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1. Introduction

1.1. Purpose and Structure

This Passenger Transport Action Plan is one of seven action plans that coordinate and prioritise the various activities developed to implement the Access Hamilton Strategy.

Hamilton City Council (HCC) are responsible for providing passenger transport infrastructure to support services. The services are planned and run by Environment Waikato.

The purpose of this action plan is to guide the development of comprehensive and well used passenger transport networks in Hamilton.

This plan sets out:
- Vision and objectives - HCC’s goals for passenger transport
- Strategic context - national, regional, local
- Background - current passenger transport provision in Hamilton
- Desired outcomes and actions
- Coordination of this plan with other Access Hamilton action plans.

This Action Plan considers a 30 year planning horizon, with general plans for a 10 year implementation programme and detailed activities for the next three years.
2. Vision

2.1. Access Hamilton
The purpose of Access Hamilton is to deliver an affordable, integrated, safe, responsive and sustainable transport system.

This will support Hamilton’s strategic framework and contribute to Hamilton achieving its vision for a “Vibrant Hamilton”.

2.2. Objectives and Targets
The purpose of this action plan is to contribute to that affordable, integrated, safe, responsive and sustainable transport system with facilities for, and a culture of, passenger transport use that spreads as the city grows.

The objectives for passenger transport in Hamilton are to:

- Optimise levels of service, working with Environment Waikato
- Increase passenger transport patronage and modal share
- Provide infrastructure across the city for consistent, high quality passenger transport services.
- Integrate and coordinate the timing of passenger transport service and infrastructure improvements with road improvements and developments to ensure a balanced network
- Provide fully accessible passenger transport infrastructure.
- Ensure services are easy to understand and well promoted.

Our targets are to:

- Increase the proportion of passenger transport journeys to work to 7% (currently 2%) - census data and household travel surveys
- Achieve 7% growth annually in the number of passenger transport trips made each year - Environment Waikato patronage data.

These targets take into account:

- Previous investigations including the Hamilton Alternatives to Roading Transportation Study (HARTS), which indicated that a modal shift of 6%, including travel demand management activities, is feasible
- Recent trends in patronage (refer section 4 below)
- Traffic modelling indicating that severe congestion will increase unless there is a reduction in demand for single occupant vehicles at peak periods even with desirable improvements to road network capacity.

Increasing the proportion of trips made using active travel modes reduces the vehicular demand on the network, relieving congestion, and results in health benefits to the community.

The targets are consistent with the 2008 NZ Transport Strategy to increase the use of public transport to 7% of all trips by 2040, and growth in patronage of 3% each year to 2015. Although challenging, the targets are not unrealistic.
3. Context

3.1. National

The Government Policy Statement on Land Transport Funding 2009/10-2018/19 (GPS) promotes economic growth and efficiency by focussing on a number of impacts. Those directly supported by passenger transport are:

<table>
<thead>
<tr>
<th>Impact</th>
<th>Relationship with Passenger Transport</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improvements in journey time reliability</td>
<td>Increase in passenger transport use means fewer vehicle trips on the road, therefore less congestion and improvements in journey time reliability.</td>
</tr>
<tr>
<td>Easing of severe congestion.</td>
<td>Providing infrastructure and facilities for passenger transport provides more travel choices.</td>
</tr>
<tr>
<td>More transport choices, particularly for those with limited access to a car where appropriate.</td>
<td>Passenger transport leads to lower transport emissions per road user.</td>
</tr>
<tr>
<td>Reductions in adverse environmental effects from land transport.</td>
<td>Passenger transport requires less road space and is an efficient way of carrying many people.</td>
</tr>
<tr>
<td>Better use of existing transport capacity</td>
<td></td>
</tr>
</tbody>
</table>

Table 1  Desired GPS Impacts
Funding allocation for passenger transport infrastructure is guided by the NZ Transport Agency Planning, Programming and Funding Manual and prioritises activities that achieve a high strategic fit rating. These include infrastructure or road improvements that have the potential for significant improvements in peak time patronage in major urban areas (applies to central Hamilton) with severe congestion, and in optimising services. Transport choice, integration, safety and resilience achieve a medium strategic fit and therefore a lower priority.

6.9km of the Hamilton road network currently experiences severe pm peak congestion. This is expected to increase to approximately 41km in 2036, even with improvements such as the Te Rapa Bypass, Hamilton Bypass and Wairere Drive. Congestion at major intersections, such as state highway and local arterials, and at major activity centres such as the city centre and The Base. 5 intersections currently experience severe pm peak congestion. This is expected to increase to 27 intersections in 2036.

It should be noted that Access Hamilton’s planning horizon extends beyond the 10 year GPS timeframe.

3.2. Regional

The Operative Regional Land Transport Strategy 2006 – 2016 supports a balanced approach that includes effective passenger transport services in Hamilton.

The Waikato Regional Passenger Transport Plan (RPTP 2007/10) focuses on passenger transport issues highlighted in the Regional Land Transport Strategy, giving specific and achievable implementation methods. The key objectives of the RPTP are to improve access and mobility and reduce congestion in the Waikato region.

The Regional Land Transport Programme 2009/10 – 2011/12 (RLTP) includes prioritisation of projects that develop passenger transport infrastructure, promote existing passenger transport services and consider new passenger transport services and are in line with Access Hamilton and the RPTP.

3.3. Local

This Passenger Transport Action Plan is one of seven action plans that coordinate and prioritise the various activities developed to implement the Access Hamilton Strategy.
Figure 1: Access Hamilton Structure

Implementation of the Passenger Transport Action Plan needs to be closely coordinated with the Network and Travel Demand Management (TDM) Action Plans in particular.
4. Background

This section of the action plan describes:

- How passenger transport is currently managed, funded and operated
- The existing passenger transport network
- Current passenger transport patronage and trends

4.1. Management

Environment Waikato (EW) is the statutory manager of the passenger transport function for the Waikato region, in line with the 2008 Passenger Transport Management Act. This includes responsibility for integrated planning, which centres around the development and delivery of the Regional Passenger Transport Plan (RPTP) on a three year rotating basis. The management function also includes procurement, monitoring and advocacy.

The three year cycle for the RPTP presents challenges for passenger transport planning for activities that require significant infrastructure or land use changes. These require longer lead times and greater certainty of commitment to the services or networks.

4.2. Funding

In 2008, around $18 million was spent on passenger transport services across the region, about 86% of which related to services within Hamilton. Costs of passenger transport are met by the following revenue sources:

- Income from rates
- Income from fares
- Subsidy provided by the New Zealand Transport Agency (NZTA)

To cover the rates element, a passenger transport specific rate is levied over Hamilton households to pay a percentage of costs for Hamilton services. Other services within the region are funded in partnership with District Councils.

4.3. Operation

Passenger transport services are contracted using external providers. In Hamilton services are currently operated by Go Bus and Pavlovich in a series of contracts covering different combinations of services. Some commercial services are operated, for example by a number of schools with disperse catchment areas. Future rail or ferry services would also be managed in the same way by the regional council.

Hamilton City Council is responsible for the procurement, construction and maintenance of passenger transport infrastructure within the city. This includes all bus stops, bus shelters, bus priority measures (e.g. bus lanes), marked bus cages and the Hamilton Transport Centre. HCC has also previously funded the start up of new bus services such as the Orbiter and CBD Shuttle as well as supported use of the passenger transport rate to support services that start or terminate outside the city but which have benefits for city residents (for example services to Raglan and Cambridge).
4.4. Existing Network

Passenger transport in Hamilton comprises bus services and shuttle/taxi services which also provide mobility services. There are no rail (other than infrequent tourist services) or ferry services in operation or planned for the foreseeable future. However, there are passenger rail facilities at the Queens Avenue railway station and the disused central city underground station. Hamilton City Council and Environment Waikato advocate for commuter rail services between Hamilton and Auckland.

There are currently 27 bus routes operating in Hamilton, of which 25 terminate at the Transport Centre. This provides for a ‘wheel spoke’ type network design, from the Transport Centre, with an Orbiter service operating through Hamilton suburbs providing connections at major shopping centres, Waikato University and Waikato Hospital. The existing network is shown below:

Figure 2: Current Hamilton Bus network
Other characteristics of the existing network include:

- General headway of 30 minutes on most routes all day.
- Operating hours are generally between 6.50am to 8pm Monday to Thursday, extended to around 11pm on Fridays. Twenty one services run to an hourly timetable on Saturdays generally between 6.50am and 7.30pm.
- Eleven ‘Key Routes’, operate on Sundays and Public Holidays to the same timetable.
- Orbiter services (also a ‘Key Route’) run from 6.15am to 10pm Monday to Friday and to 8pm at weekends, with 15 minute headway during the day reducing to a 30 minute service in the evening.
- The CBD Shuttle operates on a city centre loop from 7am to 6pm Monday to Friday and 9am to 1pm on Saturdays. Services operate every 10 minutes. HCC funds the fares component for the CBD Shuttle.

4.5. Current Patronage and Growth

The Waikato Region has the fourth largest contracted passenger transport service in New Zealand, 90% of which is in Hamilton.

The 2006 national census showed that 2% of all journeys to work in Hamilton used passenger transport. Use of the Hamilton City bus network has increased significantly over recent years, as illustrated in the graph below.

![Passenger Boardings Graph](image_url)

**Figure 3:** Hamilton Bus Patronage (EW Data)
At a regional level, in the 10-year period to 2007 passenger trips doubled from 1.3 million to 2.6 million per annum (RLTP 2007/10). Since 2007 they have continued to grow and there were 4.2 million trips in the 2008/09 financial year. The following graph shows this increase in terms of annual trips per head of population in Hamilton City.

Figure 4: Annual Trips per person (EW Data)

Hamilton now sees approximately 32 trips per resident per year, compared to 38 in Auckland, 42 in Christchurch and 73 in Wellington.
5. Alternatives and Options

5.1. Alternative Modes for Passenger Transport

Options for passenger transport mode in Hamilton include:

- Bus
- Rail
- Ferry

In 2006 the Hamilton Alternatives to Roading Study (HARTS) and Commuting by River Feasibility Study evaluated the above options, and concluded that both the rail and river transport alternatives are not feasible in the short to medium term.

The RLTP 2007/10 includes a Hamilton to Auckland commuter train service, however there is no funding available in the NLTP or LTCCP and it is unlikely to proceed within the next 10 years.

Therefore, this passenger transport action plan focuses on bus services as mode by which passenger transport will operate in Hamilton.

5.2. Bus Services - Alternatives and Options

There are many options for the layout and operation of the bus passenger transport network and services in Hamilton. These include:

<table>
<thead>
<tr>
<th>Alternative</th>
<th>Options</th>
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</thead>
<tbody>
<tr>
<td>Network layout</td>
<td>Wheel and spoke layout (current design). Strategic network - connect</td>
</tr>
<tr>
<td></td>
<td>suburban interchange points to Hamilton's city centre with direct and</td>
</tr>
<tr>
<td></td>
<td>frequent services. Feeder and Local Network - designed to connect</td>
</tr>
<tr>
<td></td>
<td>residential areas with strategic network routes at suburban interchange</td>
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<tr>
<td></td>
<td>points. Demand Responsive Network - demand responsive services are</td>
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<tr>
<td></td>
<td>those that could be employed in locations or on services with low</td>
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<tr>
<td></td>
<td>demand.</td>
</tr>
<tr>
<td>Connections</td>
<td>High-frequency connections</td>
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<tr>
<td></td>
<td>Dedicated connections</td>
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<tr>
<td></td>
<td>Uncoordinated transfers</td>
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<tr>
<td>Priority</td>
<td>Bus priority at intersections</td>
</tr>
<tr>
<td></td>
<td>Bus only corridors</td>
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<tr>
<td></td>
<td>No priority</td>
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<tr>
<td>Routing</td>
<td>Services originate / terminate at fixed locations such as transport</td>
</tr>
<tr>
<td></td>
<td>centre. Through-routing, where services travel through the city centre</td>
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<td></td>
<td>on their way to destinations elsewhere. Super-stops - high quality</td>
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<tr>
<td></td>
<td>interchange (transfer) points at key nodes</td>
</tr>
<tr>
<td>Park and ride</td>
<td>Dedicated park and ride sites with formal parking areas</td>
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<tr>
<td></td>
<td>Key transfer nodes have space for parking</td>
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<tr>
<td></td>
<td>Special event park and ride (currently operating for events including</td>
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<td></td>
<td>the Hamilton 400 V8 motor racing, Fieldays and Balloons over Waikato)</td>
</tr>
</tbody>
</table>

Table 2 Alternative and Options for Bus Services
6. Evaluation

6.1. Methodology

HCC is responsible for passenger transport infrastructure, including bus stops and shelters, the Hamilton Transport Centre, the roads that buses run on and the footpaths used to get to and from the bus services. EW is responsible for funding and procuring services.

The type of activities and interventions needed to achieve a significant modal shift, such as bus priority facilities, requires long term certainty in service planning in order to justify significant infrastructure investment.

Several evaluations have already been carried out for passenger transport in Hamilton, some as part of HARTS, including:

- Planning and Development of Bus Networks
- Commuting by River Feasibility Study
- Park & Ride Feasibility Study
- Commuting by Rail Feasibility Study

Our evaluation includes:

- An assessment of growth required to meet HCC’s target of 7% mode share.
- Evaluation of suitability of alternatives and options. Where appropriate, the findings of previous evaluations have been summarised. Where HCC is not responsible for implementing options or alternatives, our evaluation shows HCC’s preferred direction. Actions and implementation are included in the table on Page 17.

6.2. Patronage Growth Required to Meet Targets

To reach the target of 7% mode share by 2040, and allowing for population growth (additional 85,000 people), annual passenger transport use would need to grow from 4.5 million trips in 2009 for approximately 140,000 people to around 24 million passenger trips per year. This would equate to around 105 annual trips per person in Hamilton, higher than Wellington, which has the highest passenger transport usage in New Zealand.

The 2008 Transport Centre Study (Traffic Design Group) included an assessment of higher growth forecasts based on recent trends in Hamilton and by way of comparison with other major metropolitan centres. The results suggested that continued high growth could see in the region of 26 million passenger trips per year by 2040.

This is based on recent growth, which is not likely to be sustainable as it was a result of a significant investment into the passenger transport services, including new routes, direct services, extended hours and frequency improvements.
An increase in trips per head of population from the current 32 to 105 per year is required to meet the NZTS target of 7% mode share by 2040. This could be achievable everyone uses the bus for a return trip once a week, but would be a significant increase from current levels. Achieving this growth will require new routes, larger buses and efficient time-tabling to ensure that the network and the Hamilton Transport Centre continue to operate efficiently.

6.3. Evaluation of Service and Network Options

Network Layout - Alternative Arrangements

The current layout is a ‘wheel and spoke’ arrangement. Over time, the current wheel and spoke service pattern should be replaced with a new network to better provide both high speed and highly diverse routes across the city. The alternative arrangement would combine different service and network types to meet the needs of different areas and corridors, including:

- Strategic Network: These could form the basis of the passenger transport network, and connect suburban interchange points to Hamilton’s city centre with direct and frequent services (refer to Figure 8).
- Feeder and Local Network: Designed to connect residential areas with strategic network routes at suburban interchange points.
- Demand Responsive Network: Demand Responsive services are those that could be employed in locations or on services with low demand.

Figure 5: Schematic Bus Service Diagram
**Optimising Passenger Transport Services - Patronage Levels**

Minimum patronage levels should be used to identify when increases in services should be implemented, particularly for the strategic network.

![Figure 6: Minimum Patronage Levels - Concept Illustrating Implementation](image)

**Increased Service Frequencies and Bus Priority - Patronage Response**

NZTA has investigated passenger transport elasticity for New Zealand (Transfund Research Report RR248). Findings suggest that:

- For typical NZ service headways of 20 - 30 minutes, the patronage elasticity ranges from -0.35 to around -0.15 where frequencies are 10 minutes or less.
- In-vehicle travel time elasticity is about -0.3.

For example, a change of frequency from 20 minute headways to 30 minute headways (+50%) means that patronage would drop by (50% * -0.35) = 17.5%. A reduction in journey time from say 30 minutes to 15 minutes (-50%) would increase patronage by (50% x -0.3) = 15%.

These elasticities were used, along with approximate service costs, to compare the effectiveness of an existing service type against conceptual services with greater frequency and reduced travel time (to model bus priority).

![Figure 7: Elasticity and Service Costs](image)
Figure 7 is based on a conceptual service similar to the Chartwell / Northerner bus service. It suggests that:

- A doubling of patronage could be achieved, and that doing it without bus priority would cost almost four times the current costs, whereas with bus priority, the increased service costs would be double.
- If services are appropriately designed, then a reduction in travel time can provide for increased frequency at no additional service cost, increasing the attractiveness of the service.

Without bus priority, as congestion increases it will become more costly for EW to maintain service frequencies because the journey times will get longer and congestion will lead to unpredictable and uncertain travel times. Since many of the Hamilton routes are designed to be a maximum practical length for a 30 minute frequency, if the journey times exceed 30 minutes, then each service could require another bus.

Generally, bus priority will come at a cost to the efficiency or amenity of other network users (e.g. restricted turns or lost cycle time at traffic signals, fewer lanes leading to a lower level of service, loss of parking). This means that, in addition to capital costs, bus priority economics should take into account the costs to other users.

Research suggests that for a bus lane to “break even” it requires 20 buses/hour, but the assessment depends on the level of congestion, the impact on other drivers, service patronage, delays avoided, etc. For example, on Bridge Street there are five 30 minute services, the CBD Shuttle running a 10 minute service clockwise only, and the Orbiter with a 15 minute headway, meaning 15 buses/hour eastbound and 9 buses/hour westbound.

Because of the potentially significant capital costs associated with bus priority and the adverse impact on other users it is essential that the primary long term routes and service characteristics for passenger transport are identified and committed to by HCC and EW. Without a long term commitment, it will be extremely difficult to justify bus priority.

The ‘Planning and Development of Bus Network’ section of the 2006 HARTS study identified and considered 11 strategic passenger transport corridors covering main destinations across the city as shown in Figure 8. These corridors serve the Orbiter, Te Rapa, Flagstaff, Rotokauri, Dinsdale, Frankton, Glenview, Hamilton East, University, Ruakura, and Chartwell.
Bus priority is essential to increase passenger transport use in Hamilton. Specific factors to consider when planning for bus priority in Hamilton are:

- HARTS recommended that the Chartwell/Rototuna, Glenview/Peacockes, University, Ruakura, Orbital, Te Rapa and Rotokauri corridors should consider opportunities for prioritisation measures ahead of the Flagstaff, Hamilton East, Frankton or Dinsdale corridors, with the first five of these given the highest priority.

- Bus priority measures should be considered and implemented over time on strategic network corridors in order to ensure these routes consistently perform the fast and frequent function they are designed for. Over time as Hamilton grows, more of these corridors will become congested, so careful timing of the introduction of corridor improvements is vital.

- Ensuring other vehicles do not illegally use bus priority measures is integral to their success. Therefore the planning, operation and design of the measures needs to consider prevention and enforcement. Hamilton City Council has a role to play in advocating for the legislative changes required to permit authorities other than the Police to enforce moving vehicle offences in bus lanes.
Routing

The majority of bus services are expected to continue to terminate at the Transport Centre to 2040. There are currently 21 bus bays at the Transport Centre.

There is an opportunity to consider changing some services over time so that they do not terminate at the Transport Centre but travel through the city centre on their way to destinations elsewhere. As highlighted in the 2008 Transport Centre Study, this could ensure that the capacity of the existing Transport Centre remains adequate for a number of years.

The table below shows a comparative analysis of the peak number of bays required if the Transport Centre continues to operate primarily as a terminal facility, and the impact of all services becoming through-routed. Through routing removes the need for buses to layover at the Transport Centre thereby providing sufficient bus capacity to cater for service growth out to 2040, in line with the NZTS target for higher mode share, and potentially for much greater bus activity.

<table>
<thead>
<tr>
<th>Bus bays required</th>
<th>2008</th>
<th>2013</th>
<th>2018</th>
<th>2028</th>
<th>2040</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off-set departure times (current practice)</td>
<td>10</td>
<td>15</td>
<td>16</td>
<td>27</td>
<td>42</td>
</tr>
<tr>
<td>Through-routing</td>
<td>4</td>
<td>6</td>
<td>7</td>
<td>11</td>
<td>17</td>
</tr>
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</table>

**Table 3 Requirement for Bus Bays at Transport Centre**

An indicative structure for how a through routes bus network for Hamilton might look is shown below.

![Figure 9: Potential Hamilton City Through-route Scenario](image)
Key destinations such as predominant centres of employment, study, retail, recreation and residential areas are linked through the city centre. Through routes would complement the existing suburban Orbiter route and offer the following network benefits:

- Provide the most direct link between destinations on opposite sides of the city.
- Maximise direct citywide access to major suburban destinations.
- Provide improved access to city destinations.
- Provide customers more destinations on single route without the need to change buses.
- Potentially simpler network – 26 radial routes could become 13 through-routes simplifying network maps and publicity materials.

It should also be noted that services have more risk of delay than the current radial services which start their trip from the Transport Centre. Changing to a system of through routing would require commitments to and delivery of priority measures at a number of locations.

At present bus routes approaching and exiting the Transport Centre take a variety of routes through the CityHeart. The current routes through the CityHeart are un-coordinated and can be very confusing for users. Identification of core routes within the city centre would improve the opportunity to change between services, to improve the facilities at key stops, and to prioritise future infrastructure decisions when priority measures are introduced. Core stops would:

- Maximise access to key city destinations with a minimum walking distance.
- Providing a direct route through the city centre for passengers travelling through the city and on to suburban destinations.
- Minimise bus movements through the Bryce and Anglesea Street intersection, which sees significant congestion and has been the location for a number of crashes involving buses.

HCC will support through-routing of bus services, including routing through the City Heart, so that not all originate and terminate from the Transport Centre.

Key transfer spots and super stops are detailed further in Appendix 3.

**Park and Ride Options**

The Park and Ride Feasibility Study (2006) investigated park and ride as an option in Hamilton. The study concluded that:

- Traditional Park and Ride is unlikely to be feasible within the next 20 years.
- Strategic corridors should also be considered as the optimum routing for future Park and & Ride services in order to avoid duplication and additional expense when considering and implementing prioritisation measures.

Of the 10 potential Park & Ride sites considered four preferred locations were identified. These were within the Rotokauri, Flagstaff, Ruakura and Ohaupo suburbs, as shown in the map below:
HCC will support protection of future park and ride sites and services by:

- Supporting strategic, higher speed bus corridors to the four identified park and ride areas.
- In the interim, providing space for parking at key bus transfer nodes.
- Supporting park and ride services for special events.

There are potential efficiencies in that the Park & Ride services could also be made accessible to additional passengers at key interchange (transfer) points, thus taking a larger role in the strategic network. This would also help to ensure a higher service frequency.
7. Actions and Implementation

Table 4 on the following page sets out actions for each objective, including the desired outcome, required output and measure of success. This action plan will be reviewed every three years, coinciding with the review / update of HCC’s LTCCP and the RPTP.
<table>
<thead>
<tr>
<th>Objective</th>
<th>Outcome</th>
<th>Output</th>
<th>Responsibility</th>
<th>Cost</th>
<th>Evaluation</th>
<th>Monitoring and Success measurement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work with Environment Waikato in their role as passenger transport service authority to optimise levels of service</td>
<td>Agreed future passenger transport network and services, including which are the strategic corridors requiring priority infrastructure.</td>
<td>Liaison with EW, input into RTPP. Optimised long term network plan including bus priority</td>
<td>HCC</td>
<td>Part of routine HCC operation</td>
<td>Very effective</td>
<td>‘Picture’ of future network. Consistency of RLTP with this action plan.</td>
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<tr>
<td>Increase passenger transport patronage</td>
<td>Mode share of at least 7% (equating to 24 million annual passenger boardings) by 2040</td>
<td>Agreed network of bus priority measures on key corridors.</td>
<td>EW / HCC</td>
<td>See below</td>
<td>Very effective</td>
<td>EW monthly patronage figures, measuring annual boardings and annual trips per head of population</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Careful planning of land uses to encourage sustainable travel modes - include infrastructure in structure plans for new areas.</td>
<td>HCC</td>
<td>Part of routine HCC operation</td>
<td>Very effective</td>
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<tr>
<td>Provide infrastructure across the city for consistent, high quality passenger transport services. Integrate and coordinate the timing of passenger transport improvements to ensure a balanced network</td>
<td>Infrastructure that supports all services. Commitment to 11 passenger transport corridors. Start of construction of key projects. Strategic bus route network operational and feeder services running with good connections. Full consideration of through-routing opportunities undertaken. Note: Pedestrian links to bus stops delivered as part of Active Travel Action Plan.</td>
<td>Adequate bus shelters, stops and signage for every route. Works programmed and budgeted to enable services to be delivered into city growth areas at the appropriate time. PT-corridor investment and service changes work together to reduce journey times and increase attractiveness of passenger transport Cityheart network and routing confirmed. Advocating for the legislative changes required to permit authorities other than the Police to enforce moving vehicle offences in bus lanes.</td>
<td>HCC</td>
<td>$100K - $125K per year (LTCCP, funded)</td>
<td>Status quo</td>
<td>EW annual passenger survey. Journey times and consistency regularly measured. Comparison of journey time by bus versus private car undertaken.</td>
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</table>

Whether or not authorities other than the Police can enforce moving vehicle offences in bus lanes, by 2019.
<table>
<thead>
<tr>
<th>Objective</th>
<th>Outcome</th>
<th>Output</th>
<th>Responsibility</th>
<th>Cost</th>
<th>Evaluation</th>
<th>Monitoring and Success measurement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure services are easy to understand and well promoted. (Appendix 2)</td>
<td>Residents in Hamilton are aware of the passenger transport services available to them and understand how the passenger transport system works.</td>
<td>Advertising, promotion, education campaign. Develop an easily understood timetable. Improve the information to passengers at bus stops, on buses, at destinations and online.</td>
<td>EW / HCC</td>
<td>$50K per year</td>
<td>Effective</td>
<td>Passenger feedback from annual PT survey. Annual HCC residents’ survey.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Develop a multi-modal journey planner for the HCC website.</td>
<td>HCC</td>
<td>$50K set-up, $10K per year</td>
<td>Effective</td>
<td>Use, and increase in use of website</td>
</tr>
</tbody>
</table>

Table 4  Actions and Implementation of the PT Plan
8. Coordination and Opportunities

The following table describes how this action plan is linked to the other six action plans:

<table>
<thead>
<tr>
<th>Action Plan</th>
<th>Coordination with Active Travel Action Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transport Safety</td>
<td>The transport safety action plan considers how passenger transport can reduce crashes and injuries, by: Providing a safe route home for those affected by alcohol or drugs. Considering safety for the whole community, including young and elderly. Addressing safety issues at specific locations where there are passenger transport related crash problems</td>
</tr>
<tr>
<td>Travel Demand Management (TDM)</td>
<td>Travel demand management focuses on changing travel behaviour and reducing the need to travel. Part of the TDM action plan delivery programme is promoting travel plans, for schools, workplaces and communities, to encourage the use of alternative modes of travel such as passenger transport. Structure planning will consider travel demand management, and incorporate the needs of passenger transport services.</td>
</tr>
<tr>
<td>Active Transport</td>
<td>Providing safe walking routes and good cycle connections to passenger transport services is vital to promote their use. Providing cycle parking at key bus stops. Also, passenger transport plays a role in providing an accessible travel mode for the mobility impaired.</td>
</tr>
<tr>
<td>Network Management</td>
<td>The network management plan includes the development of main transport corridors, and allocation of road space. Allocating road space for passenger transport priority measures will help develop Hamilton’s passenger transport network and encourage use.</td>
</tr>
<tr>
<td>Activity Management</td>
<td>The activity management plan sets out how HCC manages its transportation network. This affects passenger transport through ensuring development / infrastructure improvements and construction and maintenance consider the additional impact of heavy vehicles.</td>
</tr>
<tr>
<td>Parking Management</td>
<td>Parking is directly related to passenger transport, as parking management as a TDM tool can encourage or discourage passenger transport as an alternative to driving. Increasing use of passenger transport services can significantly reduce the demand for city centre parking.</td>
</tr>
</tbody>
</table>

Table 5 Action Plan Coordination
9. References

  - Summary of Findings document
  - Planning and Development of Bus Network
  - Commuting by River Feasibility Study
  - Park & Ride Feasibility Study
- Waikato Regional Passenger Transport Plan (2007)
- Hamilton Transport Centre Study (2008)
- Hamilton Accessible Journey Project evaluation (2008)
- Regional Rail Feasibility Report (2009)
- Draft Regional Cycling & Walking Strategy (2009)
- Hamilton City Council also thanks Peter Stoeveken and GHD Consultants for their input to this plan.
Appendices

Appendix 1: Identified PT Corridor Improvements

These infrastructure improvements were developed in the 2006 HARTS study.

Chartwell / Rototuna

<table>
<thead>
<tr>
<th>Site</th>
<th>Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Victoria Street/Mill Street intersection</td>
<td>Bus lane is feasible. Construction of a queue jump lane, slip lane and bus signal possible on most arms of the intersection.</td>
</tr>
<tr>
<td>Whitiora Bridge</td>
<td>Three laned bridge provides a limited opportunity for peak time tidal flow bus lane using centre lane.</td>
</tr>
<tr>
<td>Boundary Road (bridge to Heaphy Terrace)</td>
<td>Bus lanes possible at the expense of the berm and existing parking near to roundabout.</td>
</tr>
<tr>
<td>Boundary Rd/Heaphy Terrace roundabout</td>
<td>Constrained by residential and commercial property on three sides. Roundabout metering system to clear roundabout when buses approach is feasible. Altering roundabout to signals would allow right turns from bus lane on left in a dedicated phase.</td>
</tr>
<tr>
<td>Heaphy Terrace</td>
<td>Widening possible at the expense of the verge and on street parking.</td>
</tr>
<tr>
<td>Heaphy Terrace/Clarkin Road intersection</td>
<td>Single lane roundabout feasible but geometry tight. Traffic signals are feasible.</td>
</tr>
<tr>
<td>Clarkin Road</td>
<td>Widening possible at the expense of the verge and on street parking.</td>
</tr>
<tr>
<td>Clarkin Road/Hukanui Road intersection</td>
<td>Limited availability to widen roundabout. Bus lanes on approaches with roundabout metering system are feasible. Signalisation is also feasible and would allow right turns from bus lane in a dedicated phase.</td>
</tr>
<tr>
<td>Hukanui Road</td>
<td>Feasible to construct bus lanes with some impact on parking. No stopping area north of College would need widening which would impact services and street trees.</td>
</tr>
<tr>
<td>Hukanui Road/Comries Road intersection</td>
<td>Introduction of signals would permit more reliable right turns.</td>
</tr>
<tr>
<td>Hukanui Road/Wairere Drive intersection</td>
<td>Could feasibly construct bus lanes circulating roundabout provided conflict with left turn movements are managed (perhaps through shared left turn and bus lane on approach to roundabout)</td>
</tr>
<tr>
<td>Hukanui Road/Thomas Road intersection</td>
<td>Single lane roundabout constrained but signals would be feasible.</td>
</tr>
</tbody>
</table>

Table 6 Chartwell/ Rototuna Corridors
**Glenview/Peacockes**

<table>
<thead>
<tr>
<th>Site</th>
<th>Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pembroke Street</td>
<td>Vegetated embankment near Tristram Street roundabout would make widening difficult. Road width and constrains on both sides mean no prioritisation is realistically possible.</td>
</tr>
<tr>
<td>Pembroke Street/Selwyn Street intersection</td>
<td>Difficult to widen further. Constrained by residential and commercial property and steep grades.</td>
</tr>
<tr>
<td>Lake Crescent</td>
<td>Could potentially widen but expensive due to grades</td>
</tr>
<tr>
<td>Ohaupo Road</td>
<td>Removal of parking and extension of dual laning could provide limited bus lane approach to signals. No space on northbound carriageway.</td>
</tr>
<tr>
<td>Ohaupo Road/SH1/SH3 intersection</td>
<td>Intersection already has three lane approaches with two lane departures. Additional widening is not feasible without property acquisition. Signal pre-emption systems are feasible.</td>
</tr>
<tr>
<td>SH3 (Lorne Street to Normandy Avenue)</td>
<td>Sufficient width within the road reserve to widen pavement for additional bus lanes</td>
</tr>
<tr>
<td>SH3/Normandy Avenue roundabout</td>
<td>A through movement bypass lane is feasible on the inbound side. This would allow a roundabout metering system to be installed on the right turn movement without penalising the through movement unnecessarily. Car park outside shops allows space for modifications to the roundabout. Traffic signals feasible.</td>
</tr>
<tr>
<td>SH3 (Normandy Avenue to Collins Road)</td>
<td>Sufficient space within the road reserve to widen pavement for additional bus lanes.</td>
</tr>
<tr>
<td>SH3/Collins Road intersection</td>
<td>Sufficient space for a queue jump lane and bus signal on southbound side. Insufficient space for additional widening on northbound side without property acquisition of banning right turn movements in and out of the intersection.</td>
</tr>
<tr>
<td>SH3 (Collins Road to Tomin Road)</td>
<td>Steep embankments in both sides make widening expensive. Reallocation of road space and reducing width of median may be feasible. On inbound side there is insufficient space at the Collins Road intersection without property acquisition or banning right turn movements in and out of the intersection.</td>
</tr>
<tr>
<td>SH3/Tomin Road intersection</td>
<td>Roundabout constrained by the corners. Low flows on minor roads observed. Roundabout metering system on the minor roads is feasible.</td>
</tr>
<tr>
<td>SH3 (Tomin Road to Dixon Road)</td>
<td>Turn bays provided at priority controlled intersections. Wide reserve allows for future widening or busway without property acquisition although maintaining access to residential properties would be difficult.</td>
</tr>
</tbody>
</table>

**Table 7  Glenview/Peacocke Corridors**
### University Site

<table>
<thead>
<tr>
<th>Site</th>
<th>Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Victoria Street/Bridge Street intersection</td>
<td>Slip lane onto Bridge Street is sufficient. Right turn bay from Bridge Street is sufficient. Could include an additional bus lane in the slip lane and signalise slip lane with bus signal as well. Signal pre-emption systems preferred.</td>
</tr>
<tr>
<td>Bridge Street</td>
<td>No scope for reallocation of road space on bridge deck - bottleneck. Flares from one lane to two lanes in each direction between Memorial Drive and Grey Street. Existing congestion means use for bus lanes limited. No available space for widening.</td>
</tr>
<tr>
<td>Grey Street/Bridge Street intersection</td>
<td>Dual slip lane precludes additional bus priority but one lane could be re-allocated. Sufficient space for deceleration lane approaching slip lane on Bridge Street. Cutting back splitter island would allow for queue jump lane.</td>
</tr>
<tr>
<td>Grey Street/Clyde Street intersection</td>
<td>Very little scope to widen Clyde Street due to school and shops. Bus priority lanes on Grey Street could be feasible but existing congestion and interaction with general traffic needs to be considered. Effective signal co-ordination essential. Bus lanes through the shopping strip may be difficult. Reallocation of road space feasible but would reduce parking or remove a traffic lane.</td>
</tr>
<tr>
<td>Clyde Street</td>
<td>Widening feasible at the expense of the berm.</td>
</tr>
<tr>
<td>Clyde Street/Peachgrove Road intersection</td>
<td>Wide road reserve on Peachgrove Road may make it feasible to construct slip lane and queue jump lane on westbound approach. Queue jump lane eastbound not feasible. Signal pre-emption preferred.</td>
</tr>
<tr>
<td>Clyde Street/Knighton Road intersection</td>
<td>One lane roundabout with 4 legs at skewed angles. Narrow corridor prevents widening. Roundabout metering system is feasible. Bus bypass lane could be feasible on outbound side.</td>
</tr>
<tr>
<td>Knighton Road</td>
<td>Widening feasible at the expense of the berm.</td>
</tr>
</tbody>
</table>

Table 8  University Corridors
## Ruakura

<table>
<thead>
<tr>
<th>Site</th>
<th>Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claudelands Bridge</td>
<td>No scope to widen within the existing structure.</td>
</tr>
<tr>
<td>Claudelands Road</td>
<td>Memorial Drive/River Road overbridge is a pinch point. Reallocation of road space to permit bus lanes is feasible between Memorial Drive and Grey Street.</td>
</tr>
<tr>
<td>Claudelands Road/Grey Street intersection</td>
<td>Complex intersection. Sufficient space of bus lanes up to intersection.</td>
</tr>
<tr>
<td>Grey Street</td>
<td>Sufficient space between Claudelands Road and Te Aroha Road for bus lanes at the expense of parking. Alternate route is for buses to use Claudelands Road beyond Grey Street.</td>
</tr>
<tr>
<td>Grey Street/Te Aroha Street intersection</td>
<td>Roundabout constrained on all 4 corners by commercial premises. Roundabout metering system feasible.</td>
</tr>
<tr>
<td>Te Aroha Street</td>
<td>Widening feasible at the expense of berm</td>
</tr>
<tr>
<td>Te Aroha Street/Peachgrove Road intersection</td>
<td>Reallocation of road space is feasible. Right turn bays already provided. Bus lanes would have to be combined with left turn lanes. Minor widening feasible on westbound approach.</td>
</tr>
<tr>
<td>Ruakura Road</td>
<td>Widening is feasible but drainage construction costs will be high. Overhead high voltage powerlines will need to be protected.</td>
</tr>
<tr>
<td>Ruakura Road/Knighton Road/intersection</td>
<td>Tight geometry with minimal space for widening without property acquisition. Rural and University land on 2 of the 3 sides. Roundabout metering or traffic signals feasible.</td>
</tr>
</tbody>
</table>

### Table 9  Ruakura Corridors
Appendix 2: Promoting Services and Information

This appendix includes information that HCC and EW should consider when planning promotion and advertising for passenger transport services, to ensure information is readily available and services are easy to understand.

Services and routes

The current passenger transport network has developed over some years. As the number of passengers has increased, new routes have been added (in line with agreements made in the Regional Passenger Transport Plan 2007-2010). This has resulted in an increasingly complex network of routes that can be confusing, particularly for new or occasional users. The clear message is that services must be easy to understand and easy to use. There are a multitude of options that would help to reduce this problem.

- At a basic level, a review of route numbering would permit discussion about the best way to organise the network at present and for the future.
- The next step might be to recognise the eleven identified corridors within service routing and numbering, and perhaps name or number these differently to other routes.
- Information at the Hamilton Transport Centre and other key stops and destinations needs to be reviewed to remove confusion and complexity. Bus stops could be identified with letters rather than numbers, for example.

A key challenge is to strike the right balance between providing flexibility for patrons and simplifying the system to make it understandable. Decisions about service and route options must go hand in hand with other initiatives to make the network easy to understand, such as service marketing and providing easily accessible, standardised and easy-to-follow information, including timetables and route maps.

Fares and zones

Hamilton City Council supports the existing standard fare zone and the current two-hour free service transfer system and recommends these are continued. With the future introduction of strategic services and feeder/local routes, this system will help to encourage transfers.

Passenger Transport Information

High quality reliable information is vital to attracting new passengers and enhancing the travel experience for existing users. There are a number of areas where changes can be investigated.
Bus Stops

Basic information needs to be provided at all stops within the network. It is vital that this remains up to date and in good condition. The level of information will depend on the relative importance of the facility. Basic requirements include:

- Timetable and service information, including fares.
- Maps showing routes, key transfer locations and other points of interest along the route.
- Signs indicating the direction of travel of services – inbound or outbound.
- Way-finding signs near and at major stops to make it easy for passengers to find their way to connecting services or other key places of interest.

Onboard

There should also be significant and obvious information available on-board passenger transport vehicles. This includes route and destination signs on the outside of vehicles and information about service connections on the inside of vehicles. ‘Next Stop Name’ announcements would also help occasional users to find their stop.

The role of drivers in promoting services should also not be under-estimated. Passenger transport drivers in Hamilton are already well trained, courteous and helpful, and continuing this level of care for the travelling public is vital to the experience of travelling on passenger transport and will encourage new or occasional users.

Real time information

Real Time Information is currently only available at the Transport Centre and the Chartwell Shopping Centre. All buses are equipped with GPS, with information on where that bus is and what time it is expected to arrive and depart being displayed at the Transport Centre. Further technology should be applied to the network, with Real Time Information being available at interchanges and key bus stops around the city. Opportunities to make the information available on mobile phones or PDAs should also be considered.

Online

High quality easily understandable timetables should be available online, with associated GIS based maps showing service routing and connections.

Innovative solutions such as a ‘Journey Planner’ could be made available on the Hamilton City Council website. This would provide high level information on how to get from point A to point B for all travel modes, and compare all travel options for that route. For passenger transport, it would detail timetable information, the locations of stops, connecting services (and expected waiting times), walking distances to final destination and so on. This type of service is of most help when it is kept up to date and is easily accessible.
Awareness and Education Programmes

Advertising, awareness and education programs undertaken by Environment Waikato and HCC are a vital role in getting people to try passenger transport and use it regularly. It is equally important to ensure people are made aware of changes to the network as they arise.

Awareness and education programmes should focus on the following factors:

- Promote public transport and encourage more sustainable transport choices
- Implement branding, advertising and awareness campaigns to increase public transport use
- Build awareness of the available sources of public transport information (via websites, on vehicles and at interchanges and stops)
- Notify passengers and the wider community of changes to the network, including changes to existing services and new services through websites, newspaper notices, letterbox drops, radio notices, signs at stations/stops and distributing new timetables.
- Notify passengers about minor changes in operation of services (announcements over loudspeakers, temporary signage).
Appendix 3: Key Interchange (Transfer) Points

Across the city the terminus points for current spoke services often match with key connection points to the Orbiter service. There is considerable benefit in improving the facilities available to passengers at these locations to promote connections between these services, and in time between strategic network and feeder/local services, as well as potentially with future Park & Ride services.

Consideration should also be given to the provision of bus layover areas to cope with future through services (both strategic and local/feeder) that might terminate at the interchanges.

Examples of potential interchange (transfer) points include:
- Hamilton Transport Centre
- the University
- the Hospital
- Chartwell shopping centre
- Dinsdale shopping centre
- Glenview shopping centre / future Peacockes town centre
- future Rototuna town centre at Resolution Drive
- future town centre within the Rotokauri growth area
- Hamilton Airport/Titanium Park
**HUGS Population Projections**

<table>
<thead>
<tr>
<th>Sector</th>
<th>2006 Population</th>
<th>2036 Population</th>
<th>% Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>North</td>
<td>28,599</td>
<td>43,273</td>
<td>51%</td>
</tr>
<tr>
<td>South</td>
<td>17,740</td>
<td>41,529</td>
<td>134%</td>
</tr>
<tr>
<td>East</td>
<td>35,000</td>
<td>54,763</td>
<td>56%</td>
</tr>
<tr>
<td>West</td>
<td>38,171</td>
<td>47,750</td>
<td>25%</td>
</tr>
<tr>
<td>Central</td>
<td>11,820</td>
<td>19,200</td>
<td>62%</td>
</tr>
<tr>
<td>Total</td>
<td>134,390</td>
<td>206,634</td>
<td>54%</td>
</tr>
</tbody>
</table>

**Legend**
- Major arterial roads
- Minor arterial roads
- Collector roads
- Local roads
- Proposed roads
- Existing employment
- Employment prior to 2016
- Future employment areas

**Figure 11:** Key current and potential future interchange (transfer) points

Shown red
High Quality Interchange (Transfer) Points - Super Stops

Bus stop locations highlighted on the above map could be considered as locations for possible future high quality city centre interchange (transfer) points, or ‘Super Stops’. Figure 4 shows example cross sections of a standard city bus stop and a concept ‘Super Stop’ facility.

Figure 12: Comparison of Standard Bus Stop and Super Stop

The above figure shows that a standard bus stop typically competes with footpath space used by passing pedestrians and is more likely to be exposed to the elements than the concept of a ‘Super Stop’ which generally provide for an enhanced quality waiting amenity. Passenger waiting areas can take the form of a free standing enclosed passenger lounge located within the road reserve or an adjacent leased shop space as shown below that is converted for use as a passenger waiting lounge with some compatible retail use such as a café or convenience store. Super Stops generally seek to attract patronage by increasing the comfort amenity. Further, they are generally provided with more space than standard bus stops which in turn has the potential to increase capacity without adversely impacting on the adjacent pedestrian environment.

The Super Stop design should also be implemented at key suburban transfer points, where passengers may need to wait for a connection between feeder/local services and the strategic network service into the city centre.
Appendix 4: Accessible Infrastructure

The success of Hamilton’s passenger transport network revolves around providing services and facilities that are easy understand and attractive to use. It is essential that at all times consideration is given to the people who are currently choosing to, or may in future, utilise Hamilton’s passenger transport network. In this way the network will continue to see passenger growth through to 2040.

**Walking**

Maximising walking access is a first priority for the passenger transport network as it is the easiest and most frequent public transport access mode. Apart from being healthy, convenient and environmentally friendly, it is the most cost-effective option due to the minimal infrastructure required to support it. The Regional Passenger Transport Plan sets an aspiration for 90% of Hamilton residents to live within 400m of the nearest bus stop, representing an ideal walking distance for most people. The following measures should be considered within the existing network and within growth areas as part of development:

- Removal of barriers that can sever connections for walkers by providing high quality pedestrian facilities. These include well-maintained footpaths, signalised crossings, underpasses and bridges.
- Provision of adequate lighting, permeable street networks and attractive urban design in walkable catchments;
- Promotion of pedestrian circulation through providing direct, unencumbered access within the precinct surround the stop; and
- Active crime prevention through environmental design (CPTED) principles.

**Mobility Access**

Connections to the passenger transport network must also be accessible for the mobility impaired. For many people with limited mobility the ongoing cost of other forms of travel such as taxis can be a serious deterrent and has a direct impact on access to essential services and quality of life. There are three main focus areas which were considered within the 2008 Hamilton Accessible Journey Project.

Firstly, people with disabilities need to be able to access passenger transport services. All of the improvements listed above for the able-bodied become even more important for those with reduced mobility (and this includes the aged or those with pushchairs). In addition to these, facilities at bus stops must also assist with access to the bus as it arrives. Raised height bus stops, the addition of tactile paving surfaces and inclusion of seating and cover all greatly promote the use of passenger transport.

Secondly, facilities on board the bus must be suitable for the mobility, hearing and vision impaired. Space for wheelchairs and pushchairs should be provided consistently on every service. Many of the new Hamilton services now kneel to provide level wheelchair/pushchair access and include wider centre aisles and audio/visual information.
Finally, information about services needs to be provided in a range of formats to enable all residents to investigate and understand their passenger transport options. Audio announcements at key interchange points and the Transport Centre as well as the printing of timetables in Braille and the mailing or emailing of new passenger transport information to local access groups and those with known disabilities should all be considered by both Hamilton City Council and Environment Waikato.

![An accessible bus stop](image13)

**Figure 13:** An accessible bus stop

![An accessible bus](image14)

**Figure 14:** An accessible bus
**Kiss & Ride**

Providing Kiss & Ride facilities at termini, interchange points and other key stops encourages people to use passenger transport rather than drive all the way to their destination. They also provide a safe environment for dropping off and picking up passengers, particularly as many kiss and ride passengers are children or young adults on their way to school or college.

![Kiss and Ride at Hamilton Transport Centre](image)

**Cycling**

There is also a significant link between cycling and passenger transport, particularly for the 1-3km journey. By working with this to encourage multi-modal journeys that include cycling or passenger transport Hamilton City Council should carefully consider links between the city cycle network and key interchange (transfer) points.

At interchange points (and other key bus stops), provision for cyclists to leave their bikes by providing high quality cycle parking and potentially lockers should be considered. Hamilton Transport Centre already includes these facilities but increased promotion is required.

It is also important to provide cyclists/passenger transport users with the option of combining travel modes by permitting bikes on buses. This can be simply accommodated through the addition of a rack to the front of a bus that can carry two cycles at the owner’s risk. The merging of these two travel modes allow users to cycle to a passenger transport service, travel to a terminus or transfer point, and then complete their journey by bike.
Appendix 5: Sector Maps
<table>
<thead>
<tr>
<th>Ref</th>
<th>Project/Activity Name</th>
<th>Project Description</th>
<th>Package</th>
<th>Action Plan Category</th>
<th>Regional Priority Profile</th>
<th>Activity Ranking</th>
<th>Parking Management</th>
<th>Transport Safety</th>
<th>TDM</th>
<th>Active Travel</th>
<th>Activity Management</th>
<th>Passenger Transport</th>
<th>Network</th>
<th>Sector</th>
</tr>
</thead>
<tbody>
<tr>
<td>PT01</td>
<td>Bus infrastructure priority and operational subsidies</td>
<td>This group of projects relates to improvements to passenger transport such as bus priority measures, infrastructure and park and ride. It incorporates the network changes signalled by the RLTS and EW's PT network review and annual plan and the Hamilton Transport Centre Upgrade</td>
<td>Passenger Transport</td>
<td>HM_</td>
<td>3</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PT02</td>
<td>Bus infrastructure priority and operational subsidies (Unfunded)</td>
<td>Unfunded portion of works relating to passenger transport improvements such as bus priority measures, infrastructure, park and ride and operational subsidies</td>
<td>Passenger Transport</td>
<td>HM_</td>
<td>3</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td>Central</td>
<td></td>
</tr>
<tr>
<td>PT03</td>
<td>Central City 'Super Stop'</td>
<td>Development of a Super Stop located within leased shop space converted for use as a passenger waiting lounge with some compatible retail use such as a cafe or convenience store. The stop is intended to provide waiting space in high use areas and designed to offer an attractive alternative for public transport users to board their bus rather than putting added pressure on the Transport Centre.</td>
<td>city centre</td>
<td>Passenger Transport</td>
<td>HM_</td>
<td>3</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td>Central</td>
<td></td>
</tr>
<tr>
<td>PT04</td>
<td>Central city 'Super Stop' operating funded from Access Hamilton reserve</td>
<td></td>
<td>Passenger Transport</td>
<td>HM_</td>
<td>3</td>
<td>X</td>
<td>X</td>
<td>x</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PT05</td>
<td>Hamilton Transport Centre Upgrade - Capacity Improvements</td>
<td>Improvements at the Hamilton Transport Centre to improve PT capacity and travel times</td>
<td>Hamilton Transport Centre</td>
<td>Passenger Transport</td>
<td>HM_</td>
<td>3</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td>Central</td>
<td></td>
</tr>
<tr>
<td>Ref</td>
<td>Project/Activity Name</td>
<td>Project Description</td>
<td>Package</td>
<td>Action Plan Category</td>
<td>Regional Priority Profile</td>
<td>Activity Ranking</td>
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<td>Active Travel</td>
<td>Activity Management</td>
<td>Passenger Transport</td>
<td>Network</td>
<td>Sector</td>
</tr>
<tr>
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<tr>
<td>PT06</td>
<td>Hamilton Transport Centre Upgrade - Capacity Improvements</td>
<td>Improvements at the Hamilton Transport Centre to improve PT capacity and travel times</td>
<td>Hamilton Transport Centre</td>
<td>Passenger Transport</td>
<td>HM_2</td>
<td>3</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>Central</td>
</tr>
<tr>
<td>PT07</td>
<td>Hamilton Transport Centre Upgrade, Operation and Maintenance</td>
<td>Improvements at the Hamilton Transport Centre to improve PT capacity and travel times</td>
<td>Hamilton Transport Centre</td>
<td>Passenger Transport</td>
<td>HM_2</td>
<td>3</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>Central</td>
</tr>
<tr>
<td>PT08</td>
<td>Hamilton Transport Centre Upgrade - Precinct Improvements</td>
<td>Precinct improvements around the Hamilton Transport Centre</td>
<td>Hamilton Transport Centre</td>
<td>Passenger Transport</td>
<td>HM_2</td>
<td>3</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>Central</td>
</tr>
<tr>
<td>PT09</td>
<td>Infrastructure commuter train to Auckland</td>
<td>This group of projects relates to improvements to rail aspects of passenger transport and considers the introduction of station halts for the start of rail services to Auckland.</td>
<td>Passenger Transport</td>
<td>HML</td>
<td></td>
<td>5</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>West</td>
</tr>
<tr>
<td>PT10</td>
<td>Park and Ride (Land purchase)</td>
<td>Development of a park and ride facility at Ruakura and/or Rotokauri</td>
<td>Passenger Transport</td>
<td>LLL</td>
<td></td>
<td>11</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>-</td>
</tr>
<tr>
<td>PT11</td>
<td>CBD shuttle priority</td>
<td>Investigation</td>
<td>Passenger Transport</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td>Central</td>
</tr>
</tbody>
</table>
Passenger Transport Action Plan Summary

Access Hamilton is one of Hamilton’s eight key strategies that assist the City Council to achieve its strategic objectives and guide the city's development and transport infrastructure planning over the next thirty years. It is a high-level integrated transport strategy that identifies the strategic transport aspirations of the city to deliver Council's objectives, and contributes to national goals and regional priorities.

Access Hamilton will meet the changing travel demands of the city by providing an affordable, safe, responsive and sustainable transport system.

The Access Hamilton strategy focuses on Hamilton’s transport partners working together to improve access and considers transport in five ways:

- Working together to improve access
- Planning for the future
- Understanding our choices
- Managing and adapting for the future
- Providing for the future

This Action Plan

The Passenger Transport Action Plan describes the Hamilton City Council (HCC) position for all forms of passenger transport in the context of the Access Hamilton review. It sets out short, medium and long terms aspirations that will enable patronage of passenger transport to continue to grow. These are based a number of core principles:

1. Achieve and exceed national growth targets by providing the best network for Hamilton’s long-term growth strategy.
2. Identify and deliver infrastructure across the city that will provide the facilities for consistent, high quality passenger transport services.
3. Understand passenger transport’s place as the city grows. Integrate and coordinate delivery of improvements at the correct times to maintain a balanced network.
4. Accessible networks and services.
5. Easy to understand and well promoted services.

A significant shift from private vehicles to passenger transport is fundamental to delivering the Access Hamilton Strategy. This will require a passenger transport system that is more competitive in terms of travel time and level of service in relation to private transport.

In order to achieve this, HCC and its transport partners must continue to understand each other’s requirements to ensure that the city benefits from coordinated improvements to infrastructure and services. This will require the Environment Waikato (EW) review of the Regional Passenger Transport Plan (RPTP) for 2011-2014 to establish the long-term service arrangements for the city so that HCC and EW can plan infrastructure improvements confident that the services will be there to make them worthwhile.
Issues

- Hamilton currently has relatively low residential and employment densities
- Buses will be the dominant form of passenger transport in Hamilton for the foreseeable future and are likely to require financial support.
- Increased use of passenger transport is necessary to relieve congestion and facilitate access for trips where alternative modes are not suitable.
- 7% mode share would required by 2036 to meet NZTS targets.
- Buses are subject to the same delays as other vehicles and struggle to provide competitive travel times in relation to private cars.

Approach

HCC is responsible for the procurement, construction and maintenance of passenger transport infrastructure within the city. HCC aims to improve the whole of journey experience for passenger transport. HCC will facilitate access to and encourage the use of alternative modes and networks, and work with EW to increase the passenger transport mode share and relieve congestion. This will require an agreed, robust, long-term strategy for passenger transport to guide infrastructure investment, network and policy development.

Objectives

- Optimise levels of service, working with Environment Waikato.
- Increase passenger transport patronage and modal share.
- Provide infrastructure across the city for consistent, high quality passenger transport services.
- Integrate and coordinate the timing of passenger transport service and infrastructure improvements with road improvements and developments to ensure a balanced network. This will require an agreed, robust, long-term strategy for passenger transport to guide infrastructure investment, network and policy development.
- Provide fully accessible passenger transport infrastructure.
- Ensure services are easy to understand and well promoted.

Our targets are to:

- Increase the proportion of passenger transport journeys to work to 7% (currently 2%) – census data and household travel surveys.
- Achieve 7% growth annually in the number of passenger transport trips made each year – Environment Waikato patronage data.

<table>
<thead>
<tr>
<th>Objective</th>
<th>Activity</th>
<th>Outcome (by 2019)</th>
<th>Output</th>
<th>Success measurement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide the best network for Hamilton's growth</td>
<td>Hamilton aspects of Regional Passenger Transport Plan support Access Hamilton Strategy</td>
<td>Robust, long-term strategy for passenger transport to guide infrastructure investment, network and policy development</td>
<td>Strategic passenger transport network and service levels agreed with EW to key corridors</td>
<td>Infrastructure development that matches services development</td>
</tr>
<tr>
<td>Incorporate long term strategic passenger transport routes in structure plans</td>
<td>Peacocke and Rotorua Stage 2, Ruakura and other structure plans incorporate strategic routes that provide effective access for passenger transport to key nodes</td>
<td>Structure plans with strategic passenger transport routes</td>
<td>Completed structure plans</td>
<td>Developed routes</td>
</tr>
<tr>
<td>Infrastructure that supports high quality PT services</td>
<td>Incorporate strategic passenger transport corridor requirements in designations for transport corridors</td>
<td>Southern Links, Eastern Arterial, Te Totara and other key proposals allow for long term strategic passenger transport facilities</td>
<td>Conceptual solutions and adequate space in corridors</td>
<td>Designations</td>
</tr>
<tr>
<td>Incorporate strategic passenger transport corridor requirements in major renewals and infrastructure projects</td>
<td>Major renewal and improvement projects allow for long term strategic passenger transport facilities</td>
<td>Conceptual solutions and adequate space in corridors, intersection configuration, technology, etc</td>
<td>Designations</td>
<td>Projects designed to meet future requirements</td>
</tr>
<tr>
<td>Improve passenger transport travel time</td>
<td>Major renewal and improvement projects allow for long term strategic passenger transport facilities</td>
<td>Agreed bus priority programme</td>
<td>Implementation to agreed programme</td>
<td></td>
</tr>
<tr>
<td>Integration and coordination</td>
<td>Ticketing, parking and charging technologies can be linked to provide incentives for change</td>
<td>Parking, PT and HCC facility information systems can effectively be integrated and coordinated</td>
<td>Investigation of options and implementation programme for integration/coordination</td>
<td>Operational systems</td>
</tr>
<tr>
<td>Coordinated design and implementation of Infrastructure and services</td>
<td>HCC, Waipa and Waikato Council’s and passenger transport operators/providers jointly plan service, infrastructure and PT network improvements</td>
<td>Agreed Regional Passenger Transport Plan (RPTP) for Hamilton area and matching agreed, infrastructure programme</td>
<td>Agreed programme</td>
<td>Complementary timing for improvements</td>
</tr>
<tr>
<td>Accessible Networks and services</td>
<td>Passenger transport is accessible to all users</td>
<td>No barriers for mobility impaired travellers</td>
<td>Agreed designs for appropriate stops, interchanges and fleet</td>
<td>Audits and user surveys</td>
</tr>
<tr>
<td>Services are easy to understand and are well promoted</td>
<td>Coordinated and effective information and signage strategy</td>
<td>Improved understanding and increased likelihood of use</td>
<td>Agreed designs for appropriate stops, interchanges, timetables and fleet</td>
<td>Agreed approach</td>
</tr>
</tbody>
</table>