



WAIKATO REGIONAL PUBLIC TRANSPORT PLAN 2018-2028

MAHERE WAKA
TŪMATANUI Ā ROHE O
WAIKATO 2018-2028



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Waikato Regional Public Transport Plan
2018-2028 | Mahere Waka Tūmatanui ā
Rohe o Waikato 2018-2028

1 Introduction | Tīmatanga kōrero

1 Introduction | Tīmatanga kōrero

The Waikato Regional Public Transport Plan (RPTP or the plan), prepared by Waikato Regional Council (the council), is a strategic document that sets the objectives and policies for public transport in the region, and contains details of the public transport network and development plans for the next 10 years (2018-2028).

1.1 Purpose and principles

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:

- The regional council, NZ Transport Agency (NZTA) and public transport operators should work in partnership and collaborate with territorial authorities to deliver the regional public transport services and infrastructure necessary to meet the needs of passengers.
- The provision of public transport services should be coordinated with the aim of achieving the levels of integration, reliability, frequency, and coverage necessary to encourage passenger growth.
- Competitors should have access to regional public transport markets to increase confidence that public transport services are priced efficiently.
- Incentives should exist to reduce reliance on public subsidies to cover the cost of providing public transport services.
- The planning and procurement of public transport services should be transparent.

The plan is also required to be consistent with the 2018 update to the Waikato Regional Land Transport Plan 2015-2045 and must be prepared in accordance with any relevant NZ Transport Agency (NZTA) guidelines.

1.2 RPTP review process

RPTP has been prepared by the Waikato Regional Public Transport Plan Development Subcommittee⁽¹⁾ in close collaboration with regional transport partners and key stakeholders from the education, health and access and mobility sectors.

The development of this RPTP has followed the NZTA Business Case process. The key output of the business case process is the production of a Strategic Case that clearly articulates the core problems relevant to public transport in the region, and the potential benefits of addressing them. The RPTP Strategic Case forms an important part of the RPTP development process and it provides the strategic context that guides the vision, strategic responses and objectives contained in this plan. The RPTP Strategic Case can be viewed on the Waikato Regional Council website.

¹ RPTP Development Subcommittee includes elected members from Waikato Regional Council, Hamilton City Council, Hauraki District Council, Waikato District Council, Waipa District Council and NZTA.



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2 Vision and strategic responses | He urupare ki te aronga whānui me te rauataki

2 Vision and strategic responses | He urupare ki te aronga whānui me te rauataki

2.1 Our vision

Our vision for the Waikato region is to build a public transport system that enhances the vitality of our communities, strengthens our economy and helps create a healthier environment.

2.2 Our strategic responses

The following strategic responses set out how the vision will be achieved and are reflected through the objectives and policies in this plan.

2.2.1 Move towards a mass transit oriented network over time

Parts of our region are growing rapidly, creating transport challenges such as increasing congestion and longer travel times. Transitioning to a mass transit oriented network will provide capacity for further population growth and development. This will also help create more liveable urban areas and a healthier environment by moving significantly more people while using much less space than a car orientated system. Continually adding capacity to roads to accommodate more cars is neither practical nor affordable in the long term.

2.2.2 Connect our region in partnership with others to better coordinate funding and service provision

We can enhance the wellbeing of our communities and strengthen our economy by expanding our public transport network to include more areas within our region, and in doing so enable better access to education, employment, healthcare and social opportunities. To achieve this, we will need to better coordinate transport solutions and funding across multiple organisations and develop new and more flexible approaches to the provision of transport solutions.

2.2.3 Develop an accessible public transport system that improves end-to-end journey experiences to encourage travel behaviour change

We recognise that all steps in a journey are linked and that a journey can become impractical or impossible if any parts of the journey component is broken or inadequate. Continuously seeking out and removing barriers that prevent people from accessing public transport services will ensure the system is accessible and can be used by everyone.

We also need to make services faster, more reliable and easier to use to encourage uptake of public transport. We will achieve this by partnering with infrastructure providers to enable greater priority for public transport on our roads and improved passenger facilities. We will also make services easier to use by developing and implementing enhanced ticketing and passenger information systems.

2.3 Our approach

Our vision is aspirational and delivering our strategic responses is not possible overnight. We have therefore adopted a phased implementation approach that will deliver incremental changes over an extended period, subject to stakeholder and community agreement and funding availability.

Our phased implementation approach is outlined in table 2.1. During each phase, a detailed assessment of requirements will be undertaken along with extensive engagement with relevant funding partners and affected communities. Our strategic responses in section 2.2 identify how we intend to move towards our vision, while the objectives in chapter 3 provide a means against which to measure progress.

Table 2.1 Our phased implementation approach

Phasing	Hamilton and neighbouring towns	Regional network
0-10 years	<p>Improve public transport reliability and travel times via infrastructure priority measures.</p> <p>Develop and trial public ride-share services.</p> <p>Develop a Mass Transit Plan</p> <p>Implement mass transit start up projects:</p> <ul style="list-style-type: none"> passenger rail Hamilton to Auckland (subject to the approval of the Single Stage Business Case for Passenger Rail). high capacity, rapid and frequent bus corridors within Hamilton rapid and frequent public transport service between Hamilton and Cambridge, Huntly to Hamilton, and Te Awamutu to Hamilton 	<p>Expand the public transport network to include more areas within our region, including links between:</p> <ul style="list-style-type: none"> Tokoroa and Hamilton via south Waikato towns Matamata and Hamilton north Waikato towns and Auckland north Waikato towns and Hamilton Taupō and surrounding towns. <p>Any other areas where there is demand and sufficient funding.</p> <p>Develop and trial demand responsive services.</p> <p>Support community transport initiatives.</p>
10+ years	<p>Transitioning to mass transit network (significant infrastructure and service improvements), guided by the Mass Transit Plan.</p>	<p>Incremental service improvements to deliver the regional network concept as outlined in figure 1.</p>

2.4 Network concepts

It is expected that incremental changes to the network and infrastructure will lead us towards our vision over time. To develop our network towards the future system, the council has identified the following network concepts (Figures 1 and 2) as 'blueprints' to guide the development and evolution of public transport in the Waikato region, supported by the proposed layered network structure as outlined in section 3.1.1.

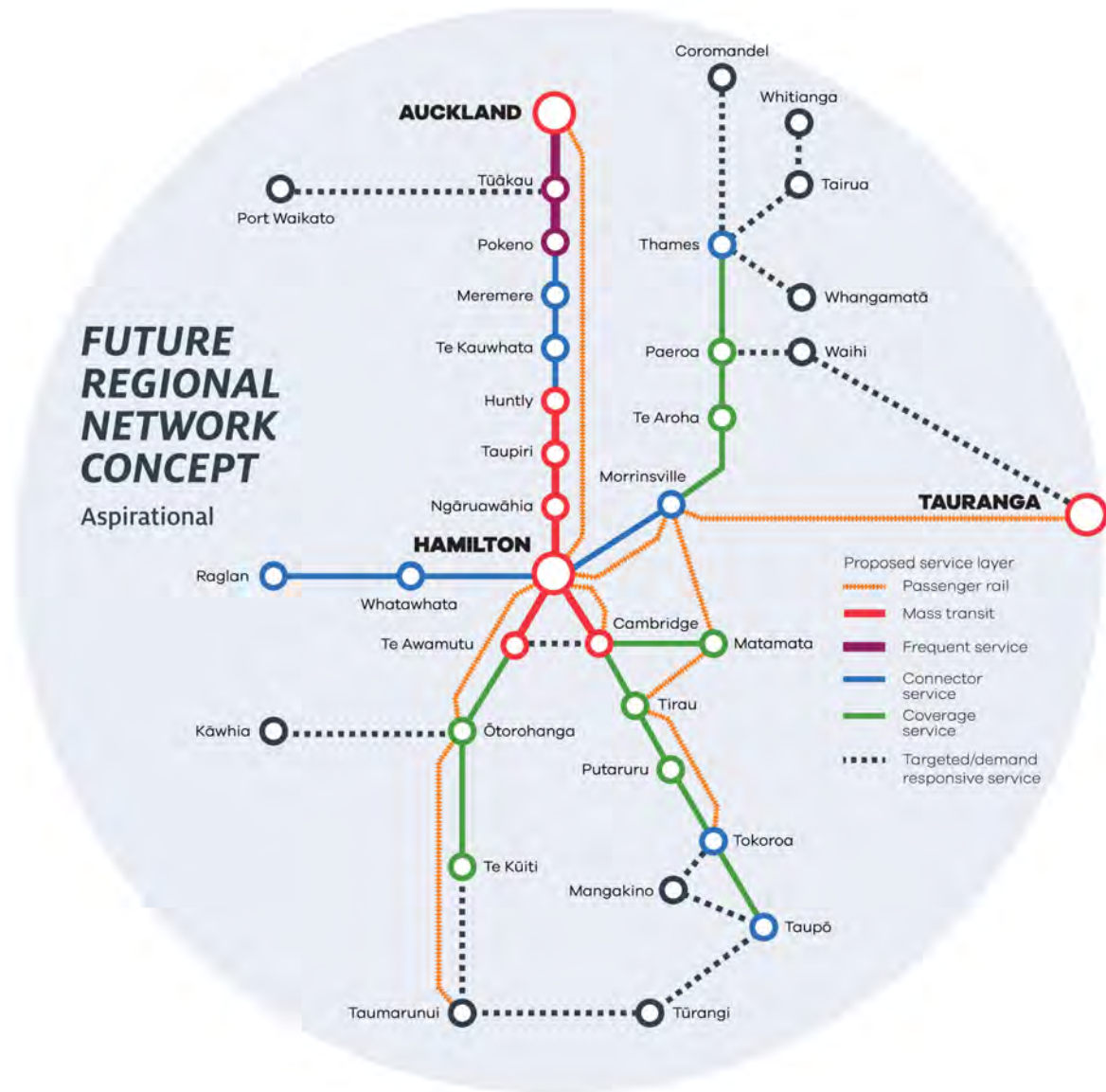


Figure 1 Future network concept for the regional public transport network

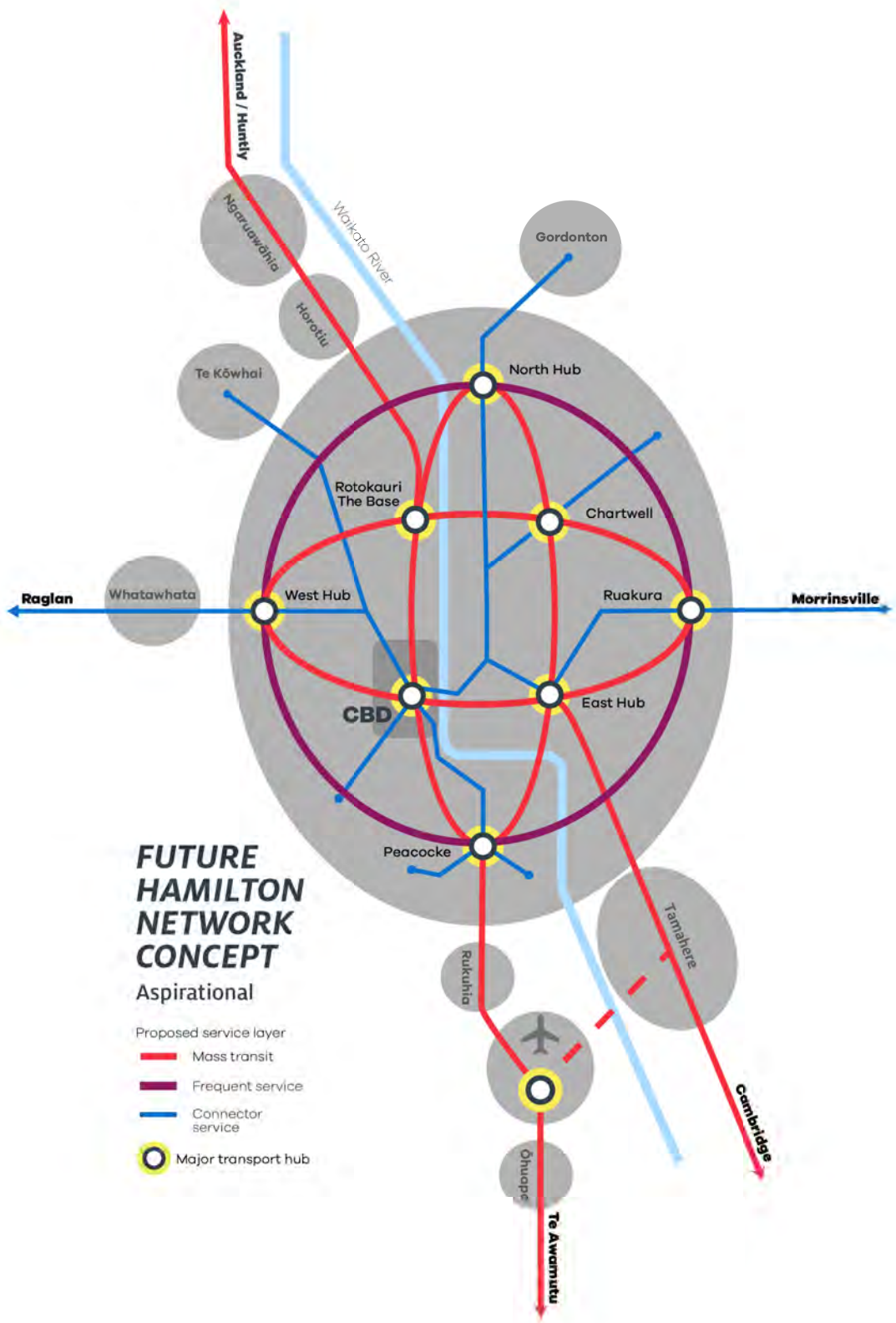


Figure 2 Future network concept for the Hamilton public transport network



3 Objectives and policies | Ngā hoaketanga me ngā kaupapa here

3 Objectives and policies | Ngā hoaketanga me ngā kaupapa here

The objectives in this plan provide a means against which to measure progress towards achieving our vision and delivering on our strategic responses as set out in chapter 2. The policies provide further detail on how each objective is to be achieved.

The objectives are set out below:

- Objective 1: Deliver a layered network of public transport services that meets a diverse range of travel needs.
- Objective 2: Transition to a mass transit oriented network over time.
- Objective 3: Provide the infrastructure necessary for an accessible, effective and efficient public transport network.
- Objective 4: Provide high quality and intuitive public information.
- Objective 5: Provide a fares and ticketing system that is easy to use and affordable for passengers.
- 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.

3.1 Objective 1: Deliver a layered network of public transport services that meets a diverse range of travel needs

This objective recognises that a one-size-fits-all approach to public transport services will not meet the diverse range of travel needs in our communities. A layered network of public transport services means delivering the most appropriate transport solution for each community or user group, while ensuring all services are connected to create an integrated network for the region.

3.1.1 Region wide policies

Policies	
P1	<p>Plan for a layered network of public transport services made up of Mass transit, Frequent, Connector, Coverage and Targeted public transport services as follows:</p> <ul style="list-style-type: none"> • Mass transit: High capacity, high quality mass transit services on core corridors with high quality infrastructure, limited stops and dedicated right-of-way. • Frequent: High capacity, high quality and direct services on core corridors with high quality infrastructure and extensive priority measures. • Connector: Regular, high quality and direct services connecting key destinations and residential areas with high quality infrastructure and targeted priority measures. • Coverage: Basic level of service that maximises coverage and accessibility with high quality stops and shelters. • Targeted: Range of targeted services including school transport, public ride-share, community transport, special events and Total Mobility services. <p>The provision of public transport services as part of this layered network will be guided by the design criteria in table 3.1, service descriptions in table 3.2 and service monitoring criteria in table 4.1.</p>
P2	<p>Consider the needs of the transport disadvantaged when providing for public transport services. The following groups of people are considered transport disadvantaged:</p> <ul style="list-style-type: none"> • People with disabilities • People without a driver licence or access to a vehicle • Children or elderly

Policies	
	<ul style="list-style-type: none"> • People with low income and/or living in 'high deprivation' neighbourhoods • People living in isolated communities with no easy transport access to essential services.
P3	<p>Ensure public transport services at least meet the standard service levels set out in table 3.1 for each layer where there is appropriate demand and available funding.</p> <p>Note: While public transport services will be delivered based on these standard service levels where possible, factors such as demand, community demographics and funding availability may require variations to these standard service levels.</p>

Table 3.1 Standard service levels

Service layer	Mass transit	Frequent	Connector	Coverage	Targeted
Primary purpose	Enhance economic and social wellbeing by enabling access to education, employment, healthcare and social opportunities.				
	Connect major population and activity centres and move more people as efficiently as possible.		Connect suburban/regional population and activity centres.	Provide broader population coverage and access to essential services.	Services designed for a specific purpose such as school transport or special events.
	Provide network capacity to support population growth and development.		Connect with frequent and mass transit services.		
	Reduce the use of low occupancy cars and enable better use of valuable urban land.				
Hamilton city					
Hours of operation ^(a)	6am to 11pm weekdays and 7am to 9pm weekends		6am to 9pm weekdays and 7am to 9pm weekends		Varies
Minimum frequency ^(b)	15 minutes		30 minutes	60 minutes	
Hamilton and neighbouring towns					
Hours of operation ^(a)	6am to 9pm weekdays and 7am to 9pm weekends		6am to 9pm weekdays and 7am to 7pm weekends		Varies
Minimum frequency ^(b)	30 minutes		60 minutes	Varies	
Regional services					
Hours of operation ^(a)	6am to 9pm weekdays and 7am to 7pm weekends		7am to 7pm weekdays and 8am to 6pm weekends		Varies
Minimum frequency ^(b)	30 minutes		60 minutes	Varies	

Notes: (a) in some cases, hours of operation may be varied/extended to enable connections with other transport services or to meet specific community needs.

(b) Frequency may be higher during peak periods and lower during evenings, weekends, and public holidays.

Table 3.2 below provides the desired service and infrastructure descriptions by service layer and location. The descriptions are intended to serve as a guideline for the development of public transport improvements over time and to help inform land use and transport planning processes.

Table 3.2 Layered network service and infrastructure descriptions

Service layer	Service description	Infrastructure description
Mass transit	Hamilton <ul style="list-style-type: none"> Core network of frequent mass transit services connecting transport hubs at major activity and employment centres. Provides reliable express services that offer travel time advantage over private vehicles. Enables more intensive land use and higher population densities. 	Hamilton <ul style="list-style-type: none"> Dedicated right-of-way on selected core corridors. Limited stops with enhanced passenger facilities. High quality transport hubs at major activity and employment centres. High quality access to walking and cycling networks.
	Hamilton to Te Awamutu, Cambridge, Huntly <ul style="list-style-type: none"> Provides higher capacity services with travel time advantage compared to car at peak times. Provides regular and reliable travel options throughout the day. 	Hamilton to Te Awamutu, Cambridge, Huntly <ul style="list-style-type: none"> Dedicated right-of-way and priority measures on core corridors where there is congestion. Limited stops with enhanced passenger interchange facilities. Park and ride facilities at key locations.
	Hamilton to Auckland <ul style="list-style-type: none"> Provides fast and express services to unlock regional housing potential. Provides an attractive and viable alternative to car travel at peak times. Provides reliable off-peak travel options. 	Hamilton to Auckland <ul style="list-style-type: none"> Dedicated right-of-way. Limited stops with enhanced passenger interchange facilities. Park and ride facilities at key locations.
Frequent	Hamilton <ul style="list-style-type: none"> Core network of frequent high capacity services connecting major population and employment catchments. Provides fast and reliable services that offer travel time advantage over private car. Enables more intensive land use and higher population densities. 	Hamilton <ul style="list-style-type: none"> Dedicated right-of-way with extensive priority measures, including transit lanes and signal pre-emption. High quality stops and interchanges with enhanced passenger facilities. High quality access to walking and cycling networks.
	Pokeno/Tūākau to Pukekohe and Auckland <ul style="list-style-type: none"> Provides reliable travel times that are competitive to private car. Provides regular travel options throughout the day. Provides good access to employment, education and essential services. 	Pokeno/Tūākau to Pukekohe and Auckland <ul style="list-style-type: none"> Targeted priority measures where required. High quality stops with shelter and good access to walking and cycling networks.
Connector	Hamilton <ul style="list-style-type: none"> Provides network of regular services throughout the day. Provides reliable travel times that are competitive to private car. Provides access to employment, education and essential services, including new growth areas. 	Hamilton <ul style="list-style-type: none"> Targeted priority measures where required. High quality stops with shelter and good access to walking and cycling networks.

Service layer	Service description	Infrastructure description
Connector	Hamilton to Raglan and Morrinsville <ul style="list-style-type: none"> Provides regular travel options throughout the day. Provides reliable travel times that are competitive to private car. Provides good access to employment, education and essential services. 	Hamilton to Raglan and Morrinsville <ul style="list-style-type: none"> Targeted priority measures where required. High quality stops with shelter and good access to walking and cycling networks.
	Taupō <ul style="list-style-type: none"> Provides regular and reliable services throughout the day. Provides access to employment, education and essential services. 	Taupō <ul style="list-style-type: none"> High quality stops with shelter and good access to walking and cycling networks.
	Tokoroa <ul style="list-style-type: none"> Provides regular and reliable services throughout the day. Provides access to employment, education and essential services. 	Tokoroa <ul style="list-style-type: none"> High quality stops with shelter and good access to walking and cycling networks.
	Thames <ul style="list-style-type: none"> Provides regular and reliable services throughout the day. Provides access to employment, education and essential services. 	Thames <ul style="list-style-type: none"> High quality stops with shelter and good access to walking and cycling networks.
Coverage	Hamilton <ul style="list-style-type: none"> Provides a basic level of service throughout the day that maximises coverage and accessibility. Will include mix of scheduled and public ride share services. 	Hamilton <ul style="list-style-type: none"> High quality stops with good access to walking and cycling networks.
	Regional towns <ul style="list-style-type: none"> Provides a basic level of service that maximises coverage and accessibility. Provides coverage within and between regional towns. Will include mix of scheduled and public ride share services. 	Regional towns <ul style="list-style-type: none"> High quality stops with good access to walking and cycling networks.
Targeted	School transport <ul style="list-style-type: none"> Refer section 3.1.4.1 Public ride-share <ul style="list-style-type: none"> Refer section 3.1.4.2 Community transport <ul style="list-style-type: none"> Refer section 3.1.4.3 Total Mobility <ul style="list-style-type: none"> Refer section 3.1.4.4 Special events <ul style="list-style-type: none"> Refer section 3.1.4.5 	

3.1.2 Hamilton and neighbouring towns

The current network for services within Hamilton and connections to communities around Hamilton including Huntly, Ngāruawāhia, Te Awamutu, Cambridge, Raglan and Morrinsville.

Policies	
P4	<p>Transitioning to an integrated public transport network where all properties within Hamilton have access to a public transport solution between the hours of 6am and 9pm, seven days a week. This target may be achieved by a mixture of:</p> <ul style="list-style-type: none"> • scheduled public transport services; • demand responsive ride-sharing services <p>Between the hours of 6am to 9pm access to public transport services should:</p> <ul style="list-style-type: none"> • require a walk of 600 metres or less, and • be available within 30 minutes or less of accessing a scheduled bus stop location or requesting a demand responsive ride-sharing service.
P5	Progressively create a network of core public transport corridors that in time will become dedicated right-of-ways for public transport services and provide faster travel times during peak periods than a private car.
P6	Encourage walking and cycling access to core public transport corridors and hubs.
P7	Encourage land use intensification adjacent to core public transport corridors and hubs.
P8	Work with territorial authorities to review parking strategies and pricing policies to effectively manage parking supply around transport interchanges to encourage public transport growth.
P9	Encourage public and private ride-sharing solutions as part of the public transport system.

3.1.3 Regional network

The regional network includes services within and connecting regional towns throughout the region, including Taupō, Tokoroa, Thames and other towns and communities.

Regional services are provided in areas where the community is willing to contribute to the cost of service provision. Regional services are funded by central government and the local district council where services are provided.

Policies	
P10	Progressively develop a network of scheduled public transport services, connecting regional towns and enabling access to education, employment, healthcare and social opportunities.
P11	Partner with others to develop and/or deliver demand-responsive services that provide coverage where scheduled services are not feasible.
P12	Partner with public and private entities which have shared objectives to better coordinate the funding and delivery of transport solutions.
P13	Design and deliver public transport in partnership with communities and stakeholders, while prioritising investment to benefit people of greatest need. ⁽²⁾

² People of greatest need are characterised by those living in a rural area; having no access to public or community transport; and/or identify with a disability.

3.1.4 Targeted services

Targeted services provide transport for a specific purpose, and service levels are determined on a case by case basis.

3.1.4.1 School transport

Policies	
P14	Where possible, Waikato Regional Council will provide for school travel on the public transport network. This may require school students to transfer between different services.
P15	During peak school travel times, the council may, subject to approved business case and funding availability, provide targeted school bus solutions where: <ul style="list-style-type: none"> • general access bus services regularly exceed 80 per cent of the vehicles' total capacity and over 50 per cent of passengers are students, or; • schools or clusters of schools (within 600m of each other) have rolls or combined rolls of 1000 students or more, or; • schools are willing to coordinate start and finish times to minimise congestion on the roading network and enable more efficient provision of school bus solutions, or; • services are funded by third parties such as education providers.
P16	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: <ul style="list-style-type: none"> • Any initiatives must achieve better value for money outcomes from a whole of government perspective ⁽³⁾ rather than a transfer of costs to 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.
P17	The council may contract school bus services on behalf of another entity provided that the cost of service is funded by that entity, and the additional resources could be leveraged to optimise the network generally.

3.1.4.2 Public ride-share

The population within our region is spread across a large geographical area. Ensuring accessibility via traditional forms of public transport presents a significant challenge. We need to develop more effective and affordable approaches to provide public transport services, particularly in areas where demand is low and transport options are limited.

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

Public ride-share (or demand responsive service) is being increasingly utilised by transport authorities around the world. This is in part due to advancements in technology, making provision of services easier and more effective.

Policies	
P18	The council will develop and trial demand responsive public ride-sharing service as a component of the public transport system.
P19	The council will develop, administer and manage the public ride-sharing scheme in accordance with the following scheme design criteria: <ul style="list-style-type: none"> • Reducing single occupancy private vehicle use. • Enabling more effective provision of public transport services where scheduled services are less feasible. • Enabling delivery of shared transport solutions with other entities and funding partners.

3 Whole of government perspective refers to local and central government agencies working together.

Policies

P20	The ride-sharing service will be available within defined service areas, and fares for ride-share journeys may be dynamic and vary by: <ul style="list-style-type: none"> • time of day • user groups • distance travelled • number of people sharing a ride • scheme partner requirements.
P21	The council will enable scheme partners to opt into the ride-share scheme, subject to provision of an agreed annual financial contribution. Scheme partners may enable access to the ride-share service for select users of their choosing at low or no cost for those users, depending on the level of financial contribution.
P22	The council may partner with other ride-sharing service providers to meet demand for ride-share services if required, provided 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.

3.1.4.3 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. The council wishes to support community-based transport initiatives where possible, while preserving their ability to self-organise and develop transport solutions that can meet their needs.

Policies

P23	Provide support for community transport services where: <ol style="list-style-type: none"> a. there is a demonstrated need for a transport service in the community b. 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 drivers c. there is sufficient funding available to support the establishment and administration of the Trust and the purchase of vehicle(s) d. the establishment of the Trust has the support of the relevant territorial authority.
P24	Support for community transport services will be assessed on a case by case basis and may include: <ol style="list-style-type: none"> a. council staff assistance to establish a Trust or service in a new area where a request is received from the relevant local authority, community board or residents’ group b. financial grants towards vehicle purchase/replacement and Trust administration costs, subject to availability of funding c. provision of supporting technology to help make community transport services easier to manage and more accessible for users, subject to availability of funding. d. where possible leverage council’s purchasing ability to obtain best value for community vehicle/hoist purchase, and/or other professional services such as driver training.

3.1.4.4 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 scheme is funded by central and local government. Therefore, provision of Total Mobility services will only be provided in areas where the community is willing to contribute to the cost of providing the service.

Policies	
P25	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.
P26	In the provision of Total Mobility services, the council will: <ol style="list-style-type: none"> 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 users require any potential transport provider to enter into a service agreement with the council.
P27	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 may vary by location and may be amended from time to time.
P28	The council may implement measures to ensure the financial viability of the Total Mobility scheme. These measures may include but are not limited to: <ol style="list-style-type: none"> limiting the number of trips per user that can be subsidised through the scheme adjusting maximum fare subsidies.
P29	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: <ol style="list-style-type: none"> there must be a proven demand for the service the vehicle owner must sign a suspensory loan agreement there is sufficient funding available to meet installation costs.
P30	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: <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.
P31	The council will administer and monitor the Flat Rate Payment for hoist trips, provided that the NZ Transport Agency (NZTA) continues to fund 100 per cent of the payment.
P32	The council will support technological improvements for access to and use of Total Mobility subsidies and the administration of the scheme.
P33	Council will seek to expand the Total Mobility Services to more districts within the region, subject to funding approval from territorial authorities.

3.1.4.5 Special events

Policies	
P34	<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> <ol style="list-style-type: none">undertaking promotional/marketing activitiesleveraging the existing public transport network through provision of discounted travel for specific purposes within limited durationcontracting and managing service provision on behalf of event organisers, provided funding for those services is secured by event organisers.
P35	<p>The council may contribute to the provision of public transport services for large scale non-commercial special events, subject to:</p> <ol style="list-style-type: none">sufficient public funding being available,event organisers demonstrating they can meet all the following eligibility criteria via a formal written funding request submitted to the council:<ol style="list-style-type: none">the event has free entry for attendeesthe event is expected to have more than 20,000 attendees on any one daythe event must take place within Waikato Regional Council boundariesthe event will result in demonstrable benefits for the wider community.

3.2 Objective 2: Transition to a mass transit oriented network over time

As the population grows, congestion and travel time delays increase, making our car orientated transport system less economic. Continually adding capacity to roads to accommodate more cars is neither practical nor affordable in the long term.

A mass transit oriented system provides capacity for population growth and development, while providing fast and reliable travel times. Mass transit also helps us to utilise urban space more effectively, moving significantly more people while using much less space than a car-oriented system.

Hamilton and neighbouring towns will need to transition to a mass transit oriented system over time. Higher capacity public transport links will also be needed between major urban centres such as Hamilton and Auckland.

One aspect that all mass transit systems have in common is the need for an integrated network of corridors to enable unobstructed movement of mass transit vehicles, whatever those vehicles might be. Within Hamilton and neighbouring towns, corridors might initially be used for rapid and frequent bus services, which can then be evolved to accommodate other higher capacity modes such a light rail or emerging technologies, as and when population increases.

In the shorter term our focus will centre on identifying, futureproofing and securing space for high capacity corridors that can accommodate different mass transit modes over time.

Policies	
P36	Progressively create a network of core public transport corridors in accordance with an agreed long term vision that in time will become dedicated right-of-ways for public transport mass transit modes.
P37	Ensure public transport corridors are mode agnostic and have sufficient space to enable an evolution of mass transit modes over time.
P38	Develop and implement funding and planning mechanisms that help secure space for the incremental development of mass transit corridors over time.
P39	Secure the land and corridor space required for public transport priority measures and a future mass transit oriented network.

Our approach is to transition to a mass transit oriented system through incremental improvements over time. Table 3.3 below confirms the actions to be implemented over the life of this plan, subject to the development of detailed business cases and availability of funding.

Table 3.3 Mass transit startup actions

Actions	
A1	Develop a mass transit plan in partnership with key stakeholders that provides a long term blueprint for a preferred network of mass transit corridors for Hamilton and neighbouring towns.
A2	Develop and implement mass transit startup projects, including the provision of: <ul style="list-style-type: none"> • rapid bus corridors within Hamilton that provides travel time advantage over cars at peak times • rapid public transport service between Cambridge and Hamilton that has travel time advantage over cars at peak times • rapid public transport services between Huntly and Hamilton, and Te Awamutu and Hamilton. • a passenger rail service between Hamilton and Auckland.

3.2.1 Passenger rail

There has been substantial growth in population and employment in the Waikato and Auckland regions, and an associated increase in interregional travel. These growth trends are forecast to continue in future years.

Commuting demand between the Waikato to Auckland regions is currently dominated by private car travel. Travel times and travel time reliability by road have deteriorated in recent years, as congestion on the Southern Motorway has increased.

Passenger rail has the ability to deliver reliable and competitive travel times, move large numbers of people efficiently, and free up the motorway for trips that cannot be done using rail services. Having connections with reliable and competitive travel times between Hamilton and Auckland has the potential to unlock affordable housing supply and development potential within towns along the rail corridors.

While establishing regular and reliable passenger rail services has potential to deliver significant benefits, it also comes at a cost which is beyond the ability of regional and local government to fund using traditional funding arrangements. Passenger rail services will therefore only be feasible with significant investment from central government in partnership with local government.

Policies	
P40	Develop passenger rail links between Hamilton and Auckland in general accordance with table 3.4 subject to the approval of the business case and availability of funding.
P41	Ensure passenger rail service levels and infrastructure requirements are delivered in accordance with an agreed plan between relevant stakeholders, including city councils, district councils and central government.
P42	Support the development of, and phased transition to, a nationally integrated ticketing system for public transport in New Zealand.
P43	Advocate for and support central government to review and improve the way the rail system in New Zealand is funded and delivered.
P44	Advocate for passenger rail within the upper North Island to be operated under a shared services arrangement led by Auckland Council/Auckland Transport or a central government agency, with funding and other support provided by the relevant territorial authorities.
P45	Ensure the existing rail network and station infrastructure is protected and preserved for future passenger rail use.

Table 3.4 below provides service and infrastructure descriptions intended to serve as an indicative guideline⁽⁴⁾ for the phased development of passenger rail services over time, and to help inform land use and transport planning processes.

Table 3.4 Passenger rail phased development

Phasing	Service description	Infrastructure description
0-5 years	<ul style="list-style-type: none"> Start-up passenger rail service between Hamilton and South Auckland, with targeted service levels (multi-directional) during weekdays and weekends. Limited stops at platforms located in Hamilton city and the Waikato district. Travel time reliability during peak periods to exceed travel time reliability on motorway: <ul style="list-style-type: none"> passenger rail – more than 95 per cent of all trips completed in less than 2 hours and 30 minutes. Southern Motorway benchmark 2018 – 50 per cent of all trips completed in less than 2 hours and 30 minutes. 	<ul style="list-style-type: none"> Locomotives and passenger carriages. Construction/upgrade of rail platforms and stations at select locations. Park and ride facilities. Interim ticketing solution.
5-15 years	<ul style="list-style-type: none"> Standard and express (limited stops) rail services operating regularly during weekdays and weekends between Hamilton and Auckland. Faster travel times between Hamilton and Auckland - more than 95 per cent of all express rail trips completed in less than 2 hours. Startup services extended to new areas within the Waikato and Bay of Plenty. 	<ul style="list-style-type: none"> Additional rail platforms/stations. Increased track capacity/significant track improvements. Higher speed trains with greater capacity. Integrated ticketing system.
15+ years	<ul style="list-style-type: none"> Frequent multidirectional services during weekdays and weekends between Hamilton and Auckland. Express services through to Central Auckland. Faster travel times between Hamilton and Auckland - more than 95 per cent of all trips completed in less than 1 hour and 30 minutes. Introduce wider Waikato regional rail connections to other parts of the region. 	<ul style="list-style-type: none"> Network electrification. Additional rail platforms/enhanced passenger facilities. Increased track capacity.

4 subject to the confirmation of the Auckland to Hamilton Single Stage Business Case for Passenger Rail, and funding.

3.3 Objective 3: Provide the infrastructure necessary for an accessible, effective and efficient public transport network

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 NZTA, 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	
P46	Ensure a coordinated approach to planning and delivery of public transport infrastructure and services, including in new development areas.
P47	Support provision of infrastructure necessary to deliver a layered network of public transport services and future mass transit oriented network as follows: <ul style="list-style-type: none"> Mass transit: <ul style="list-style-type: none"> • Dedicated right-of-way or priority measures, including transit lanes and signal pre-emption, to avoid congestion. • High quality stops and shelters supporting limited stop services and high quality transport hubs at major activity and employment centres. • Supporting cycling infrastructure and facilities, such as bike storage/parking at key transport hubs to enable integration of modes. • High quality access to walking and cycling networks. Frequent: <ul style="list-style-type: none"> • Extensive priority measures, including transit lanes and signal pre-emption, to ensure travel time reliability. • High quality stops and shelters and high quality transport hubs at major activity and employment centres. • Supporting cycling infrastructure and facilities, such as bike storage/parking at key transport hubs to enable integration of modes. • High quality access to walking and cycling networks. Connector: <ul style="list-style-type: none"> • Targeted priority measures to avoid congestion. • High quality stops and shelters. • Good access to walking and cycling networks. Coverage: <ul style="list-style-type: none"> • High quality stops and shelters. Targeted: <ul style="list-style-type: none"> • Varies depending on service.
P48	Ensure provision of infrastructure necessary for a high quality end-to-end journey experience that is accessible for everyone. This includes meeting best practice quality and safety standards for stops, shelters, footpaths, crossings, vehicles and other components of an accessible journey.
P49	Encourage investment in public transport infrastructure and facilities that improve public transport attractiveness and that are accessible, safe, affordable and operationally efficient.

3.4 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.

3.4.1 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 potential benefits of using them. Passenger growth resulting from marketing can serve to reduce public funding requirements through increasing fare revenue.

Policies

P50	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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3.4.2 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

P51	The council will maintain a consistent, well recognised, unique brand for public transport throughout the region. The brand shall be consistently applied to all public transport vehicles, infrastructure (where appropriate), marketing and communications.
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3.4.3 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 has to be simple to find, easy to understand and be provided via convenient channels, including for people with disabilities.

Policies

P52	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).
P53	The council will continuously improve and develop real-time passenger information systems.
P54	The council will enable provision of certain information, such as service arrivals, departures and service disruptions, in real time to enhance journey experiences for passengers.
P55	The council will actively encourage users to transition to digital means for accessing public transport information.

3.4.4 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 attractiveness and ease of using bus services.

Policies	
P56	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.
P57	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, ⁽⁵⁾ and will require that all advertising adheres to the New Zealand Advertising Authority Advertising Code of Ethics.
P58	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.
P59	Revenue generated from advertising will be reinvested in the public transport system.

5 *Ethics.*<http://www.asa.co.nz/codes/codes/advertising-code-of-ethics/>

3.5 Objective 5: Provide a fares and ticketing system that is easy to use and affordable for passengers

Improving the fares and ticketing system is a significant element in the modernisation of the Waikato public transport network.

3.5.1 Fare structure

Introducing a simpler, zone-based, integrated fare structure across all the contracted public transport services⁽⁶⁾ in the region. Under a zonal fare system, fares will be based on the number of zones travelled as part of a journey, irrespective of bus routes. The zonal systems enables integrated travel across all public transport services within the region.

Policies	
P60	Public transport services will be delivered under an integrated zonal-fare structure that covers the Waikato region.
P61	The council will undertake a comprehensive review of the fare structure at least once every six years.

3.5.2 Fare concessions

Policies	
P62	Children under the age of 5 to travel for free on all services.
P63	All fare concessions will be available in association with a registered smartcard, with the only exception being a child cash fare.
P64	SuperGold card holders will be able to travel for free during off-peak periods (9am to 3pm and after 6.30pm weekdays, and all-day weekends and public holidays) on services included within the SuperGold card scheme.
P65	An accessibility concession will be available to people with a transport disability ⁽⁷⁾ to enable free travel on all contracted public transport services within Hamilton and that connect with Hamilton. The concession may be available in other areas subject to agreement from the relevant territorial authority.
P66	Council will seek to implement a standard concession discount rate off the equivalent standard adult smartcard fare for persons eligible for a fare concession. The fare concession and associated discount rates will be published by Council and may be reviewed and amended from time to time.
P67	<p>A standard concession fare discount will be available to the following user groups:</p> <ul style="list-style-type: none"> Children between the age of 5 and 15, in student uniform, or with valid ID confirming proof of age or attendance at an education facility up to a secondary education level or equivalent. <p>NB: There is no longer a concession available to persons aged 60 or over. Those persons with an existing concession loaded on their smartcard will continue to receive a standard concession discount until 2024, at which time all existing persons will be eligible for SuperGold card concession. Lost or damaged 60+ cards will be replaced provided they are registered with the regional council.</p>
P68	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.

6 Note: this excludes community-based transport initiatives or demand responsive ride-sharing services which are subject to different fare charging policy as published on the council website.

7 The eligibility criteria for the accessibility concession will be published on the Busit! website - <https://www.busit.co.nz/>

3.5.3 Ticketing system and fare products

Policies	
P69	The council will seek to implement a common integrated ticketing system on all contracted public transport services within the region.
P70	The council will encourage the use of electronic ticketing and seek to minimise the use of cash on public transport services.
P71	The value of cash fares will be set 40 per cent higher than equivalent smartcard fares on all services.
P72	Daily and weekly fare caps will be available for smartcard users.
P73	The council may implement temporary promotional fare and ticketing products to encourage uptake of public transport from time to time.
P74	Free transfers will be available on all services for smartcard users only for travel within a prescribed transfer time and/or trip limit.

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

The 2018 update⁽⁸⁾ to the Waikato Land Transport Plan includes indicative investment levels for public transport service and infrastructure over the six years through 2023/2024 as outlined below:

- infrastructure (capital expenditure) - \$26.2 million
- services (operating expenditure) - \$117.3 million

Indicative investment is for both services and infrastructure, including provision for service level improvements over the six year period. Funding levels are subject to review as part of annual plan and long term plan processes. The anticipated funding sources and indicative apportionments are outlined below.

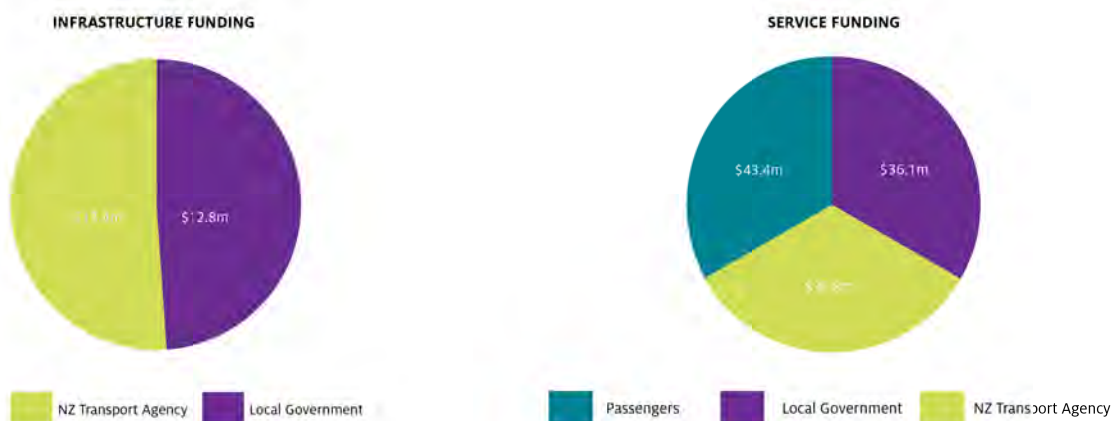


Figure 3 Indicative funding levels for public transport services and infrastructure in the Waikato region over a six year period (2018/19-2023/24)

Policies	
P75	The council's funding sources and mechanisms are set out in the long term plan revenue and financing policy. The council will review funding sources and requirements annually as part of the annual plan and long term plan processes.
P76	Fare levels may be adjusted annually and will be set at a level that best achieves the objectives of this plan, while remaining affordable for passengers and funders.

8 Note: This does not include the proposed passenger rail service and associated infrastructure improvements.

3.6.1 Future investment

Within the first twelve months of this plan, the council will develop a mass transit plan in partnership with Hamilton City Council, NZTA and other key stakeholders. The plan is expected to confirm future infrastructure and service levels necessary to transition towards a transit oriented system over time. Transitioning to a transit oriented system and increasing public transport mode share will require significant increases in public transport investment.

Both the mass transit plan and associated investment requirements will be subject to public consultation as part of future updates to this plan and future long term plan processes.

Securing sufficient funding to increase public transport service levels over time will be a challenge. It is not possible to significantly increase passenger fares and grow patronage, nor is it likely to be feasible to significantly increase rate charges on properties. To achieve the longer term objectives outlined in the plan, it will require Waikato Regional Council, Hamilton City Council and other transport partners to:

- investigate and develop new funding approaches that aims to explore alternative funding sources and reduce reliance on passenger fares and public subsidy
- 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 to ensure investment occurs at the right time and costs can be funded across a larger population base.

In doing this it should be possible to deliver higher service levels, maximise network efficiency and lower unit costs on a per passenger basis over the longer term.

Policies

- | | |
|-----|---|
| P77 | <p>Investigate the development of a public transport investment fund designed to reduce reliance on passenger fares and public subsidy, and generate a return on investment to be utilised for the purposes of:</p> <ul style="list-style-type: none"> • securing land/space required for future improvements as early as possible • contributing to the cost of funding future infrastructure improvements • reducing passenger fares. <p>The public transport investment fund should be designed to continuously grow over time by:</p> <ul style="list-style-type: none"> • reinvesting a portion of any investment return • developing new revenue sources and allocating that revenue to the fund, including: <ul style="list-style-type: none"> • advertising revenue • parking revenue from new locations such as park and ride sites (subject to agreement from territorial authorities) • development/financial contributions (subject to agreement from territorial authorities and compliance with relevant legislation) • support investigations for the application of a future regional or subregional fuel tax as a potential revenue source for public transport. |
|-----|---|

3.7 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. Appendix C provides an outline of key partners and their respective roles in relation to the public transport system.

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.

3.7.1 Developing partnerships

Policies	
P78	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.
P79	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.
P80	The council will be a trusted partner by ensuring the planning, procurement and delivery of transport services is transparent and inclusive.
P81	The council may contract transport services on behalf of another partner entity, provided that the cost of service is funded by that entity, and the additional resources could be leveraged to optimise the network generally.

3.7.2 Open data and information

Policies	
P82	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. ⁽⁹⁾
P83	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.

9 Refer Principles for Managing Data and Information held by the New Zealand Government, approved by Cabinet on 8 August 2011 (CAB Min (11) 29/12 refers).

3.7.3 Procurement

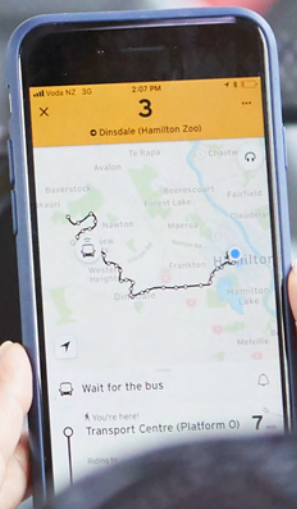
The policies in this section are designed to support the procurement process and give effect to the Public Transport Operating Model (PTOM) requirements.

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	
P84	Ensure public transport services are procured in accordance with the procurement strategy as set out in Appendix B. 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. • key requirements and matters relating to the procurement of units • processes for managing, monitoring and evaluating the performance of units.
P85	Public ride-share may be procured as a unit or included by way of variation to existing unit contracts.

3.7.4 Vehicle quality standards

Policies	
P86	The council will ensure contracted bus services use vehicles that meet the National Requirements for Urban Buses in New Zealand quality and safety standards and any specific Waikato region amendments.
P87	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.
P88	The council will introduce and trial the use of electric vehicles within the contracted vehicle fleet.
P89	The council will ensure the provision of cycle racks on buses servicing regional services, and on services between Hamilton and neighbouring towns. Bike racks will not be provided on services that operate within Hamilton, however Council will investigate alternative ways to accommodate cycling in association with use of public transport in the city.
P90	The council will ensure all vehicles introduced to the contracted fleet from the adoption of this plan (with the exception of small passenger transport vehicles), will have a minimum of two wheelchair spaces per vehicle.





UNIVERSITY

HAMILTON
EAST UNI

Hillcrest
Warehouse

Knighton

RUAKOU

Hillcrest

HAMILTON
GARDENS

4 Monitoring and review | Aroturuki me te arotakenga

4 Monitoring and review | Aroturuki me te arotakenga

This section provides policies for the monitoring and review of this plan, and public transport services and procurement units. It also sets out considerations for making changes to this plan, which includes the significance policy for determining the appropriate level of consultation.

4.1 Performance monitoring

This section provides information on the monitoring of this plan, monitoring for service performance and monitoring of the procurement units used to deliver services.

4.1.1 Plan monitoring

Plan monitoring will measure progress towards achieving the vision and objectives of this plan. The Strategic Case for Public Transport identified benefits and performance indicators which have been combined with the relevant regional land transport plan performance indicators under the Access and Mobility objective area.⁽¹⁰⁾ The key performance indicators for monitoring of this plan are set out in table 4.1 and will be reported as part of the annual monitoring of the regional land transport plan.

Table 4.1 Plan monitoring key performance indicators

Strategic case benefits	Strategic case indicators	Key performance indicators
1: A transport system that moves people more efficiently and affordably, influencing the way land is used to increasingly enhance the attractiveness and liveability of our urban areas.	1.1: Increased patronage per head of population.	1.1.1: Increased patronage per head of population. 1.1.2: Increased provision of transport infrastructure and public transport services in planned growth areas. 1.1.3: Increased public transport, walking and cycling travel to work mode share in Hamilton. 1.1.4: Improved perception ratings across the region for public transport.
	1.2: Improved public transport journey time on key routes.	1.2.1: Improved public transport journey time on key routes.
2: Increased numbers of people have access to employment, education, and healthcare, increasing economic and social wellbeing of communities.	2.1: Increased access to employment and education in rural communities.	2.1.1: Increased access to employment and education in rural communities. 2.1.2: Increased provision of transport infrastructure and public transport services in rural communities. 2.1.3: Increased public transport, walking and cycling travel to work mode share in rural communities.
	2.2: Increased access to community services.	2.2.1: Increased access to community services. 2.2.2: Increased level of investment targeting inclusive infrastructure in Hamilton and rural towns.

¹⁰ As described in Section 6 of the 2018 update to the Waikato Regional Land Transport Plan 2015-2045.

4.1.2 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.

Table 4.2 Service monitoring performance criteria

KPI	Measure	2018 Actual	Target / approach
Utilisation	Average boardings per trip – all periods Total number of boardings per annum divided by total number of trips delivered per annum.	8.9	Increase utilisation through patronage growth.
	Average boardings per trip - peak periods 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.	17.89	
Cost	Gross cost per in-service kilometre Total cost per annum of providing service divided by number of in-service kilometre travelled per annum.	\$3.61	Reduce through network optimisation.
	Gross cost per passenger boarding Total cost per annum of providing services divided by number of passenger boardings per annum.	\$4.80	Reduce through patronage growth.
	Net cost per passenger boarding Total cost per annum of providing services less fare revenue divided by number of passenger boardings per annum.	\$3.60	
	Gross cost per passenger kilometre Total cost per annum of providing service divided by number of in-passenger kilometre travelled per annum.	To be assessed following implementation of the new ticketing system that can more accurately track passenger kilometre travelled.	
	Net cost per passenger kilometre Total cost per annum of providing service less fare revenue and third-party funding, divided by number of in passenger kilometre travelled per annum.		
Fare revenue	Farebox recovery Proportion of total service cost covered by fare revenue calculated in accordance with NZTA policy.	36.6%	Increase through network optimisation and patronage growth.

KPI	Measure	2018 Actual	Target / approach
User experience of safety and accessibility	Safety and ease of getting on and off the bus	95%*	Maintain to 2017 level
	Personal Security during the trip	94%*	
	Availability of bus stops	92%*	
	The walking routes to the bus stops	92%*	
	Safety and quality of bus stops	85%*	

*Baseline percentage of respondents that are satisfied or very satisfied as recorded by the 2017 PT customer satisfaction survey.

4.1.3 Procurement unit monitoring

The policies relating to managing, monitoring and evaluating the performance of units are set out in the procurement strategy in Appendix B.

We will monitor the performance of each unit against the key performance indicators in accordance with the procurement strategy. As a minimum, key performance indicators cover the following matters:

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

4.2 Public transport reviews

In addition to the ongoing performance monitoring, the council undertakes detailed public transport reviews. There are two standard review types: service reviews and fare reviews. These are covered below.

4.2.1 Service reviews

Service reviews are undertaken to look at options for changes to services. Service reviews can be triggered by a range of factors, including a poor service monitoring result, customer complaints or as part of a rolling programme of service reviews. A service review will generally include the following elements:

- problem/opportunity identification
- option development
- option evaluation
- stakeholder and public consultation
- decision-making and implementation.

This plan will then be updated as required to reflect the outcome of the service review, as set out in section 4.3 of this plan.

4.2.2 Fare reviews

Fare reviews are undertaken to ensure the fare structure, fare concessions and fare products continue to meet the objectives of this plan.

An annual fare revenue review will be undertaken as part of the annual plan budget setting process to ensure fares are affordable for passengers and revenue is sufficient to meet budget expectations.

A more comprehensive review will be undertaken at least once every six years. A new fare structure and system is being implemented in 2018/19. The performance of this new fare structure and system will be monitored closely. The next comprehensive review of fares will be undertaken to coincide with the next generation national ticketing system.

4.3 Making changes to this plan

The regional public transport plan must be current for at least the next three years in advance and no more than 10 years in advance. The plan can be varied at any time.

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

4.3.1 Assessing significance for consultation purposes

The council can change this plan at any time but subject to certain requirements and procedures. These requirements include a process to determine whether the changes are significant or not. This in turn determines the required extent of public and stakeholder engagement prior to changing the plan.

The council will determine the significance of any changes on a case by case basis. A significant change will be one that is likely to have an impact that is more than minor on:

- the ability to achieve the vision and objectives set out in this plan
- the ability to achieve the objectives of the 2018 update to the Waikato Regional Land Transport Plan 2015-2045
- the amount and allocation of funding for public transport.

In determining significance, the council will consider a range of factors including but not limited to:

- whether the proposed variation will have a material effect on the overall level, quality and use of public transport services in the region
- the number of people affected by or interested in the proposal, and whether there is a substantial impact or consequence for affected persons
- the extent to which the variation has already been consulted upon, and the way this has been undertaken
- the extent to which the variation is inconsistent with the 2018 update to the Waikato Regional Land Transport Plan 2015-2045.

4.3.2 Significant changes

Significant changes to the plan require wide consultation, including with transport operators, stakeholders and the public.

Matters that will always be considered a significant change are:

- any changes to this significance policy (section 4.3 of this plan)
- any changes to the vision, objectives or policies of this plan
- any changes resulting in a significant change in funding requirements that triggers Council's 'Significance Engagement Policy'.

Consultation will include early engagement with key stakeholders when preparing the change and extensive public consultation and hearings prior to deciding on the proposed change.

4.3.3 Non-significant changes

Non-significant changes to the plan require targeted consultation with those affected by or with an interest in the proposed variation.

Matters that will always be considered a non-significant change are:

- any matters on which we have recently consulted
- any changes to public transport services following a service review, provided the changes are consistent with the objectives and policies of this plan and that those most likely to be affected have been consulted as part of the service review process
- any changes to fare levels approved by the council as part of the long term plan processes.

For non-significant changes, we will engage with relevant stakeholders and those most likely to be affected by the change.

4.3.4 Other minor changes

The correction of minor errors that will not have material affect on this document will not require public consultation, but the change must be adopted by council resolution and publicly notified. In all other cases, changes will be worked through with those most likely to be affected, as well as other relevant stakeholders.





Appendices | Ngā āpitihanga

Appendix A Public transport services integral to the public transport network

A.1 Scheduled public transport services procured by 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 table 3.1 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.

Additional procurement units may be identified in accordance with the procurement strategy for trial and other services and will be incorporated into the plan by way of variation should any trial period conclude successfully.

Unit name	Unit number	Planned start date	Indicative end date
Hamilton West	1	Sep 2017	Sep 2026
Hamilton East	2	Jan 2018	Jan 2027
North Waikato	3	Apr 2017	Apr 2026
North Waikato/Auckland A	3A	2019	2028
North Waikato/Auckland B	3B	2019	TBA
East Waikato	4	Apr 2017	Apr 2026
Matamata-Piako	4A	2019	2028
Thames	4B	Nov 2017	May 2021
West Waikato	5	Apr 2017	Apr 2026
Waipā	6	TBD	TBD
Waipā/Hamilton	6A	2019	2028
South Waikato (Tokoroa)	7	2019	2028
South Waikato/Hamilton	7A	2019	2028
Taupō	9	2019	2028
Waikato/Auckland Rail	10	2020	2025
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

Unit name	Unit number	Planned start date	Indicative end date
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

A.2 Hamilton network

A.2.1 Hamilton West unit

Route #	Route name	Service area	Standard service level
CC*	Central Connector	The Base, CBD, Waikato Hospital, Mahoe, Glenview, Fitzroy	Frequent
1	Pukete	Whitiora, Beerescourt, St Andrews, Pukete	Connector
3	Dinsdale	Frankton, Dinsdale, Western Heights	Connector
8	Frankton	Frankton, Livingstone, Nawton	Connector
9	Nawton	Maeroa, Livingstone, Nawton, Wintec, The Base	Connector
12	Fitzroy	Waikato Hospital, Ōhaupō Rd, Bader St, Fitzroy	Connector
18	Te Rapa	Maeroa, Forest Lake, Te Rapa, The Base	Connector
6*	Mahoe	Waikato Hospital, Melville	Connector
7*	Glenview	Waikato Hospital, Ōhaupō Rd, Glenview	Connector
51*	CBD Shuttle	CBD	Connector
26	Bremworth/Temple View	Frankton, Dinsdale, Templeview	Coverage
29	Hamilton Gardens	Hamilton East, gardens and cemetery	Coverage

Notes: * Route CC will replace routes 6,7,12 and 51 and part of route 21 which is in the North unit.

A.2.2 Hamilton East Unit

Route #	Route name	Service area	Standard service level
52	Orbiter	The Base, Rotorua, Chartwell, Waikato University, Waikato Hospital, Dinsdale, Wintec Avalon campus	Frequent
2	Silverdale	Hamilton East, Hillcrest, Silverdale	Connector
4	Flagstaff	Chartwell, Flagstaff, Rotorua High Schools	Connector
10	Hillcrest	Hamilton East, Hillcrest, Silverdale	Connector

Route #	Route name	Service area	Standard service level
11	Fairfield	Fairfield, Chartwell	Connector
13	University	Hamilton East, Clyde Park, Waikato University	Connector
14	Claudlands	Claudlands, Chedworth Park, Chartwell	Connector
16	Rototuna	Chartwell, Rototuna high schools, Rototuna shopping centre	Connector
58	Rototuna Circular	Clarkin Rd, Chartwell, Rototuna High Schools	Connector
5	Chartwell	River Rd, Chartwell, Huntington	Coverage
4N	Flagstaff North (school terms only)	Te Huia Dr, Chartwell, Hamilton Boys' High School, Sacred Heart Girls' College	Targeted
N	Night Rider	Dinsdale, Beerescourt, The Base	Targeted

A.3 Hamilton and neighbouring towns

A.3.1 North Waikato Unit

Route #	Route name	Service area	Standard service level
21	Northern Connector*	Whitiora, Te Rapa, The Base, Ngāruawāhia, Huntly, Te Kauwhata	Connector
41	Huntly Internal	Huntly Main St, Huntly East/West	Targeted
HS	Horotiu School assist	Horotiu – Hamilton	Targeted
HS	Huntly School assist	Horotiu – Hamilton	Targeted

Note: * Routes 6, 7, 51 and part of route 21 will be combined into a new Central Connector route, connecting The Base and Waikato Hospital.

A.3.2 North Waikato/Auckland (A) Unit

Route #	Route name	Service area	Standard service level
NW1	Pokeno to Pukekohe	Pokeno, Tūākau, Pukekohe	Connector
NW3	Port Waikato to Pukekohe	Port Waikato, Tūākau, Pukekohe	Targeted

Notes: * This unit will be operating within the Waikato region and will join up with an Auckland unit at a boundary point to provide cross-boundary services.

A.3.3 North Waikato/Auckland (B) Unit

Route #	Route name	Service area	Standard service level
NW2	Huntly to Pukekohe	Huntly, Te Kauwhata, Mercer, Meremere, Tūākau, Pokeno, Pukekohe	Targeted

Notes: * Services may be delivered by way of a variation to North Waikato Unit.

A.3.4 West Waikato Unit

Route #	Route name	Service area	Standard Service level
23	Raglan	CBD, Dinsdale, Whatawhata, Te Uku, Raglan, Manu Bay	Coverage
23B	Raglan assist (school terms only)	Raglan to Hamilton schools	Targeted
23W	Whatawhata assist	CBD, Whatawhata, Raglan	Targeted

A.3.5 Waipā Unit

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

Notes: * Subject to Council approval and funding

A.3.6 East Waikato Unit

Route #	Route name	Service area	Standard service level
22	Morrinsville/Paeroa	Hamilton East, Morrinsville, Te Aroha, Paeroa	Connector
22A	Morrinsville Assist	Hamilton, Morrinsville	Coverage
MA*	Matamata to Hamilton	Hamilton to Matamata	Targeted
85**	Waihi to Katikati	Waihi, Waihi beach, Katikati	Targeted

Notes:

* Subject to Council approval and funding agreements.

**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.

A.4 Rest of region

A.4.1 Taupō Unit

Route #	Route name	Service area	Standard service level
T	Taupō Connector	Taupō urban services	Coverage
T13	Mangakino to Tokoroa	Mangakino, Tokoroa	Targeted
T11	Mangakino to Taupō	Mangakino, Taupō	Targeted
TT	Tūrangi to Taupō*	Tūrangi to Taupō	Targeted

Notes: * Subject to Council approval and funding agreements.

A.4.2 Tokoroa Unit

Route #	Route name	Service area	Standard service level
TO1	Tokoroa Connector	Tokoroa township	Connector
TO2	Tokoroa/Hamilton*	Tokoroa-Hamilton via south Waikato towns	Coverage
TO3	District Services*		Targeted

Notes: * Subject to Council approval and funding agreements.

A.4.3 Thames Unit

Route #	Route name	Service area	Standard service level
TH1	Thames Connector	Thames township	Coverage

A.4.4 Rail Unit

Route #	Route name	Service area	Standard service level
R1	Hamilton–Auckland rail	Hamilton, north Waikato towns and Auckland	Mass transit

A.5 Trial and reserve unit

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

A.6 Other community transport and demand responsive services

Non-scheduled public transport services that receive funding from the regional council but are not included in the units above are set out in table A.16.

Service type	Service area	How assists transport disadvantaged
Total Mobility	Hamilton, Taupō, Tokoroa, Cambridge and Te Awamutu	Enables access to education, healthcare and social opportunities.
Public ride-sharing services	Region wide	

Appendix B Procurement strategy

The Waikato Regional Council Transport Activity Procurement Strategy is incorporated by reference. References to the regional public transport plan should be considered references to this plan (or whichever plan was most recently adopted). In cases of inconsistency, the more recent plan should have preference.

Appendix C Key partners

Waikato Regional Public Transport Plan 2015 Table 2: Key public transport funders, planners, regulators and providers.

Organisation	Responsibilities
Regional council	<ul style="list-style-type: none"> • Preparation of the Regional Land Transport Plan • Preparation of the Regional Public Transport Plan • Management of public transport • Registration of notified exempt services • Planning, contracting and funding of contracted services • Marketing and promoting of public transport • Ownership of infrastructure, public transport services and public transport companies under certain conditions • Monitoring of contracted services • Preparation of the long term plan
Territorial authorities	<ul style="list-style-type: none"> • Ownership and provision of bus stops, bus priority measures, shelters and other public transport infrastructure and facilities • In some cases, provision of the local share of funding for approved contracted services • Preparation of long term plans • Preparation of asset management plans
Public transport operators	<ul style="list-style-type: none"> • Provision of safe, compliant and efficient public transport services • Provision of non-subsidised (exempt or excluded) services • Provision of subsidised services • Ownership and maintenance of public transport vehicles and supporting infrastructure (i.e. ticketing machines)
NZ Transport Agency	<ul style="list-style-type: none"> • Ownership and provision of bus stops, bus priority measures and in some cases shelters and other public transport infrastructure on state highways • Planning for a sustainable, integrated state highway system • Ensuring compliance with the relevant transport legislation and regulations • Preparation and implementation of the National Land Transport Programme • Funding of public transport services, infrastructure and Total Mobility • Preparation of procurement and auditing procedures for public transport • Auditing of public transport tendering authorities
Ministry of Education	<ul style="list-style-type: none"> • Provision of school transport services or assistance for students who meet eligibility criteria as defined by the Ministry of Education
Ministry of Health/health providers	<ul style="list-style-type: none"> • Financial assistance towards expenses associated with travel that may construct a barrier to accessing required specialist care, particularly for people who: <ul style="list-style-type: none"> • have to travel long distances to access specialist health or disability services • incur high travel costs as a result of frequent visits to specialist health and disability services • have significant financial needs that might otherwise prevent them from accessing necessary specialist health or disability services • Provision of health-related bus services in certain areas

Organisation	Responsibilities
Community groups	<ul style="list-style-type: none"> • Provide community transport services in some areas, often on a voluntary basis. • Build relationships and share knowledge and information in support of rural transport initiatives and projects in the Waikato region.

Appendix D Land Transport Management Act 2003 requirements

A regional public transport plan must contribute to the purpose of the Land Transport Management Act 2003 (LTMA) which is an efficient and effective land transport system in the public interest (Section 3 of the LTMA). A regional council must also, when preparing a statement of proposal to adopt a regional public transport plan and before adopting a regional public transport plan, be satisfied that the proposal satisfies the requirements of the LTMA.

The following table contains an assessment against the requirements set out in Part 5 of the LTMA.

Legislative Requirement	How we have addressed them in the Regional Public Transport Plan
How the plan contributes to the purpose of the Act (section 3).	<p>The plan contributes to the purpose of the Act through its vision, strategic responses, objectives and policies that seek to develop an efficient, effective, affordable and integrated public transport network that supports economic growth of the region and achieves value for money.</p> <p>The network concepts anchored in this Plan provide a direction for the regional public transport network to evolve over time, transitioning into a mass transit oriented system that will enable us to move a lot more people efficiently and affordably while using much less space than a car orientated system.</p>
Preparation of the plan in accordance with NZ Transport Agency guidelines.	The NZTA's guidelines were considered in the development of the plan. The RPTP review process has followed the principles of the NZTA Business Case Approach, and regular meetings were held with NZTA staff to ensure the plan complies with the key requirements of the Act.
<p>Applied the principles of section 115A (1) of the Act.</p> <p>Section 115A (1) (a)</p> <p><i>Regional councils and public transport operators should work in partnership and collaborate with territorial authorities to deliver the regional public transport services and infrastructure necessary to meet the needs of passengers.</i></p>	The council has applied the principles of section 115(1) by working in close partnership with territorial authorities to ensure the efficient and effective delivery of public transport services and infrastructure. Sections 3.3 and 3.7.1 of the RPTP provide further details and policy guidance around how this could be achieved, and in particular, a new partnership framework to enable better coordination of funding and service delivery to achieve value for money outcomes.
<p>Section 115A (1) (b)</p> <p><i>The provision of public transport services should be coordinated with the aim of achieving the levels of integration, reliability, frequency, and coverage necessary to encourage passenger growth.</i></p>	A central theme of the RPTP is the development of a layered network of public transport services that meets a diverse range of travel needs (Objective 1), with policies contained in Objective 1 focusing on improving integration, efficiency and reliability. Once in place, the major initiatives in the RPTP are expected to better meet travel demands, and result in patronage growth, while providing a range of affordable public transport options to enable transport access.
<p>Section 115A (1) (b)</p> <p><i>Competitors should have access to regional public transport markets to increase confidence that public transport services are priced efficiently.</i></p>	The adoption of Public Transport Operating Model (PTOM) in the RPTP, including in the way in which PT Units have been arranged (as set out in Appendix A, including current and future units), and the approach to competitive tendering (section 3.7.3), will provide good opportunities for competitors to access the Waikato public transport market. The RPTP is therefore expected to deliver efficient pricing of services.

Legislative Requirement	How we have addressed them in the Regional Public Transport Plan
<p>Section 115A (1) (c)</p> <p><i>Incentives should exist to reduce reliance on public subsidies to cover the cost of providing public transport services.</i></p>	<p>In addition to the PTOM approach adopted in this plan, which is intended to provide incentives for operators to improve the commerciality of services, the council has also included a new policy in section 3.6.1 to develop new funding approaches that are aimed to explore alternative funding sources and reduce reliance on passenger fares and public subsidy.</p>
<p>Section 115A (1) (d)</p> <p><i>The planning and procurement of public transport services should be transparent.</i></p>	<p>Guided by the procurement approach adopted in this plan (section 3.7.3) and its Procurement Strategy, the council will carry out an open, fair and transparent process to procure new contracts in order to ensure best value for money for customers, ratepayers and taxpayers, as well as to establish effective commercial partnering relationship with public transport operators.</p>
<p>Takes into account any national energy efficiency and conservation strategy.</p>	<p>The National Energy Efficiency and Conservation Strategy 2017-2022 was taken into account in the development and assessment of the preferred network structure in the RPTP. The plan anchors a new layered network structure that will significantly improve journey experiences and travel times, and provide a range of travel options (e.g. ride-share service) to meet the customer needs. This will encourage more users to use public transport services, and reduce single occupancy vehicles on the roading network.</p>
<p>Takes into account any relevant regional policy statement, regional plan, district plan.</p>	<p>The purpose of this Plan is to give effect to the public transport components of the Regional Land Transport Plan (RLTP). The updated 2018 RLTP was assessed against the regional policy statement and regional plans, and was found to be consistent with them. District plans were also taken into account during the development of the RLTP.</p>
<p>Takes into account the public transport funding likely to be available in the region.</p>	<p>The RPTP has been prepared in line with the financial forecasts prepared as part of the Waikato Regional Council Long Term Plan 2018-28 and the development of the updated 2018 RLTP. The funding likely to be available is discussed in Section 3.6 of the plan.</p>
<p>Takes into account the need to obtain best value for money, having regard to the desirability of encouraging a competitive and efficient market for public transport services.</p>	<p>In preparing the RPTP, the council has taken account of the need to obtain the best value for money having regard to the desirability of encouraging a competitive and efficient market for public transport services. The key procurement principles are also anchored in the Waikato Regional Council procurement strategy for transport activities. The objective of the procurement strategy is to procure public transport services in a way that:</p> <ul style="list-style-type: none"> ● achieves value for money, ● encourages competitive and efficient markets, ● sustains those markets.
<p>Takes into account the views of public transport operators in the region.</p>	<p>Early engagement with the operators in the region was undertaken during the preparation of the draft Plan. Specific operator feedback on the proposed future network and units will also be sought from incumbent and potential public transport operators as part of the RPTP public consultation process.</p>
<p>Considers the needs of persons who are transport disadvantaged.</p>	<p>The provision of travel options and access to basic community activities for the transport disadvantaged is one of the key strategic responses identified in the RPTP. The Plan seeks to take a whole-of-journey approach towards the planning and delivery of public transport services and infrastructure to ensure the public transport system is accessible for everyone. This approach is reflected throughout the document, and in particular the policies identified under Objectives 1, 4 and 6.</p>

HE TAIAO MAURIORA

HEALTHY ENVIRONMENT

HE ŌHANGA PAKARI

STRONG ECONOMY

HE HAPORI HIHIRI

VIBRANT COMMUNITIES

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