regional Council

Attachments

Appendix 1 - New Ticketing System – Endorsed Implementation Approach
Appendix 2 - Comet Route Peak Period Speed Maps
Appendix 1 - New Ticketing System – Endorsed Implementation Approach

Pre-Implementation Phase

- The entire pre-implementation phase will be supported by extensive passenger communications and marketing via multiple channels.

- The primary objectives for marketing and passenger communications is to:
  - Ensure customers are aware that the change is coming and what it means for them
  - Ensure customers are aware that the fare structure and policies are changing and how it may impact them
  - Ensure people have access to good information to make their transition too and use of the new system as easy as possible
  - Promote the benefits of the new system and fare policies with the aim of attracting new users

- Customer services resources will be increased on a temporary basis to facilitate the transition process.
  - Additional resources have been factored into implementation budgets and include:
    - Enhanced call centre functionally dedicated to ticketing enquires / issues
    - Provision of additional temporary staff to facilitate face to face support at key locations
    - Additional funding for marketing and communication activities

- New cards will be issued free to any person, not just existing BUSIT card holders, prior to the changeover day to incentivise early adoption and broader uptake of new cards.
  1. It is anticipated new cards we be available for uplift a couple months prior to the changeover date via the following channels:
     - Website, with capability for the cards to be mailed direct to a nominated address
     - The Hamilton Transport Centre
     - University of Waikato
     - On bus – exact timing to be determined
     - Mobile customer service staff
     - Select sites within regional towns
  2. Every new card will be issued with a supporting pamphlet informing people how to activate, top-up and use their new card. People will be encouraged to utilise online channels in preference to face to face options.

- Users will be encouraged to run down credit on their existing BUSIT cards and top up new cards in the lead up to the changeover date. With the objective being to:
  - Minimise the amount of credit that needs to be transferred to new cards post implementation.
  - Maximise the amount of new cards that have preloaded credit at the time of system changeover, which will serve to minimise the need for card top-up transactions on and immediately following the changeover date, which has the potential to impact on-bus service delivery.

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

Changeover day and beyond

- On the day/night prior to the changeover date the old ticketing machines will be removed
  from all buses and the new ticketing devices installed ready for service the next day.
  Once the old machines have been removed it will no longer be possible to utilise existing
  BUSIT cards on any bus.

- From the changeover date there will be customer service staff available via a dedicated call
  centre, at key customer service locations via a number of mobile teams that have the ability
to:
  Proactively provide information and guidance for customers
  Respond to customer queries
  Enable issuance of new cards
  Transfer credit from old cards to new cards

- From the changeover date onwards passengers will need to pay for travel with either cash
  or stored value preloaded on their new smart card. The following exceptions and policy
  would apply:
  Drivers will have discretion for a fixed period (Discretionary Period) to accommodate
  passengers that present an old BUSIT card and whom the driver believes may have been
  unaware of the system change – under this scenario the passenger will:
    Be issued a new card for free
    Be given the option of surrendering the old BUSIT card
    Be granted free travel for one trip on the basis that they top-up their new card
    prior to undertaking any subsequent trips
  Persons that do not present either an old BUSIT card or a new card will be expected to
  pay a cash fare as per current policy and practices.
  The duration of the Discretionary Period will be determined closer to the time of
  implementation. Post implementation the initial period will be monitored and may be
  extended in the event high numbers of people continue to present old BUSIT cards and
  genuinely appear to be unaware of the ticketing change.
    When determining the duration of the initial Discretionary Period or when
    considering the potential to extend the period, an appropriate balance will need
    to be struck between ensuring a good customer experience and minimising the
    potential for misuse and lost revenue.
  Beyond the Discretionary Period all persons will be expected to pay a fare either with cash
  or via stored value preloaded on a new card. An inability to do so would result in the
  person being ineligible to board the bus. The following exception would apply:
    Persons deemed to be vulnerable should be able to board a bus in any
    circumstance as per current practices.

- From the changeover date onwards people will be able to access a new card for free under
  the scenarios listed below, a standard issuance fee of $5 will apply for all other potential
  scenarios not otherwise listed:
o Card issuance and direct mail out via the website will remain free until the new ticketing system has been implemented within all nine regions comprising the regional consortium.

o New cards will be issued for free when an old BUSIT card is surrendered / swapped out at a customer service location at any stage within a 12 month period from the changeover date. Beyond the 12 month period a standard card issuance fee would apply.

o Free card exchange may be offered on-bus within a 12 month period from the changeover date provided customers are willing to surrender their BUSIT card to the driver. Note it will not be possible to conduct value transfer from an old card to a new card while on a bus. Therefore it is anticipated most customers with residual stored value above $5 will opt to not surrender their card to a driver and instead seek to:
  • Undertake a free card swap and value transfer at a customer service location; or;
  • Access a free card via the website (free offering available for a limited time post changeover as noted earlier) and initiate a value transfer via the call centre
  • Purchase a card via a driver and initiate a value transfer via the call centre

• From one week prior to the changeover date and up to 12 months after the changeover date passengers will be able to transfer any unused credit exceeding $1 from an old card to a new card via any of the following channels:
  ➢ At a customer service location
  ➢ A mobile customer service team
  ➢ Remotely via a call centre

  o Beyond the 12 month period any unused credit would be forfeit and reallocated to the PT reserve fund for expenditure on public transport improvements. Funds within the PT reserve cannot be used for any other purpose.
  o The 12 month period may be extended if high numbers of value transfer requests persist.
  o Only balances exceeding $1 will be eligible for transfer due to the administrative costs associated with facilitating value transfers.

• New cards will always be free for SuperGold entitled passengers unless it is a replacement for a lost or damaged card. A $5 fee will apply for issuance of a lost / replacement cards.
Appendix 2 – Comet Route Peak Period Speed Maps

Map 1 – Morning Peak 7am to 9am
Map 2 – Afternoon Peak 5pm to 6pm

Travel Speeds Heat Map
Route C
07-22-2019 to 07-26-2019, 15:00 to 18:00