

## Meeting of the Regional Transport Committee

**Date:** 21 February 2025  
**Time:** 10.00am  
**Venue:** Council Chamber  
Hawke's Bay Regional Council  
159 Dalton Street  
NAPIER

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Transport Planning

## Regional Public Transport Plan 2025-2035

xxxx 2025  
Hawke's Bay Regional Council Publication No. xxxx

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## DRAFT Foreword from Regional Transport Committee Chair

It's time to put the public back into public transport.

The simple fact is that Public Transport in Hawke's Bay has not served our communities as well as it could in the past and will need to in the future. Catching the bus is not front of mind for many who continue to prefer to use their car to get to work, to the shops, go to the Doctor or dentist, and for the range of other general day to day trips they need or want to make. Many of these trips are short distances (less than 2 kilometres).

Hawke's Bay covers a wide geographical area, does not have the population densities of other major centres to support public transport patronage and investment, and has no public transport offering in the more rural centres of Wairoa and Central Hawke's Bay.

However challenging it may be, in a world where we must act to reduce our carbon dioxide emissions, and where people are facing ever increasing fuel and vehicle running costs, the existing level of overall service simply does not meet the current and future needs of our communities.

We are determined to turn that around and effect a 'step change' in public transport services across the region, making public transport an attractive and user-friendly option for commuting to places of work, education, retail, and recreation alike.

We have listened closely to our communities in preparing this new Public Transport plan and sought the very best expertise as to how we can make public transport work better for everyone in Hawke's Bay.

As a result, from 2025 we will be significantly increasing the frequency of buses on our main bus routes and extending the running times later in the day. We are also optimising the routes to make them more useful and connected with the main places people live and need to go.

We will be better integrating the bus services with active transport (cycling in particular) and ensuring our bus stops and buses are safe and accessible for all users, including the transport disadvantaged. We will be trialling a new service to and from Central Hawke's Bay and looking at innovative options for other centres, such as working with other community agencies to bring public transport to Wairoa.

In the meantime, we have been trialling other innovative options like the My Way (On Demand) service, which was launched in Hastings in 2022, and will take the learnings from that trial as to how this type of service could complement the main bus routes in future, to maximise overall coverage and access within the network.

Now it's over to you. We do hope you will get on board and support this plan, as we make it a reality.

[Signature]

**Councillor Martin Williams**  
**Chair Regional Transport Committee**

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## 1 Introduction

### 1.1 About the Regional Public Transport Plan

The Hawke's Bay Regional Public Transport Plan (RPTP), prepared by the Hawkes Bay Regional Council (HBRC), is a strategic document that sets the objectives and policies for public transport, contains details of the public transport network and development plans for the next ten years.

The RPTP provides a means for councils, transport operators, stakeholders, and the public to work together to develop and improve the public transport network and supporting infrastructure.

Hawke's Bay Regional Council (HBRC) is responsible for providing public transport services in our region, which largely comprise bus services that operate in and between Napier and Hastings, and the Total Mobility service, which provides subsidised transport for people with disabilities who are unable to access or use other transport alternatives, such as public buses. These services are provided under contract to, and are subsidised by, HBRC.

The money to pay for these contracts comes from fares from passengers using the service, New Zealand Transport Agency Waka Kotahi and HBRC ratepayers.

### 1.2 Timeframe

This RPTP covers the ten-year period from 2025 to 2035 but must be reviewed in three years' time. However, the Plan may also be reviewed in the event of any major changes to the funding or planning environment.

### 1.3 Strategic context for the RPTP

#### 1.3.1 The Land Transport Management Act 2003

The Land Transport Management Act 2003 (LTMA) was amended in 2013, repealing the Public Transport Management Act and bringing the relevant provisions into the LTMA. The LTMA was further amended in 2023 to introduce the Sustainable Public Transport Framework (SPTF) - a new framework for the planning, procurement, ownership, and delivery of public transport services. There is a strong emphasis on value chain involvement, workforce sustainability, and service delivery.

The purpose of the LTMA is to "contribute to an effective, efficient and safe land transport system in the public interest" and requires regional councils to adopt a regional public transport plan (RPTP), which must be reviewed every three years. The LTMA prescribes how plans are to be developed and sets out the matters that must be contained in a plan. It also describes the purpose of the plan, which 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 supports public transport

Principles of the SPTF have been incorporated into the [amended](#) LTMA. The SPTF seeks to prioritise mode-shift, fair and equitable treatment of employees, and improved environmental and health outcomes. It aims to make working in public transport a more attractive career option and gives Council's the opportunity to be involved in the ownership and delivery of services. The SPTF has the following objectives that are woven into the LTMA and subsequently into RPTPs:

- public transport services supports mode-shift from private motor vehicles, by being integrated, reliable, frequent, accessible, affordable, and safe
- employment and engagement of the public transport workforce is fair and equitable, providing for a sustainable labour market and sustainable provision of public transport services
- Well-used public transport services reduce the environmental and health impact of land transport,



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including by reducing reliance on single occupancy vehicles and by using zero-emissions technology.

- Provision of services supports value for money and efficiency from public transport investment while achieving the first three objectives.

### 1.3.2 Land Transport Management Act (Regulation of Public Transport) Amendment Act 2023

In August 2023, the Land Transport Management Act (LTMA) was amended with the passing of the Land Transport Management (Regulation of Public Transport) Amendment Act 2023. The Amendments to the Act mean:

- There are new objectives for the planning, procurement, and delivery of public transport to be established and embedded in the LTMA
- That in – house delivery of public transport services is enabled
- That there is transparency around aspects of service delivery including the procurement and contractual arrangements
- Different asset ownership, including public transport authorities owning assets directly, is enabled
- Greater collaboration is encouraged between regional Councils and territorial authorities in preparing regional public transport plans
- The framework for exempt services has changed, expanding the scope to include commercial and inter-regional public transport services
- The definition of Public Transport is expanded to include On-Demand public transport services and shuttle services
- Some exempt On-Demand services are allowed, and all exempt shuttle services are to be operated without the requirement to be registered with the regional council
- That regional councils can procure, contract, and deliver on demand services separately to timetabled services

The amendments acknowledge that need for public transport investment to be efficient and provide better value for money. It facilitates stronger measures for Territorial Authority involvement in the RTP development process. The changes also acknowledge that the previous operating model created a barrier for decarbonisation targets and improvement of employee terms and conditions.

Some of the changes to the LTMA will be appropriate and applicable in Hawke's Bay, while others will not. Some may become applicable over time.

### 1.3.3 The Ministry of Transport Outcomes Framework

The Ministry of Transport's Transport Outcomes Framework outlines five outcome areas sought from the transport system. Public Transport contributes to these outcome areas in various ways.

By way of example, public transport can:

- Enable efficient and productive use of high value urban space (*supporting economic prosperity and environmental sustainability*)
- Reduce congesting and decrease travel times (*economic prosperity*)
- Improve access to markets, employment, and areas that contribute to economic growth (*economic prosperity, inclusive access*)
- Enable access to employment, education, healthcare, social and cultural opportunities (*economic prosperity, inclusive access, healthy and safe people*).
- Ensure access to essential services for those unable to drive (*economic prosperity, inclusive access, healthy and safe people*)

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- Provide resilience to rising transport and energy costs by providing an alternative to private motor vehicles (*resilience and security, inclusive access, economic prosperity*)
- Reduce harmful emissions to the environment and human health (*environmental sustainability, healthy and safe people*)
- Reduce deaths and serious injuries as public transport is among the safest form of transport (*healthy and safe people*)



### 1.3.4 The Government Policy Statement on Land Transport

The Government Policy Statement on Land Transport (GPS) sets out the Government's desired outcomes and priorities for the [national](#) land transport [system](#) and determines how investment into the land transport system from the National Land Transport Fund (NLTF) will contribute to achieving overall government outcomes. It outlines central government's strategy to guide land transport investment over the next 10 years. It also provides guidance to decision makers about where and under what conditions government will focus [investment](#) and allocate resource.

The GPS 2024 – 2034 sets out four strategic priorities:

1. Economic growth and productivity
2. Increased maintenance and resilience
3. Safety
4. Value for money

Over \$7 billion is spent through the NLTF each year, [supported](#) by co-investment from local government, along with some additional funding and financing.

The GPS influences decisions on how money from the NLTF will be invested across approved activities that align with the GPS strategic direction, such as Public Transport Services. Central government can also

**D** provide additional funding to progress specific transport activities or projects. In most cases, this funding is appropriated by Parliament outside of the NLTF and is spent by NZTA or, in some cases KiwiRail, acting as the Crown's delivery agent.

**R** The Hawke's Bay RTP has taken account of the 2024 GPS direction and priorities, particularly in relation to economic growth and productivity, as well as value for money, through creating a path for "step change" in public transport for Hawke's Bay.

The RTP contains the following direction that is consistent with the GPS:

- Longer term investments in increased frequency and span of public transport services to meet the objective of Economic Growth and Productivity
- Supports both value for money and patronage increases, better private share levels, and economic growth and productivity, through more direct routes, better frequency, and a reliable service meaning users (both current and future) reduce their costs and increase their access while reducing travel times.
- Increases safety by creating a genuine commuting and travel alternative for users, helping to reduce single occupancy car trips and reducing road user risk.

### **1.3.5 The Regional Land Transport Plan**

**T** The Regional Land Transport Plan (RLTP) sets out the region's vision, objectives and funding bids, along with accompanying investment allocations, for all modes of land transport for which funding is received from the National Land Transport Fund. It contains objectives relevant to public transport and seeks the optimal funding for the provision of public transport services and infrastructure over the next three years.

**The RLTP has the following 30-year strategic vision:**

"An efficient transport system that is resilient, low emissions, safe, provides genuine and equitable choices, and places community wellbeing at the centre."

The RLTP goes on to set out that for Hawke's Bay to achieve this vision we must:

- Have an efficient, resilient, safe, and equitable transport system
- Reduce emission and vehicle kilometres travelled while improving health outcomes
- Ensure that all parts of the transport system integrate and connect the communities they serve
- Ensure critical routes, or suitable alternative are operating for communities, people, and freight at all times.

Underpinning the 30-year strategic vision are five strategic objectives. These help to articulate what the region aims to do to deliver on the regional vision over time. The supporting strategic objectives are:

- 1. Resilience and security**  
Invest in an efficient transport system that is resilient to a changing climate and other risks, with urgency and priority.
- 2. Emissions Reduction**  
Drive a low – emissions transport system that reduces the risks associated with global warming.
- 3. Healthy and safe people**  
Provide a safe transport system for all users and modes that reduce the economic and social costs of crash injuries.
- 4. Inclusive access**  
Support fit-for-purpose, genuine, safe, and equitable transport choices for all users to sustain the health and wellbeing of communities.



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## 5. Environmental sustainability

Integrate land use planning and development to enable effective and efficient use of transport networks.

Following the devastating impacts of Cyclone Gabrielle in February 2023 the RLTP was re-written [to reflect the reality our region faced](#).

The Cyclone highlighted that our transport system is at the limit of its durability, network improvements and enhancements are no longer appropriate for the environmental conditions, and transport choices are limited and some-what disconnected. Further, the Cyclone emphasised that our relatively car centric transport system is not as resilient as it could be, and that alternative transport options, such as public transport, are vital to a thriving [and connected](#) region.

The RLTP is primarily focused on resilience and securing reliable journeys for the community. By providing a genuine and reliable transport alternative, public transport contributes to resilience, along with driving a low emissions transport system and improving health outcomes. Aligning with the GPS on land transport 2024, the [planned new](#) public transport network can enable greater economic growth and productivity by creating efficient and effective connections to work, education, healthcare, and social engagements along with a host of broader outcomes.

### 1.3.6 Hawke's Bay Regional Council Plans

The HBRC Strategic Plan 2020-25 identifies four areas of focus for this period. One of these is for sustainable and climate resilient services and infrastructure. The plan sets a strategic goal of a carbon neutral Hawke's Bay by 2050. The public transport services described in this RPTP will contribute to this goal. [At the time of writing the HBRC Strategic Plan 2020 – 25 is current. Throughout 2025 the HBRC strategic plan will undergo a refresh and some elements of the strategic direction may change.](#)

The HBRC Long Term Plan sets out public transport activities and funding sources for the next three years. The current LTP, unlike others with a ten-year horizon, focuses only on the next three years. This [is a result of a special condition granted to regions that had been significantly impacted by Cyclone Gabrielle. Subsequent Long Term Plans will revert to the usual ten-year horizon.](#) The plan is reviewed every three years, but significant changes in activities or expenditure are captured in an annual plan.

## 1.4 Strategic Case

This section provides a summary of the strategic case for the Regional Public Transport Plan. The strategic case forms part of the business case approach to investment in transport. As part of this process, key stakeholders in public transport have jointly identified regional problems, the benefits of addressing those problems, and responses to them, considering the feedback received from consultation with bus users and stakeholder organisations.

**Problem 1: Driving (Vehicle Kilometres Travelled) has been increasing in Hawke's Bay over the last decade. This [presents a challenge for increased public transport uptake, mode shift, and a low emissions transport system.](#)**

There are many incentives to drive in Hawke's Bay. There is little congestion due to historical investment in high-capacity roads. Parking in both cities is plentiful and cheap. There is plenty of all-day free parking within easy walking distance of the city centres, and district plan rules have required parking provision for businesses until [changes](#) in 2022. [Further, both long term population and economic growth have led to an increase of the movement of goods and people around the region.](#)

This environment has supported increases in Vehicle Kilometres Travelled (VKT) over the past decade. [Cyclone Gabrielle highlighted the fragility of our regional transport system and underpinned the](#)

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importance of resilience and genuine transport choice to ensure people and communities stay connected, have options of how they will get around, and continue to drive a low emissions transport system.

Figure 1 below shows the VKT trend in Hawke's Bay between 2010 and 2024.

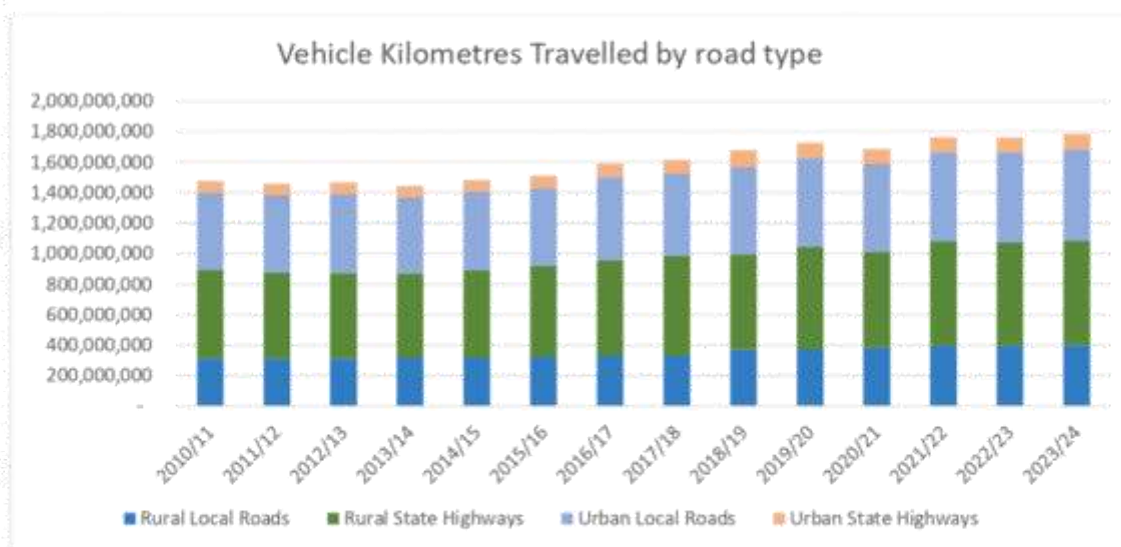


Figure 1: Vehicle Kilometres Travelled in Hawke's Bay by road type – Source [New Zealand Transport Agency](#)

This RPTP is responding to this long-term trend by developing a plan for public transport that is a viable and attractive alternative to driving for more journeys. This will support a reduction in driving in the Napier-Hastings urban area along with an increase in genuine transport options, reliable connections, and transport resilience.

**Problem 2: The current car focused investment model in both rural and urban areas is leading to a suboptimal transport system that does not effectively integrate public transport and is inequitable for those who cannot drive.**

Historically, transport planning and investment has been targeted at providing an ever-improving roading network, with public transport filling a secondary role. The urban areas have grown almost entirely with low density, car-centric, suburban development at the fringe of the cities. This has contributed to the declining use of the public transport network and growth in driving.

A focus on roading improvements and car-centric development excludes those who are unable to drive, whether due to age restrictions, disability, the cost of driving, or lack of access to any transport alternative. It is therefore an inequitable distribution of resources.

Population and economic growth are forecast to occur in Central Hawke's Bay towns like Waipukurau and Waipawa. While this provides significant opportunities, it needs to be supported with investments in public transport. This is necessary to ensure more equitable access to the services and opportunities located in Hastings and Napier.

Wairoa currently has no public transport services, leaving the community with few options. While traditional public transport may not be well suited to a small community, there is a desire to see alternative services introduced.

**Problem 3: Public transport is not seen as an attractive or viable alternative to driving, in part due to limited frequency, span and accessibility of the existing network.**



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Public transport in the region is often viewed as a mode used only by people without any alternative. In the absence of significant deterrents to driving like traffic congestion or parking pressures, many Hawke's Bay residents simply do not think public transport is for them. The convenience of driving often outweighs any other reasons for using public transport. This view supports the limited historical investment in public transport, further embedding public transport as an option only for those with no other choice.

The current public transport network uses several low-frequency one-way loop routes to provide high coverage from a limited budget, however this results in poor service levels across the network. The existing network runs at low frequencies for limited hours each day. Most services are hourly or half hourly, even at peak times, with the last buses commencing service just after 6pm on weekdays, while weekend service is even more limited. This makes it inconvenient and unattractive for most potential users, which does not help reverse falling patronage.

The strategic responses we have developed to address these issues are described in Section 5. The supporting policies for the public transport services are described in section 4.

### 1.5 Business Case for Public Transport Services

The case, outlined in section 1.4, identifies the main challenges and opportunities facing public transport services in Hawke's Bay. These challenges are significant in nature and depend on complex interrelationships, such as integrated land use planning, parking policy impacts, and investment in other transport modes, to drive change and achieve benefits.

The business case, developed and endorsed in late 2024, focuses on addressing structural challenges within public transport services and provides a pathway for improving both services and infrastructure. It identifies two primary problems facing public transport in Hawke's Bay.

#### Problem 1: Poor integrated planning and underinvestment leading to low patronage and constrained regional growth

Historically, there has been a fragmented approach to public transport planning and investment in the region. This disjointed strategy has resulted in suboptimal service design across urban areas and, in some cases, infrastructure that fails to effectively support services. Moreover, underinvestment in service delivery has contributed to persistent driver shortages, which undermine service reliability through trip cancellations. This, in turn, has negatively impacted patronage, as unreliable services deter potential users.

Plans such as the Napier/Hastings Future Development Strategy and the Regional Land Transport Plan aim to address these issues by better integrating growth planning (e.g., housing and industrial land) with transport and infrastructure planning. This approach seeks to create a cohesive and complementary environment for public transport services.

A key benefit of resolving this strategic problem is increased public transport patronage, which supports sustainable economic growth, community well-being, and the transition to a low-emissions transport system.

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**Problem 2: Poor infrastructure and services reducing community support for public transport**

Investment in supporting infrastructure has historically been inconsistent and ad hoc, with limited integration into broader planning mechanisms. As a result, public transport infrastructure varies widely, from poorly maintained roadside markings to main terminus areas with adequate facilities, such as the Hastings Library bus shelter.

Additionally, there is a lack of essential supporting services, such as shelters, seating, lighting, public toilets, and clear signage at bus stops. Accessibility is also a concern, with some stops not concreted to the kerb or poorly designed for people with mobility challenges. In some cases, key areas remain unserved by buses altogether. These issues collectively contribute to public transport being perceived as invisible or as a last-resort option for those without alternatives.

Addressing this problem through integrated planning and the provision of adequate infrastructure would enhance community support and usage of public transport assets and services.

Throughout 2024, a comprehensive business case was developed to outline the benefits public transport brings to Hawke's Bay communities and to establish a framework for integrated service and infrastructure improvements. Section 2.3 details how HBRC collaborates with local councils to plan and deliver public transport services and infrastructure and clarifies responsibility for implementation.

## 2 Background

### 2.1 Current services

The current bus and other services supported by HBRC are broadly described below. [Table 1 below sets out the current bus services offered by HBRC, along with improvements made on the services to date. The current services are considered integral until such as time as HBRC can implement the planned new bi-directional network which will see buses travelling each way on direct and efficient routes. Implementation will be no earlier than January 2026.](#)

Details of the services HBRC considers to be [integral to](#) the public transport network in Hawke's Bay, [within the context of the new network](#), for the life of this RPTP are described in more detail in Appendix A.

#### 2.1.1 Bus services

HBRC currently contracts the provision of bus services in and between [the main urban centres of](#) Napier and Hastings. This contract, which [has been extended and now](#) expires in July 2027, includes the following [integral](#) services:

- Route 12 H/N between Napier and Hastings via Taradale and the Eastern Institute of Technology
- Route 11 express between Napier, Hastings, and Havelock North (via Clive)
- Route 10 express between Napier and Hastings via the Hawke's Bay Expressway
- Route 21 between Havelock North and Hastings
- Route 20 between Flaxmere and Hastings
- Route 16 a & b, 17 within Hastings (covering the suburbs of Camberley, Mahora, Parkvale and Akina). [These services are currently replaced by the MyWay on demand service.](#)
- Routes 13, 14, 15 within Napier (covering the suburbs of Tamatea, Taradale, Maraenui, Onekawa, Ahuriri, Westshore and Bayview).

#### 2.1.2 Other services

##### 'MyWay' On-demand trial

In June 2022, HBRC started a trial of on demand transport in suburban Hastings, replacing the underperforming 16A, 16B and 17 routes. [The 'on demand' service](#) allows users to book a ride through a call centre or app and be collected from a 'virtual stop' nearby and dropped off close to their destination. The trial has allowed the HBRC to test and understand the potential role of on-demand within the Hawke's Bay public transport system.

[At the formal conclusion of the trial period a review was conducted into the performance of MyWay. The review considered a range of topics, such as value for money, patronage performance, wait times, access, community uptake and feedback, and overall role in the public transport network. At a high level the review found MyWay:](#)

- [Performed well from a patronage perspective, doubling the performance of the fixed route services](#)
- [Provided enhanced access for the community, particularly the elderly and disabled.](#)
- [Enabled greater flexibility for users.](#)
- [Being a largely app-based service, it presented some useability challenges for some members of the community](#)
- [Attracted some challenging social situations / behaviours from some sectors](#)
- [Was expensive to run compared with the fixed route services](#)

[On Demand services will continue to be evaluated as part of the future public transport network in Hawke's Bay and may become increasingly important, particularly as our population ages and transport needs change.](#) Any future service could function as a compliment to fixed routes.



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**Total Mobility Scheme**

HBRC funds, [administers, and](#) manages the Total Mobility scheme in Hawke's Bay. Total Mobility is a nationwide scheme which provides subsidised taxi travel for people [with permanent mobility issues / disabilities who are unable to use the public transport system and have no other transport alternatives](#). [At the time of writing, the Total Mobility scheme subsidises 75% of the total fare, up to a maximum fare of \\$50. Any fare amount exceeding \\$50 must be met by the user.](#)

The scheme also [helps subsidise](#) the provision of [wheelchair](#) hoists for vehicles capable of carrying people who use mobility aids [or are wheelchair bound](#). The scheme operates in Napier, Hastings, and Central Hawke's Bay.

While the Total Mobility Scheme is important for providing more equitable access for those who cannot drive and even with the 75% subsidy on taxi travel, it is not an affordable or equitable for everyone for all trips. Creating an attractive, accessible, [and efficient](#) public transport network that can suit the need of more people is key to managing demand for Total Mobility subsidies and delivering more equitable access.

[The 65+ age cohort is forecast to account for over 20% of the population in Hawke's Bay by 2028, according to Stats New Zealand. Long term, this will result in a greater demand for Total Mobility services as people become less able to access either public transport or other transport modes. It is essential that the scheme is sustainable into the future as demand increases.](#)

**SuperGold Card free travel scheme**

This is a nationwide scheme, which provides free off-peak travel (between 9am and 3pm on weekdays and anytime on Saturday, Sunday and public holidays) on all local buses for SuperGold Card holders. The scheme is funded by central government and administered by HBRC.

**2.1.3 [Current integral services and service improvements made to date](#)**

HBRC has made service improvements to bus services over the past few years. These improvements are listed below. Since 2009 the following improvements have been made by HBRC to bus services in Hawke's Bay:

**Table 1: [Current integral services and service improvements made to the Hawke's Bay network since 2011](#)**

Service	Route	Improvements
10 EXPRESS	Between Napier and Hastings via the Expressway	<ul style="list-style-type: none"> <li>New service introduced in September 2008. <a href="#">The route was cancelled in May 2014 due to low patronage and re-introduced in September 2016 on a different route to coincide with <a href="#">Te Whatu Ora Hawke's Bay's Workplace Travel Plan</a>.</a></li> </ul>
11 EXPRESS	Between Havelock North and Napier, via Hastings and Clive.	<ul style="list-style-type: none"> <li>New service introduced in September 2008.</li> </ul>

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Service	Route	Improvements
12N	Napier to Hastings, via Taradale, EIT, Hawke's Bay Hospital and Bay Plaza	<ul style="list-style-type: none"> <li>Introduced an extra 2.30pm service Monday to Friday in November 2009.</li> <li>Increased the number of Saturday services in November 2009 from 5 to 11.</li> <li>Introduced a new Sunday service in January 2011.</li> <li>Increased services to operate every 20 minutes in peak times and every 30 minutes in off-peak times.</li> <li><a href="#">Serves as the main connector service between the two main urban areas</a></li> </ul>
12H	Hastings to Napier, via, K-Mart, Hawke's Bay Hospital, EIT and Taradale.	<ul style="list-style-type: none"> <li>Introduced an extra 2.30pm service Monday to Friday in November 2009.</li> <li>Increased the number of Saturday services from 5 to 11 in November 2009.</li> <li>Introduced a new Sunday service in January 2011.</li> <li>Increased services to operate every 20 minutes in peak times and every 30 minutes in off-peak times.</li> <li><a href="#">Serves as the main connector service between the two main urban areas</a></li> </ul>
13	Napier-Tamatea- Taradale-Tamatea - Napier	<ul style="list-style-type: none"> <li>Route extended to include Taradale shopping centre in November 2009.</li> <li>Increased the number of services, Monday to Friday, from 9 to 11, in January 2011.</li> <li>Introduced a new Saturday service in January 2011.</li> <li>Route extended to cover Summerset Retirement Village, five trips Monday to Friday in 2017</li> </ul>
14	Napier-Maraenui- Onekawa-Napier	<ul style="list-style-type: none"> <li>Changed Saturday services to provide coverage from 5 hours to 7 hours in January 2011.</li> </ul>
15	Napier-Ahuriri- Westshore-Ahuriri - Napier	<ul style="list-style-type: none"> <li>Trial made permanent in September 2012, operates Monday to Saturday.</li> <li>Route extended to cover Bay View, five trips Monday to Friday and all four Saturday trips, in 2016.</li> </ul>
16 A & B	Hastings- Camberley- Raureka-Hastings  Hastings-Mahora- Hastings	<ul style="list-style-type: none"> <li>Added an extra service at the end of the day, Monday to Friday, in November 2009.</li> <li>Replaced with MyWay on-demand as part trial in June 2022.</li> </ul>

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Service	Route	Improvements
17	Hastings-Parkvale-Akina-Hastings	<ul style="list-style-type: none"> <li>Changed route to travel via Summerset Retirement Village in November 2012.</li> <li>Extended service coverage from 8 hours to 10 hours in 2016.</li> <li>Changed route to travel via Karamu High School in 2016.</li> <li>Replaced with MyWay on-demand as part of trial in June 2022.</li> </ul>
20	Hastings-Flaxmere-Hastings, via The Park, Hastings	<ul style="list-style-type: none"> <li>Added an extra service at the end of the day, Monday to Friday, in November 2009.</li> <li>Added an extra service in the middle of the day, Monday to Friday in January 2011.</li> <li>Extended Saturday service coverage from 6 hours to 9 hours in January 2011.</li> <li>Added seven extra daily services, Monday to Friday, in October 2012.</li> </ul>
21	Hastings-Havelock North-Hastings, via The Park, Hastings	<ul style="list-style-type: none"> <li>Added an extra service in the middle of the day in January 2011</li> <li>Extended the route of the Saturday service to follow the same (wider) route as the Monday to Friday service in January 2011.</li> <li>Introduced a Sunday service, consisting of 3 trips, in 2016.</li> <li>Extended the route to cover the Summerset Village on Arataki Road and to better service the Lipscombe Crescent area.</li> </ul>
MyWay On-demand	Hastings Urban Area	<ul style="list-style-type: none"> <li>On-demand trial for Hastings urban area, excluding Flaxmere and Havelock North, replaces routes 16 A &amp; B and 17 in June 2022.</li> </ul>
BUSES	All routes	<ul style="list-style-type: none"> <li>All buses (with the exception of the Express services) wheelchair accessible from 2009.</li> <li>All buses meet the Euro 4 emission standard.</li> <li>Introduced Public Holiday services (Saturday/Sunday timetable applies) in October 2011.</li> <li>Bike racks installed on most of the fleet in October 2012.</li> <li>Bike racks available on all the buses from 2016.</li> <li>All buses wheelchair accessible from 2016.</li> <li><a href="#">Planned installation of CCTV on all buses in 2025.</a></li> </ul>
TICKETING	All routes	<ul style="list-style-type: none"> <li>Introduced a "Smartcard" fare payment system in 2009.</li> <li><a href="#">New BeeCard integrated ticketing introduced in August 2020.</a></li> <li><a href="#">Planned transition to the National Ticketing System and 'Motu Move' cards at some point in 2025 or early 2026.</a></li> </ul>
FARES	All routes	<ul style="list-style-type: none"> <li>Simplified the fare structure by reducing the number of fare zones from four to two in November 2009.</li> <li>Introduced a new concessionary fare category – 'Community Services Cardholders' to replace the 'beneficiary' and 'disabled' categories, in June 2010.</li> <li>Set up system whereby passengers and caregivers travelling from Napier to Hawke's Bay Hospital for</li> </ul>

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Service	Route	Improvements
		<p>appointments/treatment can travel free of charge, with fares reimbursed by the Hawke's Bay District Health Board.</p> <ul style="list-style-type: none"> <li>Fares are reviewed annually (though not necessarily increased).</li> <li>Work with NGOs and government agencies to provide bespoke ticketing arrangements.</li> <li>Free travel for hospital patients extended to passengers travelling to both Napier and Hastings for medical appointments (fares reimbursed by the HBDHB) in 2017.</li> <li>Workplace travel plan arrangement established with the HBDHB (fares subsidised by the HBDHB) in 2017.</li> <li>Trial of 'flat fares' approach, with \$1 for one zone and \$2 for two zones with a BeeCard began in August 2020.</li> <li><u>Fares reviewed and increased in May 2024.</u></li> </ul>

The number of bus passengers increased significantly between 2009 and 2014, reaching almost 800,000 passengers in the 2013 / 2014 year. However, patronage has steadily declined since then to just over half the 2013 / 2014 level. There are a range of causal factors for the steady decline in patronage with the primary reasons being:

- Covid-19 impacted patronage through social distancing and other requirements during the height of the pandemic
- Following Cyclone Gabrielle, the public transport service was not running for approximately one month due to several key bridge crossing being destroyed, roads closed, significant congestion, and ongoing clean up efforts
- Ongoing driver shortages, particularly through the latter part of 2022, resulted in consistent service disruptions and cancellations impacting service reliability and frequency.

Combined, these factors along with others, have impacted the overall frequency and, importantly, the reliability of the service. The result of service reliability challenges has been a further decline in patronage over recent years as users take alternative transport options to get to work, school, and other engagements as they had been more reliable.

To address these challenges, the HBRC and our service provider, Go Bus, continued to work closely together to identify solutions. In January 2024 a driver wage uplift was implemented resulting in the full reinstatement of all services across the network. Since then, the service has experienced very limited cancellations, reliability increase, and both patronage and fare box recovery increase.

(refer Figure 2 following).



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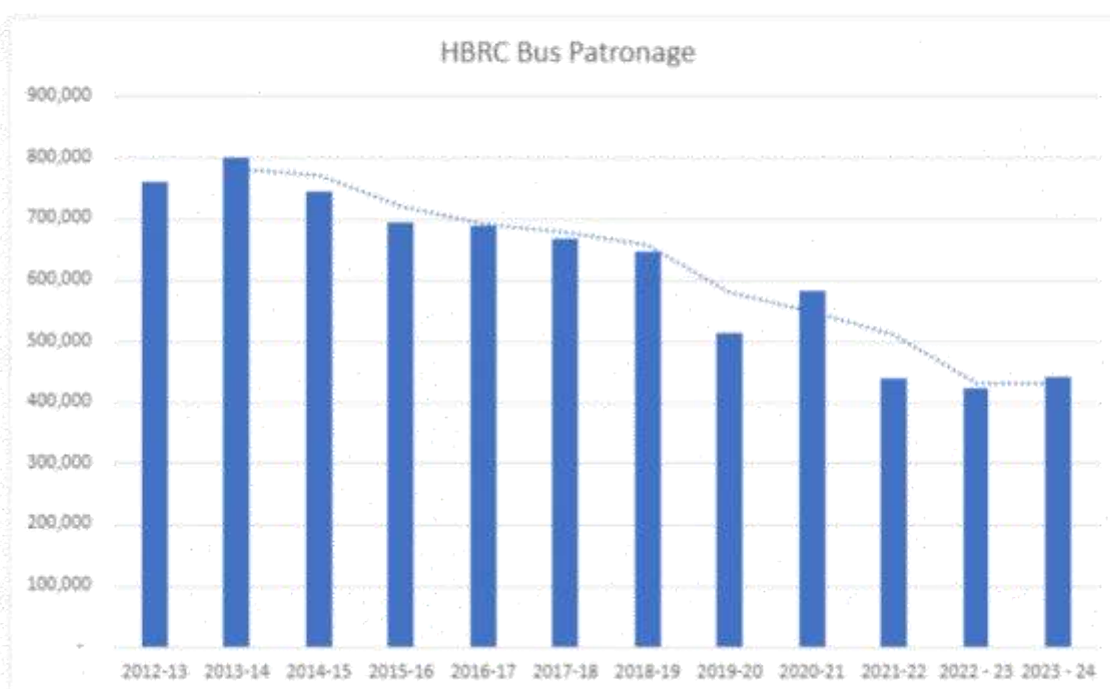


Figure 2: Hawke's Bay bus passenger trips by year

### 2.1.4 Total Mobility Scheme

The Total Mobility Scheme is a nationwide scheme that provides subsidised taxi transport for people with permanent disabilities and / or mobility issues who cannot use or access any other form of transport, such as public buses or private vehicles. Eligibility for the scheme is determined by the effect the impairment has on the individual's ability to undertake components of a journey on the public transport network and / or their ability to utilise other transport options.

Total Mobility services are provided under contract to, and are subsidised by, HBRC.

As demonstrated in Figure 3 below, Total Mobility trips had been steadily increasing until 2019-2020. From 2021 onwards there has been a marked increase in demand and usage.

During 2023 central government increased the fare subsidy from 50% to 75%, making the scheme more attractive and affordable for passengers. Coinciding with this HBRC had a blanket fare cap of \$50 for all trips, irrespective of purpose (e.g. accessing healthcare, shopping, etc). The increase in the subsidy rate resulted in better affordability for users, paying a maximum contribution of \$12.50 for a \$50 fare. The impact of the increased subsidy made the scheme more accessible and affordable for users, there by driving more regular use of the scheme.

Following Cyclone Gabrielle there were limited transport options due to key bridges being destroyed and roads closed. As a result, some members of the community were unable to access key locations such as the hospital via the public transport network. Total Mobility provided a suitable alternative to get users to healthcare and other appointments, increasing use due to limited alternatives. Utilisation of the service had been trending upwards, and the impacts of the Cyclone coupled with public transport reliability challenges, have further increased the popularity of the scheme.

Coupled together, these two key factors have driven an increase in both users and usage of the scheme.



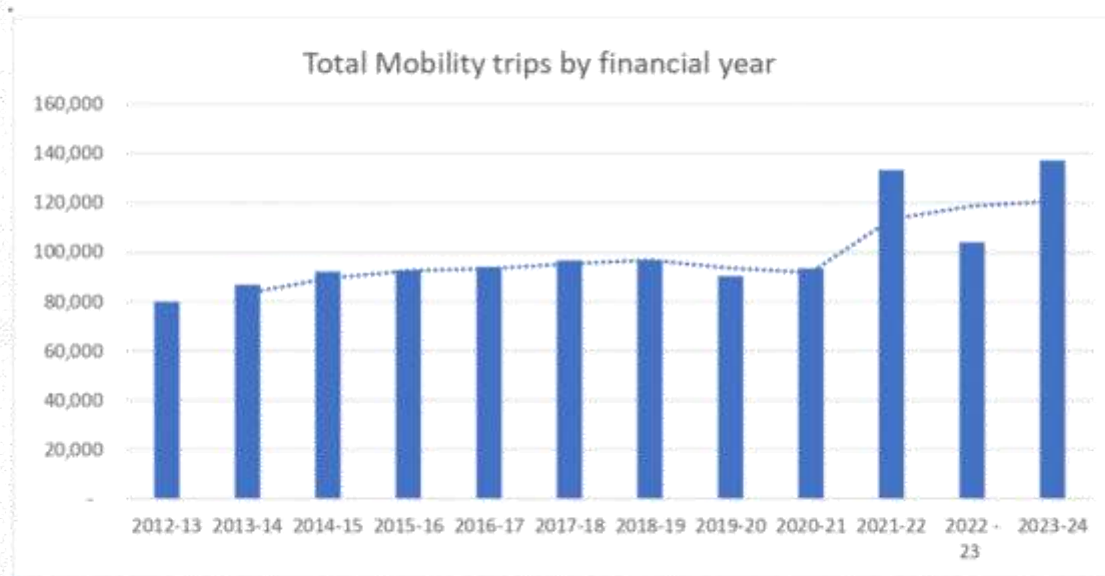


Figure 3: Hawke's Bay total mobility passenger trips by financial year 2012/13 – 2023/24.

## 2.2 Why HBRC subsidises public transport

Effective public transport provides commuters with both more and better choice and helps to reduce travel times, congestion, and emissions while keeping our communities connected. Passengers do not pay the full cost of the public transport services they use. Passengers' fares covered a reasonably small portion of the cost of running the bus services in Hawke's Bay. The level of fare recovery has been lower in recent years due to external factors impacting patronage. Total Mobility passengers pay a quarter of the cost of their travel up to a maximum of \$50.

HBRC, via rates, and the New Zealand Transport Agency, via the National Land Transport Fund, subsidise public transport because it provides a range of benefits, including:

**Roading and parking:** Public transport helps relieve road congestion and reduce the need for new roads. It also reduces pressure on car-parking spaces and creates a more efficient and effective transport system.

**Efficient travel:** When well utilised, public transport can get people to their destinations efficiently and effectively with minimal interruptions. A bi-directional network greatly assists with this, creating direct and efficient routes in both directions.

**Reduce Congestion:** Effective public transport can carry more people further for a variety of purposes (e.g. work, education). More people on public transport results in less single occupancy traffic on the road, freeing up the network for smoother movement, particularly at peak times.

**Economic:** Providing people with access to employment and educational facilities results in economic benefits for the individual and the community. There are also economic benefits from the reduced need for road construction and maintenance.

**Value for Money:** Public transport services provide good value for money for both users and rate payers. Public transport is a cost-effective way to travel with relatively low fares for users. Services also present

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[good value for money for ratepayers as the costs to run other public transport alternatives, such as commuter rail, are prohibitively expensive.](#)

**Environmental:** Buses save energy compared to car trips and result in reductions in vehicle exhaust and noise emissions. Modern buses are extremely fuel efficient and have low emissions.

**Health:** Public transport has benefits to health, as most journeys involve a walk or bike ride to and from the bus stop and result in fewer emissions and airborne particulates than driving. It may also prove less stressful than driving.

**Access and mobility:** Public transport provides a means of travel to work, education, and public services for those who may not have alternative transport options. It is an essential link for many between residential areas, commercial areas, recreational areas, educational facilities, health services and community events and activities.

**Safety:** People have a much lower risk of accidental injury on a bus than using any other mode of transport.

**Social:** Many people do not have access to a car, with public transport the only viable option for travel. There is a significant social benefit from reducing community isolation.

**Community resilience:** A strong public transport network provides transport resilience in the face of rising/unpredictable fuel [prices and vehicle](#) operation costs. [It also provides valuable choice for commuters, particularly if certain modes or routes are unavailable or unusable, ensuring communities stay connected.](#)

### 2.3 [Integrated planning and delivery – working with delivery partners](#)

There are many parties involved with providing public transport services [in Hawke's Bay. Under the Land Transport Management Act HBRC has the overall responsibility for the planning and delivery of public transport services to the Hawke's Bay Region. However, HBRC are not able to do this alone, either from a broader funding or service delivery perspective. HBRC works closely with our partners to help create and maintain an integrated, efficient, and effective public transport service.](#)

[This section sets out who HBRC works with, their respective roles and responsibilities, and our approach to working with our partners.](#)

The territorial authorities (in particular Napier City Council and Hastings District Council) play a major role through the provision of supporting infrastructure such as bus-stops. The NZ Transport Agency provides substantial funding for public transport. [To encourage our key partners to continually consider the needs of an efficient and effective integrated public transport system we will embed a relationship-based approach to planning, funding, and infrastructure / service delivery.](#)

#### [Roles and responsibilities in the region](#)

[This section sets out at a high level the roles and responsibilities of each partner that plays a key role in the planning, funding, and delivery of public transport infrastructure and services in Hawke's Bay.](#)

### Hawke's Bay Regional Council

Under the LTMA, HBRC is recognised as the Public Transport Authority for Hawke's Bay. As a result, HBRC is responsible for:

- The planning, procurement, and design of public transport services.
- Co-funding public transport services through targeted rates, fare revenue, and other third party revenue generated from the public transport offering (e.g. advertising revenue from bus back advertising).
- Seeking funding from NZTA through the Regional Land Transport Plan process.
- Developing, setting, and implementing the policies that apply to the public transport services.
- Understanding and implementing government policy decision in regard to public transport, where applicable and appropriate.
- Working collaboratively with other Territorial Authorities to develop an integrated infrastructure delivery plan. This includes ensuring the required funding bids are built into the relevant Regional Land Transport Plan.
- Network and wayfinding design, along with service-related marketing and communications for users and communities.
- Planning and, in some cases, providing accessible information and associated infrastructure across the network.

### New Zealand Transport Agency (NZTA)

NZTA sets the high-level national policy that public transport authorities (such as HBRC) must adhere to for the public transport services they procure and provide. They are also a primary co-funder of the public transport services and supporting infrastructure and have a strong interest in how public transport authorities are operating and performing.

HBRC works closely with NZTA to:

- Secure necessary funding for the provision of public transport services
- Ensure funding bids for supporting infrastructure are developed and submitted, showing how they will help to deliver the overall service
- Feed into policy development initiatives at a national level
- Work to understand the implications and impacts of policy change within our regional context.

### Local councils

Local councils play a critical role in ensuring our public transport services can operate efficiently and effectively. Under the Land Transport Management Act, local councils are also recognised as Road Controlling Authorities (RCAs). RCAs are responsible for the management of local roads and supporting infrastructure.

Public Transport services are primarily delivered in the main urban areas of Hastings and Napier. On this basis, the Hastings District Council (HDC) and Napier City Council (NCC) are the main RCAs HBRC work with for the planning and delivery of public transport services. The RCAs are primarily responsible for:

- Providing and co-funding supporting infrastructure such as bus stops, signage, and road marking.
- Bidding for NLTF co-funding from NZTA for the provision of necessary infrastructure.
- Footpath and pavement enhancement and maintenance to support access to the public transport services, where appropriate.
- Roadway changes to support the effective and efficient running of public transport services as required.
- Involvement in the collaborative planning of public transport services to meet the needs of communities.
- Policy alignment – ensuring that Local Council policies support and enable increased usage of public transport. For example, implementing policies around the management of and charging for on



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street parking in areas serviced by Public Transport, such as the CBD's, to encourage greater uptake.

HBRC works closely with the local councils to:

- Develop and deliver an integrated public transport plan, ensuring all necessary Council plans are accounting for future growth and community development.
- Develop a long term infrastructure investment pipeline, including upgrades to bus stop infrastructure to enable greater use, increases in safety, and to support longer operating hours.
- Ensure local council policy alignment supports and enable public transport operations and increased patronage, where applicable.
- Identify new or innovative service delivery improvements or opportunities.
- Ensure communities are served.

#### Te Whatu Ora Hawke's Bay

Te Whatu Ora Hawke's Bay funds the provision of free trips for hospital patients on all services and provides incentives to encourage its staff to use the bus. Community organisations also have a role to play as advocates for the needs of the users.

#### **Ministry of Education**

The Ministry of Education is responsible for the funding, procurement, and provision of school bus services in New Zealand. HBRC works with the Ministry of Education to see where our public transport services can provide connections, and to ensure there is no unnecessary duplication.

#### Major employers

The Hawke's Bay economy is underpinned by several large well-established sectors located in key nodes, such as Whakatu. Employers and communities alike rely on access to both workers and work to flourish. Engaging with major employers in key employment nodes will help to understand some of the opportunities that enhanced public transport could offer, potentially unlocking greater access to employment for our communities.

#### Relationship approach

Hawke's Bay Regional Council has strong relationships with our key partners and places emphasis on making sure the relationships are constructive, well maintained, and that information is provided to partners in a timely manner. This is critical to ensuring that our public transport services are delivered in an integrated manner across the main urban areas of Hastings and Napier to:

- Meet the needs of our passengers
- Further develop an efficient and effective public transport system
- Encourage more people to use public transport services for a range of occasions
- Support people in our two main urban areas to have genuine transport choices
- Provide equitable access to social, cultural, recreational, and economic opportunities
- Reduce the environmental and health impacts of land transport
- Enable public transport investment to be efficient and give value for money.

This is primarily achieved through two main channels. Council staff and key partners work together through the Technical Advisory Group to plan, procure, implement, and run the public transport services. This is focused on both operational delivery and strategic development.

Elected representatives work together via the Regional Transport Committee and help to develop the strategic direction and governance of public transport services across Hawke's Bay. HBRC also intends to

strengthen community relationships over time to ensure our services continue to be responsive to community needs and changes in travel patterns.

## 2.4 Funding

The funding for the services in this Plan comes from a range of sources and a co-funding arrangement with NZTA. Activities and investments attract varying Funding Assistance Rates (FARs) from NZTA, with the remainder made up from local share, via rates. The funding sources include:

- Waka Kotahi NZTA, via the National Land Transport Fund, which contributes between 50% and 60% of the cost of services after fares through varying FARs, depending on the activity.
- HBRC, which raises its funds from local ratepayers via a targeted rate.
- Passenger fares, being all fare revenue collected from users of the bus services at the time of boarding.
- Third party revenue, being all additional funding from external sources. This includes, but is not limited to bus back advertising, tertiary institutions, developer contributions, or businesses purchasing concession fares.
- Crown funding for schemes such as Super Gold and Community connect, among others.

Farebox recovery rates, effectively the 'user pays' portion of public transport services, have been challenging for some time and have decreased in line with the steady reduction in patronage. This fall, like with the reduction in patronage, is due to a range of factors including Covid-19, disruptions because of Cyclone Gabrielle, and impacts of service reliability challenges. Further, Hawke's Bay has had a relatively flat fare structure for a number of years, with a trip between Hastings and Napier costing \$2, while a trip within the respective towns costing only \$1. From May 2024, the HBRC increased the fares, helping to increase the farebox recovery and off set a portion of operational costs.

Ultimately, the full 'step change' contained in this plan requires additional funding to fully implement at increased levels of service. As the result of an increasingly challenging funding environment, it is envisioned the implementation will happen incrementally over time as suitable levels of funding allow. This plan is being prepared with the assumption that new revenue sources, increased farebox recovery rates, and increased funding, over time, will enable the service to be implemented in a way that drives value for money. The Third-Party Funding Policy and objectives are set out in Appendix E

It is anticipated the full 'step change' network, detailed in Section 5, will deliver a significant increase in patronage and therefore fare revenue once the full network is operational and ideal long-term levels of service are being delivered. The improved services will provide greater commercial opportunities including employer partnerships and advertising.

Monitoring of farebox recovery rates using the methodology and reporting process specified by Waka Kotahi is required of Public Transport Authorities. This monitoring is detailed in Appendix E.

Napier and Hastings bus service farebox recovery has declined in recent years, from near 24% in 2018 to a low of 7% in 2023-2024. This is a significant fall reflecting the disruption caused by the Covid-19 pandemic with less people travelling, Cyclone Gabrielle impacts and timetable unreliability through ongoing driver shortages. Alongside strong direction and support from NZTA, HBRC considers it to be important to improve the fare recovery ratio, over time and sustainably, back to around pre-covid levels as soon as possible. In the 2024-2025 year we are tracking a recovery to 9.4%, with subsequent years forecast at 11.5% and 13.1%. The following strategies along with the strategic response, detailed in Section 5, will support this.

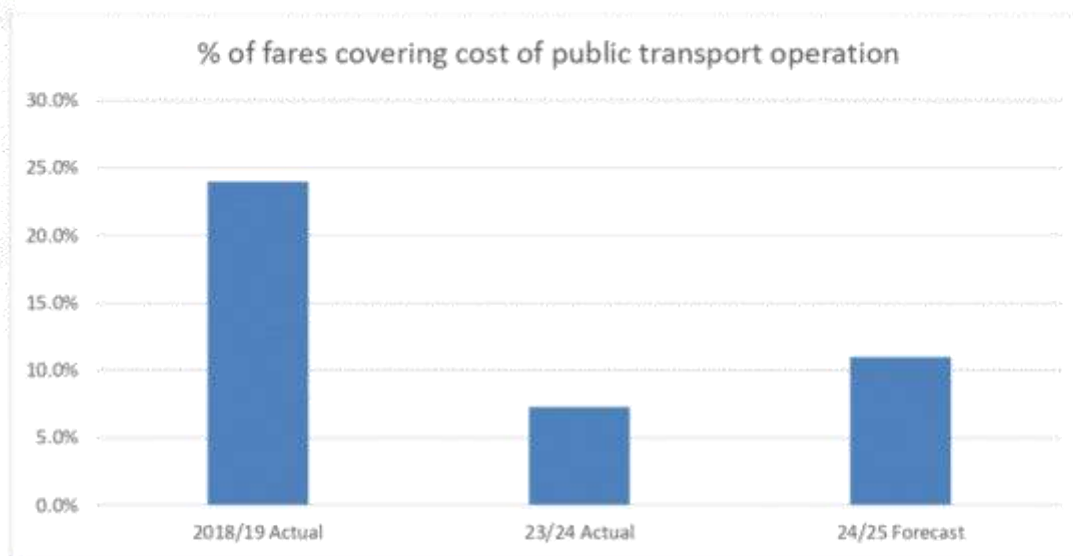
**Strategy 1: Staged shift to a patronage focused network**

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The current network is coverage-focused by design with low frequencies and indirect one-way loops, limiting its ability to be a viable and attractive alternative to driving. The low patronage from this leads to a low farebox recovery rate. The new network is patronage-focused by design, with high frequencies, to be achieved over time, and direct bidirectional routes that will see buses travelling in each direction, aimed at maximising ridership, which should ultimately lead to higher fare revenue and higher farebox recovery.

#### Strategy 2: Review of fare products and fare levels

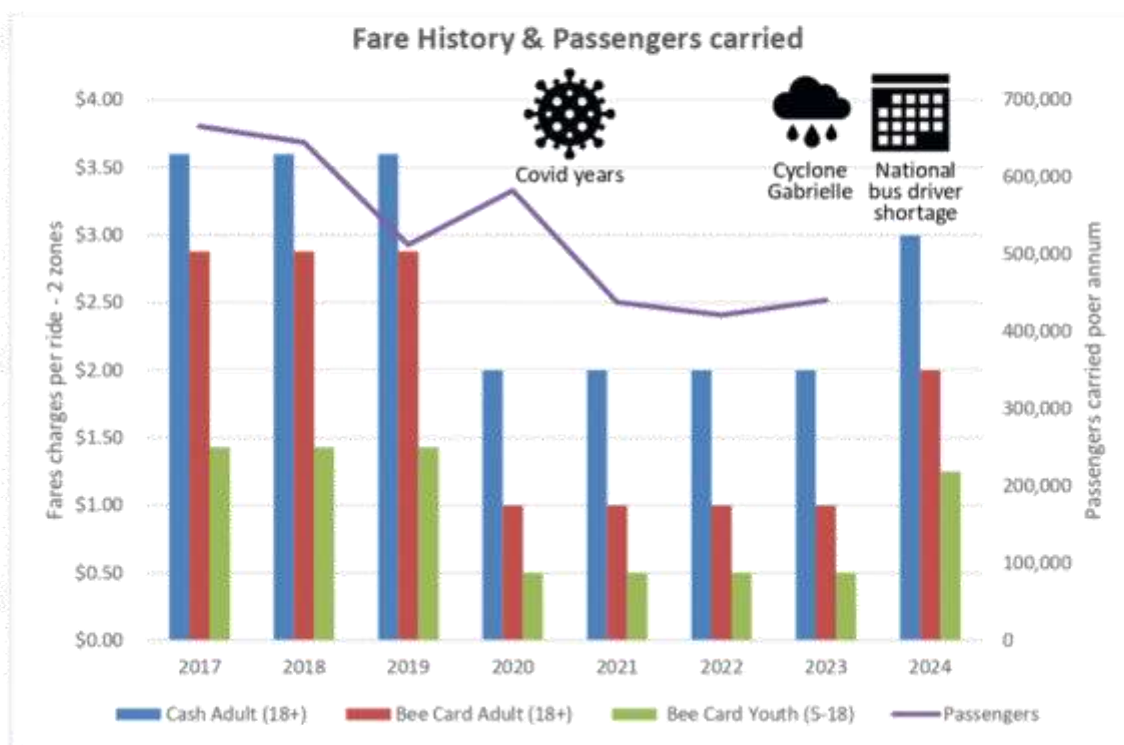
The contribution of fares towards the cost of provision of public transport in Hawke's Bay has dropped significantly since 2017.



There were several contributing factors to this dramatic fall in cost recovery.

In Hawke's Bay we suffered a triple whammy of patronage decline; Covid-19, the effects of Cyclone Gabrielle, and then bus timetable instability through the national driver shortage. Central government also initiated a half price fare campaign to ease the cost-of-living crisis, and to stimulate a post Covid-19 return to public transport use.





**Figure 4** Fares charged versus bus patronage 2017-2024

We are therefore challenged with a need to increase fare recovery, and patronage, both at the same time, to return to levels of fare recovery experienced prior to Covid-19.

Adjusting bus fares requires careful consideration of the elasticity of demand to balance revenue generation and patronage. Moderate fare increases can help boost revenue and improve farebox recovery, particularly when aligned with rising costs of providing bus services. However, steep fare increases may disproportionately affect certain groups, reduce patronage, and risk a net decline in revenue, ultimately undermining farebox recovery. Any changes to fares must therefore be carefully evaluated for their economic and social impacts. Since September 2020, NZTA Waka Kotahi, on behalf of the Ministry of Transport, has funded half-price fares for Community Services Card holders. Whilst this discount will always be subject to change, the program ensures groups with specific economic disadvantage have access to lower cost public transport whilst fare levels return to their previous share of costs.

Fare product and fare level reviews may also include the introduction or trial of new or different fare types or products. For example, commuter concession schemes could be developed and implemented, or a new fare product developed to help the transport disadvantaged access the services they need.

Generally, however, fare increases, at a greater increase than background public transport costs increases might otherwise require, can be expected over the next six years.

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### Strategy 3: Community responsiveness and integration

Public transport services exist to meet the needs of users and communities. To maintain their appeal and advance the vision for providing improved public transport, it is crucial for HBRC to collaborate closely with the community, key strategic partners (e.g., Councils, Waka Kotahi NZTA), service users, and the broader public. This collaboration should focus on continual improvement - exploring options for service improvements and infrastructure enhancements, within the constraints of available funding and resources.

## 3 The Transport Disadvantaged

Under Section 120(1) (viii) of the [Land Transport Management Act \(2003\)](#), the Plan is required to describe how the proposed services will assist people who are "transport disadvantaged". Section 124(d) also requires HBRC to consider the needs of the transport disadvantaged when approving an RPTP.

The term "transport disadvantaged" is defined in the LTMA as those who HBRC has reasonable grounds to believe are the least able to travel to basic community activities such as work, education, health care, welfare, and shopping. [HBRC considers these needs and access requirements when creating policies to assist the transport disadvantaged.](#)

[A range of personal, demographic, social, and geographical attributes are likely to restrict access to, and the use of, public transport services and facilities leading to a person being transport disadvantaged.](#) HBRC believes the following groups are transport disadvantaged:

- Children
- The elderly
- People with disabilities
- Tertiary students
- People on low incomes / [beneficiaries](#)
- [People who are unable to drive or have no access to a vehicle](#)
- [People living in high deprivation neighbourhoods](#)

[Factors that may contribute to transport disadvantage could include:](#)

- [Limited affordability: high transport costs \(or costs of alternatives such as car ownership\) can prevent people from accessing services.](#)
- [Lack of available transport options: People may not have access to public transport or may not be able to drive.](#)
- [Physical and mental disabilities: People with disabilities may have difficulty accessing public transport.](#)
- [Age: children and elderly people may have difficulty accessing public transport and / or have safety concerns.](#)
- [Low incomes: people on low incomes may not be able to afford transport.](#)

HBRC believes that the [planned bi-directional](#) network changes, [long term](#) service improvements and the associated fare policies proposed in this Plan will assist the needs of these groups [in the long term](#). The [planned future](#) services are designed to provide [efficient](#) coverage of residential areas, linking them with commercial, community, [and key educational](#) facilities. By delivering a more legible, [increasingly](#) frequent network [over time](#), [the transport disadvantaged will be able to make more types of trips. As we scale up the frequency and expand operating hours in future years, as funding allows, this will further unlock opportunities and connection for the transport disadvantaged.](#)



**D** The existing fare system provides support to the elderly, who benefit from the SuperGold Card free travel scheme. From September 2022, there will also be a 50% discount on fares for Community Services Card holders.

**R** The buses used on the services in Hawke's Bay are all wheelchair accessible, which assists people with disabilities, older people, and parents with young children. [Working closely with our key partners, particularly Local Council's as the infrastructure delivery agents, HBRC will continue to collaboratively plan for the implementation of supporting infrastructure that enables smoother access to the network.](#)

**A** -All buses have bike racks, which enables people to travel a greater distance to or from a bus stop. [Some types of small](#) electric scooters and other small micro-mobility devices, [dependent on weight and size](#), can be carried onto buses. Bike racks on buses can only carry two at any one time. Improving bike parking at key bus stops and interchange points, can support greater use of bikes for first/last mile access.

**F** The Total Mobility Scheme provides services for those [with a permanent disability](#) who are unable to use public transport. However, the Public Transport network infrastructure needs to become more accessible to enable people of all abilities to have equitable access and options.

**T** HBRC continues to partner with a range of groups representing those who are transport disadvantaged, to ensure all needs are considered, and access remains equitable.

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## 4 Vision, Objectives and Policies

### 4.1 Vision

HBRC's vision for public transport is:

"To deliver a public transport [system](#) that is safe, accessible, and supports the shift to reduce driving and emissions in Hawke's Bay, while improving the economic, social, and environmental well-being of the people of Hawke's Bay."

### 4.2 Objectives and policies for Hawke's Bay Regional Council Bus Services

#### 4.2.1 Our network:

##### Network design objectives

- A straightforward public transport network that runs all-day, seven days a week, with a hierarchy of routes at consistent levels of service.
- An effective network that connects residential neighbourhoods to key employment, shopping, medical, entertainment, recreational and educational facilities, and other destinations to serve more types of journeys.
- An efficient network that [represents](#) good value for money, by supporting the greatest number of journeys it can from the resources used to operate it.

##### Network operation and service quality objectives

- [Subject to suitable levels of available funding](#), bus schedules are frequent or run to a regular timetable to minimise waiting time and allow people flexibility for when they travel.
- Bus routes are direct, clear, and legible to be easy to understand and use.
- Services run [throughout the day, enabling users to access education, work, shopping, medical, and recreation activities](#).
- Buses are timely and reliable to create an attractive service that users can rely on.

#### 4.2.2 Our customers

##### Objectives:

- People in the urban areas of Hastings and Napier have access to public transport services to connect them to employment, shopping, medical, entertainment, recreational and educational facilities.
- Services are environmentally responsible and integrated with other transport modes, particularly walking, and cycling.

Table 2: HBRC customer policies

Policy Area	Policy
Network design	<p>HBRC will:</p> <ol style="list-style-type: none"> <li>1. Plan and deliver a network which is simple and legible for users and reasonably direct.</li> <li>2. <a href="#">Provide service levels with targeted minimum long term frequencies</a>, as follows: <ul style="list-style-type: none"> <li>• Frequent <a href="#">services</a>: 15 minutes or better between 7am and 7pm, 7 days (weekdays and weekends). Services may have lower frequency outside those hours.</li> </ul> </li> </ol>

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Policy Area	Policy
	<ul style="list-style-type: none"> <li>Connector <a href="#">services</a>: 30 minutes or better between 7am and 7pm, 7 days (weekdays and weekends). Services may have reduced frequency outside those hours.</li> <li>Other (Local, rural-township, peak-only, school, Total Mobility and on demand services): no minimum service levels.</li> <li><a href="#">All service types and frequencies are subject to suitable and available levels of funding</a></li> </ul> <p>3. <a href="#">Following the MyWay trial, continue to investigate options and opportunities for an on-demand service in the future public transport network as a compliment to fixed routes.</a></p>
Access to services	<p>HBRC will:</p> <ol style="list-style-type: none"> <li>Aim to provide services so that at least 70% of residents within the Napier-Hastings urban area are within 400m walking distance of bus stops with all-day bidirectional service.</li> <li>Subject to available funding, and where sufficient demand exists, look to introduce new services on a trial basis. Any trial should be subject to a minimum trial period of <del>twelve</del>12 months before any amendment or cessation.</li> <li>Ensure the network caters for patterns of student travel that are likely to overcrowd <a href="#">already scheduled</a> public buses on <a href="#">established</a> urban <a href="#">routes</a>.</li> <li>Consider the provision of extra services for special events:             <ol style="list-style-type: none"> <li>which are non-commercial</li> <li>where there is free entry for the general public</li> <li>where over 5,000 attendees are expected</li> <li>where organisers will contribute one-third of the net cost of additional services</li> </ol> </li> </ol>
Transport disadvantaged	<p>HBRC will:</p> <ol style="list-style-type: none"> <li>Consider the needs of those who are transport disadvantaged when providing services.</li> <li>Ensure all services are operated by wheelchair accessible buses.</li> <li><a href="#">Subject to available funding and in collaboration with key delivery partners, ensure</a> that the public transport network has accessible infrastructure that <a href="#">is fit for form and function, providing</a> options to people of all abilities.</li> <li><a href="#">11.</a> Actively engage with reference groups as subject matter experts in the design of bus stops, fare structures, customer experience, and service development to ensure accessibility and equity are meeting the needs of all people across the whole network.</li> <li><del>11</del><a href="#">12.</a> <a href="#">Actively engage with the disabled community to ensure accessibility needs and service design requirements are understood in the design and delivery of public transport services, with a long-term implementation horizon.</a></li> <li><del>12</del><a href="#">13.</a> Continue to evaluate on demand services as a <a href="#">potential</a> tool to enable greater access to the wider public transport network for <a href="#">a range of users, including</a> the mobility impaired and aged communities with a view that the mode is a complimentary network enabler.</li> </ol>

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Policy Area	Policy
Health and Safety	<p>HBRC will:</p> <p><del>13.14.</del> Ensure vehicles operated under contract to HBRC meet the safety standards required by law and the quality standards set out in the NZ Transport Agency Requirements for Urban Buses, and that safety monitoring is undertaken through the Operator Safety Rating System.</p> <p><del>14.15.</del> Continue the current scheme, initiated with Hawke's Bay District Health Board with Health New Zealand to facilitate ease of travel for those needing to attend health appointments, while Health New Zealand, funding allows.</p>
Environmentally responsible	<p>HBRC will:</p> <p><del>15.16.</del> Ensure vehicles operated under contract to HBRC meet the environmental standards as set out in NZ Transport Agency Requirements for Urban Buses.</p>
Integration with other modes	<p>HBRC will:</p> <p><del>16.17.</del> Ensure that all buses used in HBRC services have bike racks.</p> <p><del>17.18.</del> Work with local authorities <u>and key delivery partners</u> to improve integration of buses with cycling and walking.</p> <p><del>18.19.</del> Work with local authorities to achieve effective integration of multi modal transport, including <u>(subject to sufficient available funding)</u> the provision of secure bike storage and e-bike charging stations within easy reach of bus stops at key interchanges and locations such as Clive that are fed by cycleways that provide vital connections to more remote communities like Te Awanga and Haumoana.</p>

#### 4.2.3 Our Service

The purpose of this section is to ensure the experience of the customer is enhanced by having appropriate vehicles and infrastructure complimented by consistent service delivery.

##### Objectives

- Public transport operations provide comfortable and safe travel, minimise adverse environmental effects and improve health outcomes.
- Provision of a high standard of integrated infrastructure by key delivery partners that supports the network of bus services.
- Users experience a consistent and reliable service, every time to sustain levels of patronage.

Table 3: HBRC service policies

Policy Area	Policy
Buses	<p>HBRC will:</p> <p><del>19.20.</del> Ensure all vehicles providing services under contract are part of a consistent HBRC endorsed brand and colour scheme.</p> <p><del>20.21.</del> Ensure all publications and marketing materials feature the HBRC endorsed brand and colour scheme.</p> <p><del>21.22.</del> Permit suitable commercial advertising on <u>and in buses, where appropriate and applicable in line with the Bus Advertising Policy</u>.</p>



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Policy Area	Policy
Service performance	<p><del>22-23.</del> Provide high-quality, reliable services which create a <a href="#">consistent</a> -customer experience.</p> <p><del>23-24.</del> Specify high standards for reliability, timekeeping, and customer service, and incentivise good service performance on all routes through bus operator contracts.</p>
Information availability	<p><del>24-25.</del> Ensure service information is readily available and easy to understand.</p> <p><del>25-26.</del> Provide up to date information on all services on the HBRC network and encourage Hastings District Council, Napier Council, <a href="#">and other partners</a> to do the same.</p> <p><del>26-27.</del> Make information available through social media(<a href="#">e.g. Facebook</a>), <a href="#">and other channels / mediums as applicable and as funding allows</a>.</p>
Fares	<p><del>28.</del> Ensure fare payment systems are easy to use and accurately record passenger trip information.</p> <p><del>27-29.</del> <a href="#">Work with delivery and investment partners to implement and integrate the National Ticketing System (NTS) across the network.</a></p> <p><del>28-30.</del> Set fares in accordance with the targets and policies contained in the farebox recovery and fare-setting policy set out in Appendix E.</p> <p><del>31.</del> Review fare levels in accordance with the policy set out in Appendix E.</p> <p><del>29-32.</del> <a href="#">Continue to review the role and use of cash fares across the network and consider the role of safety and impacts on users, particularly the transport disadvantaged, in any decision to phase out cash payment upon the implementation of the National Ticketing System.</a></p> <p><del>30-33.</del> Consider fare exemptions for the mobility impaired and their companions, with value given to the balance of costs across all funded activities (i.e., the increased cost of further subsidising PT fares is outweighed by the savings in total mobility subsidies).</p>
Procurement, funding and delivery	<p><del>31-34.</del> Consider the following criteria when establishing public transport units:</p> <ol style="list-style-type: none"> <li>Does the unit configuration form a marketable whole?</li> <li>What customer market would it serve?</li> <li>How attractive would it be to tenderers? (to encourage competition)</li> <li>Will the unit configuration maximise efficiency and achieve the best value for money possible?</li> </ol> <p><del>32-35.</del> Procure bus services using the partnering delivery model and the price quality selection method as set out in NZTA's Procurement Manual 2009</p> <p><del>33-36.</del> Maximise funding from NZTA.</p> <p><del>34-37.</del> Support the SuperGold Card free travel scheme funded by NZTA.</p> <p><del>35-38.</del> Explore partnership and bulk purchase opportunities with large employers, <a href="#">places of education</a>, and other destinations.</p>
Commercial partnerships	<p><del>36-39.</del> Consider opportunities to develop commercial partnerships with businesses to provide targeted public transport services that meet the needs of both the business community and employees.</p>

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#### 4.2.4 The experience

The purpose of this section is to ensure the experience of the customer is enhanced by having appropriate vehicles and infrastructure.

Objectives:

- Public transport operations provide comfortable and safe travel, minimise adverse environmental effects and improve health outcomes.
- Provision of a high standard of infrastructure [in key locations on the network](#) that supports the bus services.

Table 4: HBRC experience policies

Policy Area	Policy
Buses	<p>HBRC will:</p> <p><a href="#">37-40.</a> Ensure all vehicles operated under contract will meet the minimum vehicle quality specifications as set out in the NZTA Requirements for Urban Buses.</p> <p><a href="#">41.</a> Provide wheelchair accessible vehicles on all services to ensure easy access for wheelchair users, parents with young children and passengers with mobility difficulties.</p> <p><a href="#">38-42.</a> <a href="#">Ensure driver training is provided annually around disabled and mobility impaired users with a view to ensuring they are assisted to utilise the service, where practical.</a></p> <p><a href="#">39-43.</a> Ensure the appropriate size bus is used on each service by catering for peak loadings at the service peak time.</p>
Bus Stops and timetable information	<p><a href="#">40-44.</a> Work <a href="#">collaboratively</a> with local <a href="#">council's</a> to add more bus shelters to the network, <a href="#">subject to available funding, ensuring the shelters and / or stops are fit for form and function.</a></p> <p><a href="#">41-45.</a> Work with local councils to implement bus-stop improvements in line with Waka Kotahi Bus Stop Design Guidance.</p> <p><a href="#">42-46.</a> Liaise with Napier City and Hastings District Councils regarding improved access from bus stops to buses for people in wheelchairs <a href="#">and those who require other mobility aides.</a></p> <p><a href="#">43-47.</a> Ensure printed timetables are readily available, including large-print versions.</p> <p><a href="#">44-48.</a> Provide high quality web timetable and journey planning information.</p> <p><a href="#">49.</a> <a href="#">Subject to funding, provide multi-platform real time bus arrival and departure times at key stops in the network.</a></p> <p><a href="#">45-50.</a> <a href="#">Ensure visual wayfinding / network design at stops is clear, concise, and simple for users to understand.</a></p>

#### 4.2.5 Looking forward

The purpose of this section is to ensure that public transport services cater for the changing needs of the population, including changes in residential and commercial areas; make provision for potential growth in demand for passenger services caused by increases in fuel prices; and recognise future developments in infrastructure technology, [modal innovation, and service delivery innovations.](#)

Objective:

- A flexible network that adapts to changes in demand.

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Table 5: HBRC future network policies

Policy Area	Policy
Demand	<p>HBRC will:</p> <p><del>46-51.</del> Improve service levels and the quality of the network to stimulate demand for public transport, <u>subject to available funding.</u></p> <p><del>47-52.</del> <u>Work with key partners to consider ongoing and potential changes in population, land-use and other factors that influence demand, to ensure the supply of services matches the demand.</u></p> <p><del>48-53.</del> Monitor the demand for rural services.</p> <p><del>49-54.</del> Carry out a two-yearly passenger survey in line with NZTA requirements.</p> <p><del>50-55.</del> Investigate the longer-term potential for park and ride facilities serving rural areas and improved interchange and terminus facilities at key points in the urban network.</p> <p><del>51-56.</del> Monitor and review the effectiveness, efficiency, and equity of a transition to a high frequency direct public transport model <u>over time as it is implemented, subject to available funding.</u> Regular reviews should be undertaken with key stakeholders, annually <u>following full implementation and any subsequent improvements to levels of service.</u></p>
Technology	<p><del>52-57.</del> <u>Subject to available funding, use changing technology where possible to provide a better service through improved ticketing systems and the progressive implementation of integrated real time end to end trip information across the network and applicable channels (e.g., bus stops, applications, online, in-bus).</u></p>
Integration with other services	<p><del>53-58.</del> Discuss any potential improvements for better integration and shared facilities for long-distance bus and/or tourism services with the relevant council.</p>
Passenger Rail	<p><del>54-59.</del> Work with other councils, KiwiRail, NZTA, Ministry of Transport, Government, and operators, to support investigating opportunities for intra and inter regional passenger rail. This includes leadership and advocacy to support better use of the rail network, and better funding structures.</p> <p><del>55-60.</del> Undertake a high-level feasibility study of future commuter rail inclusion in the wider Hawke's Bay Public Transport network, <u>if suitable funding permits.</u></p>
Public Transport Services	<p><del>61.</del> <u>Consider the role of new and emerging technologies and mobility options as a means to manage travel demand, provide travel choice, and create efficient journeys for communities.</u></p> <p><del>62.</del> <u>Continue to investigate, evaluate, and endeavour to secure funding to enable the Central Hawke's Bay Commuter Express trial.</u></p>



## 4.3 Objective and policies for Total Mobility

### 4.3.1 Our customers

Table 6: HBRC total mobility customer policies

Policy Area	Policy
Transport for people with a <a href="#">permanent</a> disability	<p>HBRC will:</p> <p><a href="#">56-63.</a> Continue to provide the Total Mobility Scheme in Napier, Hastings, <a href="#">Waipawa</a> and Waipukurau in line with the policy set out by NZTA, while reserving the right to limit resources subject to funding and to operate within budget.</p> <p><a href="#">57-64.</a> Subject to NZTA funding, make wheelchair payments for each wheelchair transported in a vehicle.</p>

### 4.3.2 Your service

#### Objective:

A funding system for Total Mobility services that is fair to ratepayers and users of the service, is efficient and effective, [is fit for purpose](#), and recognises the different benefits occurring to each funding party.

Table 7: HBRC total mobility service policies

Policy Area	Policy
Information availability	<p>HBRC will:</p> <p><a href="#">58-65.</a> Ensure information on the Total Mobility Scheme is readily available and easy to understand.</p>
Fares	<p><a href="#">66.</a> Ensure fare transaction systems are easy to use and accurately record passenger trip information.</p> <p><a href="#">67.</a> A 75% concession applies to a maximum fare level of \$50, thereby meaning the Total Mobility passenger pays 25% of the first \$50 of a fare.</p> <p><a href="#">68.</a> The operator must charge the user the remaining 25%, or applicable balance, of the chargeable fare.</p> <p><a href="#">69.</a> The minimum fare chargeable by a companion driving service, within the fare concession levels, must not exceed \$25.</p> <p><a href="#">70.</a> Total Mobility operators provide a fare schedule to the Council for approval on an annual basis along with necessary supporting information that may be requested from time to time. No company can exceed the combined average fares of the other companies by more than 10%.</p> <p><a href="#">71.</a> Average fares are calculated using industry standard kilometre rates.</p> <p><a href="#">72.</a> Fares charged will be a total for the applicable fare travelled and include all transactional costs, including technology fees.</p> <p><a href="#">73.</a> The fare subsidy will apply for the time the vehicle is travelling from location to location. For the avoidance of doubt, the subsidy does not cover or include non-driving time, such as waiting time, repositioning / dead running, or assistance / companion time.</p>



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Policy Area	Policy
	<del>59-74.</del> All fares, fare policies, and concession levels are subject to change at any time according to levels of available funding, NZTA policy settings, and HBRC operational consideration or constraints.
Funding and delivery	<p><del>60-75.</del> Maximise funding from Waka Kotahi NZ Transport Agency.</p> <p><del>64-76.</del> Consider applications from transport operators for the provision of Total Mobility transport services, while reserving the right to decline applications where:</p> <ol style="list-style-type: none"> <li>Demand cannot be demonstrated</li> <li>Adequate services are in operation</li> <li>Value for money cannot be demonstrated.</li> </ol> <p><del>62-77.</del> Undertake regular audits of operator's and their vehicles to ensure contract compliance.</p>
Assessment	<p><del>78.</del> Assessment agencies will be required to seek and obtain accreditation with the Council annually.</p> <p><del>79.</del> Assessment agencies, and their assessments, will be regularly audited to ensure accreditation compliance.</p> <p><del>80.</del> Assessment agencies will be required to implement any scheme changes made by the Council in a timely manner, following suitable communication and training by HBRC.</p>

#### 4.3.3 The experience

##### Objective:

A Total Mobility service that provides comfortable and safe travel and delivers value for money.

Table 8: HBRC total mobility experience policies

Policy Area	Policy
Accessible vehicles	<p>HBRC will:</p> <p><del>81.</del> Subject to NZTA funding, provide grants for the installation of wheelchair hoists up to a maximum grant amount per installation.</p> <p><del>82.</del> HBRC will consider applications for grant installation on a case-by-case basis, while reserving the right to decline the applications where:</p> <ol style="list-style-type: none"> <li>suitable funding is not available</li> <li>the submitted quote covers works outside the scope of a hoist installation, for example the installation / shifting of vehicle seats</li> <li><del>82-1-82.3.</del> HBRC believes, on reasonable grounds, the vehicle to which the hoist is to be installed does not meet vehicle safety and age specifications.</li> </ol>
Health and Safety	<p>HBRC will:</p> <p><del>63-83.</del> Ensure vehicles operated under contract to HBRC meet the safety standards required by law.</p>

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Policy Area	Policy
	<p><a href="#">84.</a> Ensure Total Mobility providers have health and safety policies and procedures in place which meet the requirements of the Health and Safety at Work Act 2015.</p> <p><a href="#">64-85.</a> <u>Ensure driver training is provided annually around disabled and mobility impaired users with a view to ensuring they are assisted to utilise the service, where practical.</u></p>
Technology	<p><a href="#">65-86.</a> Operate <u>Total Mobility user ID</u> smartcard transaction technology for Total Mobility in the region, to support more independent travel.</p>

#### 4.3.4 Looking forward

##### Objective:

A flexible service that adapts to changes in demand.

Table 9: HBRC total mobility future policies

Policy Area	Policy
Demand	<p>HBRC will:</p> <p><a href="#">66-87.</a> Consider changes in population demographics, land use and other factors that influence demand on the Total Mobility Scheme, as opportunities to improve the Public Transport Network to ensure a range of options are provided to people of all abilities.</p>
Technology	<p><a href="#">67-88.</a> Use changing technology where possible to provide a better service.</p>
<u>Service delivery</u>	<p><a href="#">89.</a> <u>Continue to investigate options and opportunities, as they arise and are applicable, to deliver Total Mobility services in an innovative, responsive, and / or integrated manner with other public transport services.</u></p>

## 4.4 Objectives and policies for Community Transport

##### Objective:

Support existing and [the development and](#) implementation of new community-based transport solutions for smaller settlements outside of the [main](#) urban areas, [where and when suitable funding becomes available.](#)

Table 10: HBRC community transport policies

Policy Area	Policy
Demand	<p>HBRC will:</p> <p><a href="#">68-90.</a> Provide support for community transport services where:</p> <p>90.1. There is demonstrated <a href="#">evidence to support the</a> need for a transport service in communities outside the urban areas of Hastings and Napier, i.e., Wairoa, Central Hawke's Bay, and Cape Coast.</p>

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Policy Area	Policy
	<p>90.2. 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.</p> <p>90.3. There is sufficient funding available to support the establishment and administration of the trust and the purchase of vehicle(s).</p> <p>90.4. The establishment of the trust has the <a href="#">demonstrated</a> support of the relevant territorial authority.</p> <p><del>69.91.</del> Support for community transport services will be assessed on a case-by-case basis and may include:</p> <p>91.1. 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.</p> <p>91.2. Financial grants towards vehicle purchase/replacement and Trust administration costs, subject to availability of funding.</p> <p>91.3. Provision of supporting technology to help make community transport services easier to manage and more accessible for users, subject to availability of funding.</p> <p>91.4. 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.</p>
<a href="#">Funding</a>	<a href="#">92. Where applicable and appropriate, advocate for funding to enable Community Transport from both the NLTF and Local Share, supported by private share contributions / donations (e.g. foundation grants and the like).</a>



## 5 What we plan to do

### 5.1 Strategic response

To address the issues identified through our [2022](#) consultation, network review, [and subsequent business case](#) processes (refer Section 1), we have developed several strategic responses, and from these, several action points to be implemented as [suitable levels of funding allow](#), in addition to the provision of existing services.

#### 1. Deliver a new “step change” network [as suitable levels of funding allow over time](#).

[At the time of writing, a detailed business case is currently being developed to comprehensively set out the opportunity, benefits, and implementation pathway for Hawke’s Bay to introduce the new ‘step change’ network. Once completed and endorsed by the NZTA board, HBRC will be able to investigate additional funding opportunities that will allow us to scale up the urban public transport network in terms of frequency and operating hours, improving the Levels of Service we can deliver.](#)

The new network will [ultimately](#) be a “step change” improvement over the current bus system, designed to make public transport a viable [and](#) attractive option for more journeys within the Napier Hastings urban areas, and lead to significant growth in patronage. [Due to the impacts of funding constraints the network will be implemented in stages, as increased levels of funding become available.](#)

The planned changes, [to be implemented no earlier than 2026](#) include:

- [Legible bi-directional routes](#), replacing the slow and indirect one-way loops of the existing network with two-way routes on more direct alignments. This will see buses travelling in both directions on routes.

Future planned changes and improvements that are dependent on [increased](#) funding include:

- [Increased all-day service frequency](#) across all routes, with investment targeting connections to major employment, education, retail destinations and essential needs.
- [Increased span of service](#), with all urban services running from 6am to 9pm, seven days a week. [Like frequency, the increase in span of operational hours will happen incrementally over time, as community feedback supports, and any necessary safety requirements are enabled.](#)

Ultimately, once fully implemented this will provide a significant step change in terms of level of service, in particular the frequency and span, and is [designed](#) to deliver increased patronage.

These staged improvements, as well as further long-term service improvements to frequency and span of service, are detailed in Appendix A.

#### 2. Deliver [incremental](#) service improvements ahead of new network delivery

Simple service improvements [can be implemented as funding and demand allow](#).

[Ad-hoc service improvements or changes will occur through the life of this plan so as the network can adapt to unforeseen issues or opportunities. These are likely to be minor route changes or additional singular additions to a timetable.](#)

[Whilst the new network design proposed for introduction in 2026 will see the conclusion of the MyWay trial in Hastings, we will continue to examine the place of an on-demand style service to enable more reliable and frequent public transport to communities where this service is more suitable than traditional fixed route services. On-demand services are typically utilized in lower density or lower population areas that are typically hard to effectively and efficiently service with standard public transport. The core purpose of any future on demand offering would be focused on efficiency and access.](#)

3. Investigate and implement innovative ways to provide better transport options in small towns and rural areas, [as suitable levels of funding allow](#).

HBRC would like to further improve access for [residents in communities outside the main urban areas, particularly those experiencing sustained growth in population and housing](#). HBRC intends to explore more flexible ways in which this could be achieved in a cost-effective manner. This will involve looking wider than conventional bus services and exploring options such as community van / [transport](#) services.

#### 4. Undertake a program of continuous improvement

[We will continually work with communities across the region to ensure public transport services are optimised to deliver the best services to them. We will do this by ensuring regular engagement with representatives of each community, including iwi and hapu, where service design and delivery is jointly assessed to ensure it remains fit for purpose.](#)

## 5.2 Planned activities

The following activities are planned [for future implementation](#). These are not listed in any particular order, as programming will depend on [suitable levels of available funding](#), resources, and external factors. However, the items have an indicative timeframe based on relevant factors.

Table 11: Planned activities

Initiative	Details	Indicative timeframe
Improve journey time and journey time reliability	<p>To include consideration of:</p> <ul style="list-style-type: none"> <li>streamlining routes to reduce dead-running</li> <li>timetable revision to reflect changed running times,</li> <li><a href="#">Subject to funding, increasing frequencies to reduce waiting time,</a></li> <li><a href="#">minimise the impacts of any delays that do or may occur.</a></li> <li><a href="#">Engage with communities and user groups to ensure network serves their needs.</a></li> </ul>	<a href="#">Ongoing</a>
Investigate options to partner with organisations and businesses to promote commuter bus use through concession fare schemes.	<ul style="list-style-type: none"> <li><a href="#">Build upon existing partnerships model which has been successful with <a href="#">Hawke's Bay Fallen Soldiers' Memorial Hospital</a>.</a></li> <li><a href="#">Engage with business in key employment nodes to understand challenges and opportunities, trialling new services where sufficient demand, funding, and business buy in exists.</a></li> </ul>	<a href="#">Ongoing</a>
Trial a commuter express bus service between the Central Hawkes Bay towns of	<a href="#">Subject to available levels of funding, operate two morning peak services to Hastings from Waipukurau, via Waipawa, and Otane, with two evening return services to Waipukurau from Hastings. <a href="#">Any trial should last for at least 18 months.</a></a>	<a href="#">Trial implementation subject to availability of funding (both NZTA and Local share)</a>

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Initiative	Details	Indicative timeframe
Waipukurau, Waipawa and Ōtāne through to Hastings.		
Community Transport in Wairoa	Identify existing initiatives and support the establishment of a Trust to run Community Transport services in Wairoa.	Implementation by <a href="#">2028, subject to available funding.</a>
Implement planned 'Step change' fixed route bus network	See Appendix A for details. <a href="#">Short term levels of service will be at current frequencies and operating hours, with long term frequency and operating hours increasing as suitable levels of funding allow.</a>	No earlier than 2026, <a href="#">subject to available levels of funding.</a>
<a href="#">Refine and solidify the new network with affected communities and key stakeholders</a>	<a href="#">Engage with communities that will have material route / network changes, as subject matter experts in their needs, to ensure the new network services their needs and key destinations sufficiently while not significantly impacting network planning foundations.</a>	<a href="#">To be completed by the implementation of the new network, expected no earlier than 2026.</a>
<a href="#">Investigate and understand barriers and challenges to increased public transport uptake in the main urban areas</a>	<a href="#">Undertake engagement and workshops with users, stakeholders, and community to understand, quantify, and tease out either real or perceived barriers / challenges to either the use or increased uptake of PT services in Hawke's Bay.</a> <a href="#">These insights will be utilised in network &amp; infrastructure review, design / development, and service delivery planning</a>	<a href="#">Ongoing – to be completed by the implementation of the new network</a>
<a href="#">Implement the National Ticketing Solution</a>	<a href="#">Working with delivery partners, Cubic, and others, implement the National Ticketing System across the network. Consider the role of cash fares across the service as part of the NTS implementation, in line with policy #32. Following consultation, cash payment may or may not be retained as part of the NTS transition. All system and fare product changes will be supported by relevant and targeted communications and engagement.</a>	<a href="#">No earlier than September 2025</a>



## 6 Review and monitoring

### 6.1 Monitoring

The purpose of monitoring the implementation of the Plan is:

- to measure whether the Plan has been successful in meeting regional public transport objectives, and
- to measure the quality of the services provided.

The region's objectives for public transport are set out in the Regional Land Transport Plan 202-34 (RLTP).

The RLTP has the following vision:

"An efficient transport system that is resilient, low emissions, safe, provides genuine and equitable choices, and places community wellbeing at the centre."

Supporting strategic objectives include:

- **Resilience and security** – invest in an efficient transport system that is resilient to changing climate and other risks, with urgency and priority.
- **Emissions reduction** – drive a low-emissions transport system that reduces the risks associated with global warming.
- **Healthy and safe people** – provide a safe transport system for all users and modes that reduce the economic and social cost of crash injuries.
- **Inclusive access** – support fit-for-purpose, genuine, safe, and equitable transport choices for all users to sustain the health and wellbeing of communities.
- **Environmental sustainability** – integrate land use planning and development to enable effective and efficient use of transport networks.

Policies within the RLTP relevant to public transport to achieve these objectives are:

- Subject to funding, implement the Regional Public Transport Plan, focusing on reliability, efficiency, and a low or zero emissions bus fleet to provide an attractive and realistic alternative to private cars for daily journeys in the main urban areas of Hastings and Napier.
- Seek additional funding to invest in alternative transport options, including commuter routes, outside the main urban areas, in accordance with the Regional Public Transport Plan.
- Subject to funding, develop and implement public transport infrastructure that enables easy and safe multi modal integration at key hubs and locations across the public transport network.
- Investigate and pilot the conversion of key transport corridors in each of Napier and Hastings to give priority to active and public transport modes over heavy commercial and private vehicles.
- Invest in a low emissions and low impact transport system that enables genuine and safe travel choices which contribute to improved health and wellbeing.
- Subject to funding, implement the adopted Regional Public Transport Plan with a focus on service delivery, including reliability, frequency, and efficiency and develop new services and solutions for attractive and efficient public transport, including working in partnership with stakeholders to promote the expansion of public and shared transport incentive programmes.

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This draft RPTP contains HBRC's specific vision for public transport in Hawke's Bay which is: "To deliver a public transport system that is safe, accessible and supports the shift to reduce driving and emissions in Hawke's Bay, while improving the economic, social, and environmental well-being of the people of Hawke's Bay".

With respect to the RLTP objective and methods and the vision statement of this Plan, we aim to:

- Improve reliability, consistency, and customer experience on the existing network.
- Identify and implement improvements to span and frequency of existing routes where funding allows.
- Trial new commuter express route from Central Hawke's Bay to Hastings [as funding allows](#).
- Prepare for rollout of new network, including identifying infrastructure required to support the network change and ensuring the necessary funding is secured in the relevant Council's transport investment plan [to enable implementation in the short term and improvements over the long term](#).

## 6.2 Information requirements

HBRC will require information from public transport operators in accordance with LTMA requirements for information disclosure. The LTMA permits councils to require the operator of a public transport unit to supply fare revenue and patronage data. HBRC must publicise the patronage data and the extent to which a unit is subsidised.

## 6.3 Review

The RPTP must be reviewed every three years. At that time, HBRC will consider whether a formal renewal of the Plan should be undertaken. If changes are warranted, the significance policy for variations to the Plan may be triggered (Refer Appendix D for our significance policy) and this will tell HBRC how widely it must consult affected parties and the community about the variation. However, in all cases HBRC will consult with persons who will or may be affected by or have an interest in the proposed variation in accordance with Sections 126(4) and 125(2) (a) of the LTMA and Section 82 of the LGA. Reviews will be undertaken to coincide with the review of the Regional Land Transport Plan (RLTP). This will help to ensure that the RPTP is consistent with the public transport objectives of the RLTP.

## 7 Legislative requirements

An RPTP must contribute to the purpose of the LTMA and meet certain other requirements. A description of how this draft Plan complies with those requirements is set out in Appendix C.

## 8 [Significance Policy](#)

Refer to Appendix D for further information.

## 9 [Third Party Funding, Farebox Recovery Monitoring, and Fare Setting Policy](#)

Refer to Appendix E for further information.

## 10 [Bus advertising policy](#)

[Refer to Appendix H for further information.](#)

### 1011 Consultation undertaken

Consultation has been undertaken in the review of this plan, in accordance with the requirements of Section 125(1) of the LTMA.

- A review [\(in 2022\)](#) of the existing public transport network and services by external consultants [along with a subsequent review of the future public transport network and planned improvements by HBRC officers.](#)
- [An early consultation round with elected members from the Regional Transport Committee.](#)
- [Public consultation on the draft plan for a period of 4 weeks.](#)
- [Targeted engagement and consultation with Total Mobility providers, assessor, and users.](#)
- [Ongoing engagement with communities around proposed changes and network refinements, in line with the significance policy.](#)



## Glossary and abbreviations

Term/Acronym	Meaning
DHB	District Health Board
ERP	Emissions Reduction Plan
HBRC	Hawke's Bay Regional Council
GPS	Government Policy Statement
LTMA	Land Transport Management Act
LTP/Long Term Plan	A plan prepared by all local authorities under the Local Government Act which covers a period of at least ten years (also known as the Ten Year Plan)
MoE	Ministry of Education
NLTF	National Land Transport Fund
NLTP	National Land Transport Programme
Waka Kotahi	New Zealand Transport Agency
PTOM	Public Transport Operating Model
SPTF	Sustainable Public Transport Framework
RLTP	Hawke's Bay Regional Land Transport Plan
SuperGold Card	A discount and concessions card issued free to all NZ residents aged 65 and over and those under 65 receiving a Veteran's Pension or NZ Superannuation. SuperGold Card holders can travel free of charge on public transport between 9am and 3pm on weekdays and anytime at the weekend or on Public Holidays
Ten Year Plan	A plan prepared by all local authorities under the Local Government Act which covers a period of at least ten years (also known as the Long Term Plan)
The Plan, RPTP	Hawke's Bay Regional Public Transport Plan
Total Mobility	A nationwide scheme which provides discounted taxi travel for people with disabilities which prevent them from using buses

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## **Appendix A Planned new routes and long term service improvements**

The following sets out the routes for the future public transport network across the Hastings Napier urban areas. The frequency and span have been broken down into short term and long term.

Short term frequency and span sets out the levels of service that will likely be delivered when the planned network is implemented. These will most likely be at the current levels of service that are delivered, as of January 2025.

Long term frequency and span sets out the service level improvement aspiration. These increases in the levels of service (e.g. better frequency, longer operating hours) will be implemented as suitable levels of funding are available and secure.

The routes, as set out below, may have some changes made following targeted community engagement and consultation prior to network implementation. Engagement, consultation, and changes will be made in line with the Significance Policy contained in this Plan.

*Route 1: Primary Trunk Service - Napier to Hastings, Havelock North via Taradale shops, EIT/PGA & Fallen Soldiers' Hospital*

#### Route Description

This trunk route will be the core service of the new network and primary driver of public transport patronage in the region (shown in

Figure 6 below). It will connect most of the major destinations (Napier CBD, Tamatea shops, Taradale shops, EIT/PGA, Fallen Soldiers Hospital, Hastings CBD, Havelock North Village) to many different smaller destinations and residential areas with fast, frequent service. The route will mostly follow the same path as the existing Route 12.

The path will differ from Route 12 in the following ways:

- Route via Nottingham Road & Percival Road in Hastings instead of Pakowhai Road. This gives the following benefits:
  - Avoid having to make a two-kilometre detour, including U-turn, to serve the hospital
  - Serve Hawke's Bay Regional Sports Park, which has been widely requested by stakeholders.
- [Potential removal](#) of the current Tait Drive deviation in Napier to improve travel time and reliability.
- Extension to Havelock North, [replacing the current route 21](#).
- The route will split in two at the Havelock North town centre with one 'tail' going east along Te Mata Road and the other going west along Te Aute Road (see Figure 5). These will be evenly split from the trunk. The splinter routes may be subject to change following engagement and consultation with the community.

#### Frequency and Span

##### Short term frequency and span

- Current levels of service will be retained in the short term.

##### Long term frequency and span

- Span: This service will eventually run from 6am to 9pm, 7 days a week [as funding allows](#).
- Frequency will be every 15 minutes from 7am-7pm and every 30 minutes all other times, [as suitable levels of available funding allow. It is likely this level of frequency will take some time to obtain and will be less frequent during the early stages of the new network.](#)





Figure 5: Split the trunk into two tails

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Figure 6: Route 1 preferred option full map

### Route 2: Eastern Institute of Technology to Napier via Taradale, Tamatea & Kmart

#### Route Description

This route will connect residential Taradale, Tamatea and the new Parklands developments to Napier CBD, Kmart, Tamatea shops, Taradale shops and EIT/PGA. There will be an easy connection to [Route 1](#) trunk line to continue to Hastings, Havelock North, and the hospital.

The route will follow a similar path as the current Route 13, with the following changes:

- Removal of complicated one-way loops.
- New routing via Orotu Dr and Prebensen Drive to serve new residential and commercial developments (Kmart).
- Extension to EIT/PGA, with service to residential areas in southwest Taradale.

This route may change slightly following targeted community engagement and consultation. Any route changes will be updated in this Plan once confirmed.

#### Frequency and Span

##### Short term frequency and span

- This route will be at its current levels of service in the short term

##### Long term frequency and span

- Span: This service will run from 6am to 9pm as funding allows, with the goal of increasing to 6am to midnight by 2030, 7 days a week.
- Frequency will be every 20 minutes from 7am-7pm as funding allows, and every 30 minutes all other times.



Figure 7: Route 2 options map



**Route 3: Tamatea to Napier via Maraenui****Route Description**

- Replacement of the current Route 14.
- Removal of one-way loops through Maraenui.
- Connecting key destinations through:
  - Napier City Centre
  - McLean Park
  - Maraenui Shops
  - Tamatea Shops, providing access to the supermarket, pharmacy, medical centre, and other services in the Tamatea centre.

This route is shown in Figure 8 below. The extension through to Tamatea shops provides the opportunity to interchange with Route 1 and Route 2 to access the rest of the network.

**Frequency and Span****Short term**

- [Frequency and span will remain at the current levels of service](#)

**Long term**

- Span: This service will run from 6am to 9pm [increasing](#) 6am to midnight by 2030, 7 days a week. [These service levels improvements will happen when suitable levels of funding are available](#)
- Frequency will be every 20 minutes in from 7am-7pm and every 30 minutes all other times. [These service levels improvements will happen when suitable levels of funding are available.](#)

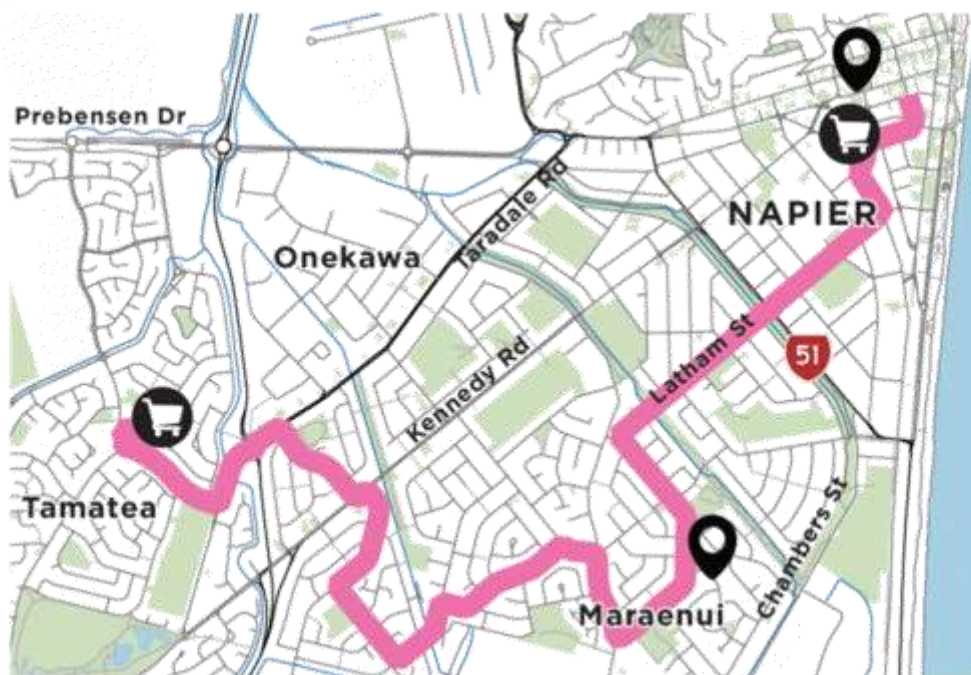


Figure 8: Proposed Route 3 map

**Route 4: Flaxmere to Akina via Fallen Soldiers' Hospital, Mahora and the Hastings City Centre****Proposed Route Description**

- Partial replacement of the current Route 20, new route shown in Figure 9 below.
- In combination with the new Route 4, this route allows for the removal of one-way loops in Flaxmere while maintaining a good level of coverage.
- Provides direct, frequent connections to trunk Route 1, providing connection to EIT/PGA and Napier city for Flaxmere, Mahora and Akina.

**Route options**

- This proposed route is subject to change following targeted engagement with communities along the route, in line with the Significance Policy in this Plan.

**Frequency and Span****Short term**

Frequency and span will be developed following the targeted engagement with communities along with route. However, levels of service will be subject to suitable levels of available funding.

**Long term**

- Span: This service will run from 6am to 9pm as funding allows, with the goal of increasing to 6am to midnight, 7 days a week.
- Frequency will be every 20 minutes in 2025 (15 minutes by 2030) from 7am-7pm and every 30 minutes all other times.

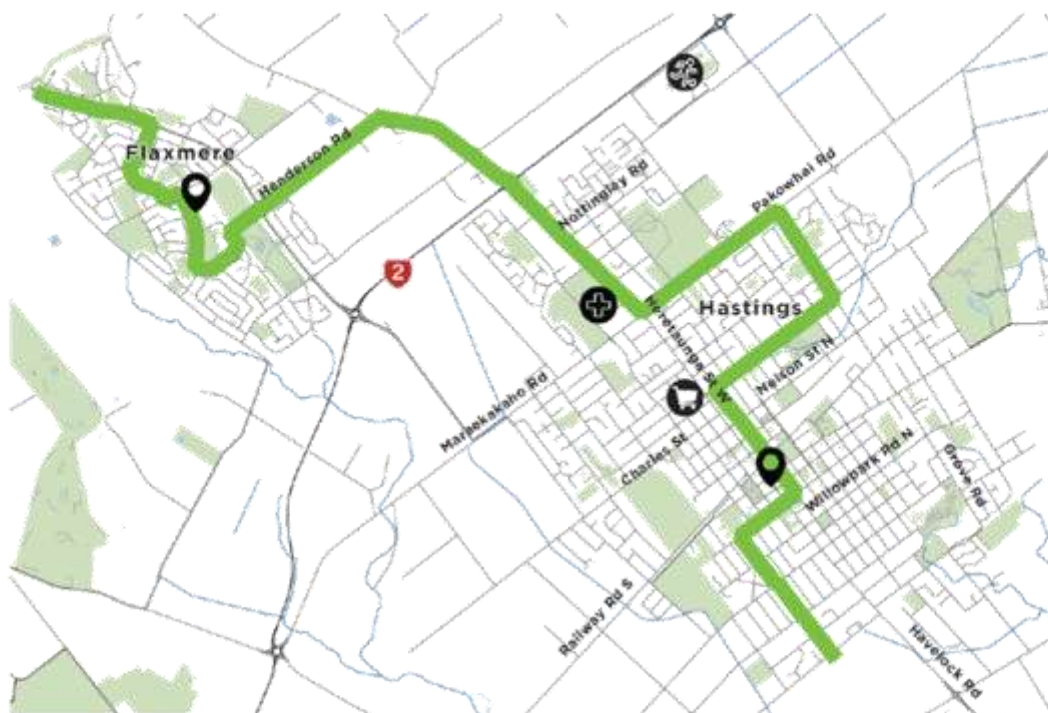


Figure 9: Route 4 map

**Route 5: Flaxmere to Karamu via Raureka and Hastings City Centre****Proposed Route Description**

- Partial replacement of the current Route 20.
- In combination with the new Route 5, this route allows for the removal of one-way loops in Flaxmere while maintaining good coverage.
- Route is shown in Figure 10 below.

**Route options**

- [This proposed route is subject to change following targeted engagement with communities along the route, in line with the Significance Policy in this Plan.](#)

**Frequency and Span****Short term**

Frequency and span will be developed following the targeted engagement with communities along with route. However, levels of service will be subject to suitable levels of available funding.

**Long term**

- Span: This service will run from 6am to 9pm as [funding allows, with the goal of increasing to 6am to midnight, 7 days a week.](#)
- Frequency will be every 20 minutes [as funding allows](#) from 7am-7pm and every 30 minutes all other times.



Figure 10: Proposed Route 5



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**Route 6: Napier to Hawke's Bay Airport and Bayview via Bluff Hill and Ahuriri****Route Description**

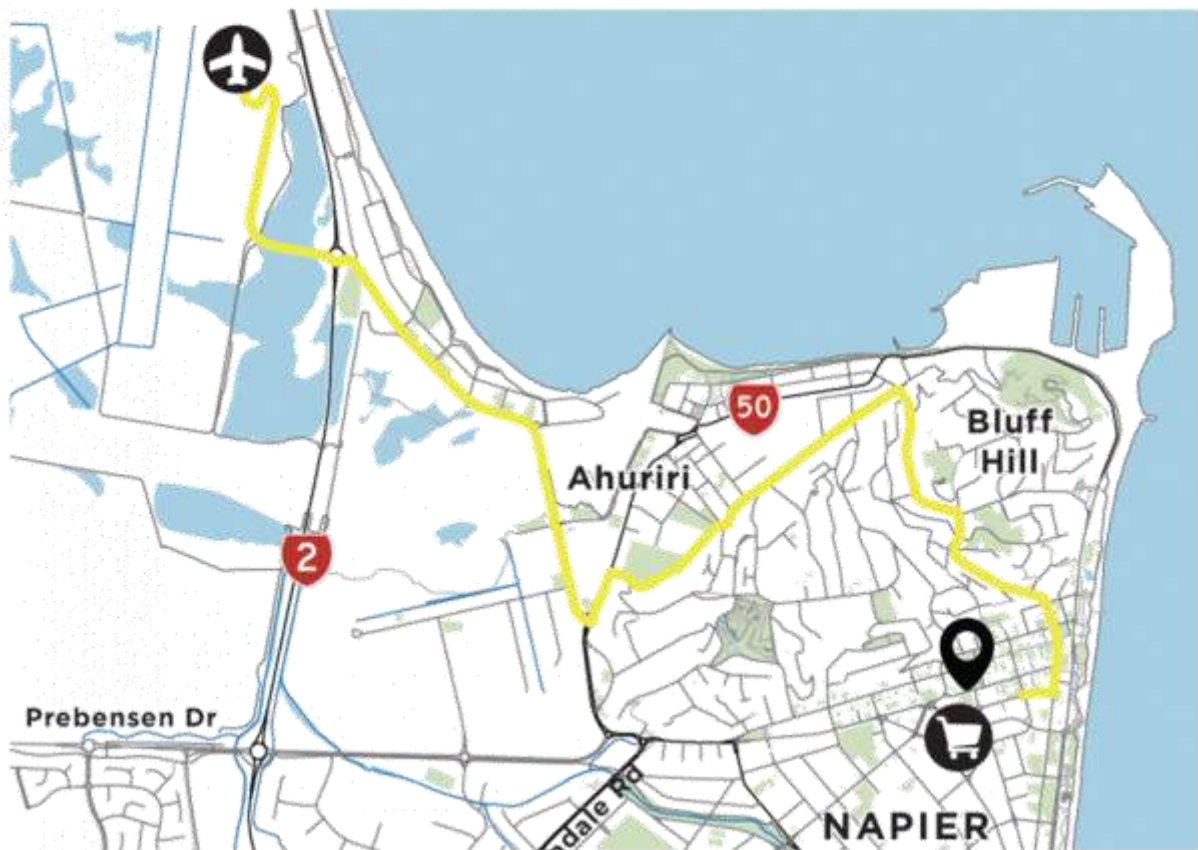
- Replacement of the current Route 15.
- Removal of one-way loops through Ahuriri and Westshore.
- Every second run extending to Bayview village.
- Shown in Figure 11 below.

**Frequency and Span**Short term

- Current levels of service will be maintained on the route.
- Every second trip will extend to Bayview.

Long term

- Every 60-minutes between 6am-9pm, 7 days a week.

**Figure 11: Proposed Route 6**

**Route 7: Hawke's Bay Hospital to Hastings City Centre via Camberley and Raureka****Route Description**

- Coverage route to provide service to areas of Camberley and Raureka which are not directly served by the frequent routes.
- Connections to hospital & Hastings CBD.
- Shown in Figure 12 below.
- This route may change slightly following targeted community engagement and consultation. Any route changes will be updated in this Plan once confirmed.

**Frequency and Span**Short term

- Current levels of service will be implemented on this route.

Long term

- Every 60-minutes between 6am-9pm, 7 days a week.



Figure 12: Route 7 map

*Route 8: Hastings to Napier via Whakatu, Clive, and Te Awa***Route Description**

- Modification of the current Route 11, from a peak express service to an all-day service.
- This route will not serve Havelock North, as does Route 11, but frequency and connectivity to Havelock North will be increased significantly by being connected to the Route 1 trunk service.
- Unlike Route 11, this route will serve Whakatu, [along with Waipatu, and Karamu](#).
- Shown in Figure 13 below.
- [This route may change slightly following targeted community engagement and consultation. Any route changes will be updated in this Plan once confirmed.](#)

**Frequency and Span****Short term**

- Every 60 minutes between 6am – 6pm, 7 days a week.

**Long term:**

- Every 60-minutes between 6am-9pm, 7 days a week.





Figure 13: Route 8 map

### Route 9: Central Hawke's Bay Peak Express trial

#### Route Description

- Subject to available funding, a new limited-stop service targeting commuters from Central Hawke's Bay to Hastings. From there, people can easily transfer to the Route 1 trunk route and other routes with minimal wait time.
- Proposed stops at:
  - Waipukurau outside the Visitor Information Centre
  - Waipawa on High Street Northbound and using the existing off-street stop southbound
  - Ōtane stopping outside the Town Hall and using the Higginson, Miller, Ross Street triangle to turn the bus around to head back to the state highway.
- The trial service is subject to funding. The design of the route, including stops and frequency, along with fare products, will be discussed with the CHB community during the planning phases.
- Route map shown in Figure 14 below.

#### Frequency and Span

- Two AM peak services to Hastings, two PM peak services to Central Hawke's Bay, weekdays only.



Figure 14: Proposed Route 9 map

## Appendix B Description of services integral to the Hawke's Bay public transport network and unit delineation

### Current 2025 Network services and unit delineation

Service	Route	Approximate frequency	Unit Description
10 Express	Between Napier and Hastings	Peak time weekday service, 2 in the morning and 1 in the late afternoon between Napier and Hastings. Two in the late afternoon between Hastings and Napier	Napier Hastings Unit Commenced 1 July 2016
11 Express	Between Havelock North and Napier, via Hastings and Clive	Peak time weekday service, 4 in the morning and 4 in the late afternoon	Napier Hastings Unit Commenced 1 July 2016
12N	Napier to Hastings via Taradale, EIT, Hawke's Bay Hospital and Bay Plaza	Every 20 minutes in peak time and 30 minutes in off-peak times, 6.30am to 6.30pm weekdays Every hour on Saturdays/Public Holidays between 8am and 6.30pm Every 2 hours on Sundays/Public Holidays between 9am and 5.40pm	Napier Hastings Unit Commenced 1 July 2016
12H	Hastings to Napier, via Bay Plaza, Hawke's Bay Hospital, EIT and Taradale	Every 20 minutes in peak times and 30 minutes in off-peak times, 6.30am to 6.30pm Every hour on Saturdays/Public Holidays between 8am and 6.30pm Every hour on Sundays/Public Holidays between 8am and 4.55pm	Napier Hastings Unit Commenced 1 July 2016
13	Napier-Maraenui-Onekawa-Napier	Every hour between 7am and 6pm, weekdays Approximately every 1½ hours on Saturdays/Public Holidays, between 8am and 5.20pm	Napier Hastings Unit Commenced 1 July 2016
14	Napier-Maraenui-Onekawa-Napier	Every 40 minutes in peak times and hourly in off-peak times, between 6.50am and 5.55pm, weekdays Every 1½ hours, between 9am and 4.25pm on Saturdays/Public Holidays	Napier Hastings Unit Commenced 1 July 2016
15	Napier-Ahuriri-Westshore-Bay View, Westshore, Ahuriri-Napier	Every hour between 6.45am and 6.20pm, weekdays (5 trips per day to Bay View Every two hours between 10am and 2pm on Saturdays/Public Holidays	Napier Hastings Unit Commenced 1 July 2016



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Service	Route	Approximate frequency	Unit Description
16A	Hastings-Camberley-Raureka Hastings	Every hour between 7.25am and 5.15pm, weekdays	Napier Hastings Unit Commenced 1 July 2016 <a href="#">Currently replaced by MyWay</a>
16B	Hastings-Mahora-Hastings	Every 2 hours between 8am and 5.15pm, weekdays	Napier Hastings Unit Commenced 1 July 2016 <a href="#">Currently replaced by MyWay</a>
17	Hastings-Parkvale-Akina-Hastings	Approximately every hour between 7.30am and 5.15pm, weekdays	Napier Hastings Unit Commenced 1 July 2016 <a href="#">Currently replaced by MyWay</a>
20	Hastings-Flaxmere-Hastings	Every 30 minutes in peak times and hourly off-peak times between 6am and 6.05pm, weekdays Every 1-2 hours between 8am and 5.50pm on Saturdays/Public Holidays. Three trips on Sundays	Napier Hastings Unit Commenced 1 July 2016
21	Hastings-Havelock North-Hastings	Every 30 minutes in peak times and hourly in off-peak times between 6am and 6.05pm, weekdays Every 2 hours between 9am and 4.50pm on Saturday/Public Holidays. Three trips on Sundays	Napier Hastings Unit Commenced 1 July 2016

#### Future public bus network

[The future network is set out below. The short-term frequency sets out the levels of service we will be able to provide when we move to the bi-directional network. These will likely be the same or similar levels of service we have today. Long term frequency sets out the step change aspiration in levels of service. These will be realised when there are suitable levels of available funding.](#)

Unit :Napier / Hastings unit

Service	Route	<a href="#">Short term frequency</a>	<a href="#">Long term Frequency</a>	Unit Description
1	Between Napier, Hastings & Havelock North	<ul style="list-style-type: none"> <li><a href="#">Every 20 minutes in peak time and 30 minutes in off-peak times, 6.30am to 6.30pm weekdays Every hour on Saturdays/Public Holidays between 8am and 6.30pm Every 2 hours on Sundays/Public Holidays between 9am and 5.40pm</a></li> </ul>	<ul style="list-style-type: none"> <li>Every 15 minutes 7am-7pm, 7 days a week</li> <li>Every 30-minute frequency between 6am-7am and 7pm-9pm, 7 days a week</li> </ul>	<a href="#">Napier Hastings Unit – commencement date TBC</a>

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Service	Route	Short term frequency	Long term Frequency	Unit Description
2	EIT to Napier via Tamatea	<ul style="list-style-type: none"> <li>Every hour between 7am and 6pm, weekdays</li> <li>Approximately every 1½ hours on Saturdays/Public Holidays, between 8am and 5.20pm</li> </ul>	<ul style="list-style-type: none"> <li>Every 20 minutes 7am-7pm, 7 days a week</li> <li>Every 30-minutes between 6am-7am and 7pm-9pm, 7 days a week</li> </ul>	Napier Hastings Unit – commencement date TBC
3	Tamatea to Napier via Maraenui	<ul style="list-style-type: none"> <li>Every 40 minutes in peak times and hourly in off-peak times, between 6.50am and 5.55pm, weekdays</li> <li>Every 1½ hours, between 9am and 4.25pm on Saturdays/Public Holidays</li> </ul>	<ul style="list-style-type: none"> <li>Every 20 minutes 7am-7pm, 7 days a week</li> <li>Every 30-minute between 6am-7am and 7pm-9pm, 7 days a week</li> </ul>	Napier Hastings Unit – commencement date TBC
4	Flaxmere to Akina via Hastings	<ul style="list-style-type: none"> <li>Every 30 minutes in peak times and hourly off-peak times between 6am and 6.05pm, weekdays</li> <li>Every 1-2 hours between 8am and 5.50pm on Saturdays/Public Holidays. Three trips on Sundays</li> </ul>	<ul style="list-style-type: none"> <li>Every 20 minutes 7am-7pm, 7 days a week</li> <li>Every 30-minute frequency between 6am-7am and 7pm-9pm, 7 days a week</li> </ul>	Napier Hastings Unit – commencement date TBC
5	Flaxmere to Karamu via Hastings	<ul style="list-style-type: none"> <li>To be developed and confirmed following community and provider engagement, and suitable levels of funding</li> </ul>	<ul style="list-style-type: none"> <li>Every 20 minutes 7am-7pm, 7 days a week</li> <li>Every 30-minute frequency between 6am-7am and 7pm-9pm, 7 days a week</li> </ul>	Napier Hastings Unit – commencement date TBC
6	Napier to Hawke's Bay Airport via Bluff Hill and Ahuriri	<ul style="list-style-type: none"> <li>Every hour between 6.45am and 6.20pm, weekdays (5 trips per day to Bay View)</li> <li>Every two hours between 10am and 2pm on Saturdays/Public Holidays</li> </ul>	<ul style="list-style-type: none"> <li>Every 60 minutes 6am-9pm, 7 days a week</li> </ul>	Napier Hastings Unit – commencement date TBC
7	Hastings to Hospital via Raureka and Camberly	<ul style="list-style-type: none"> <li>Every hour between 7.25am and 5.15pm, weekdays</li> </ul>	<ul style="list-style-type: none"> <li>Every 60 minutes 6am-9pm, 7 days a week</li> </ul>	Napier Hastings Unit – commencement date TBC

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Service	Route	Short term frequency	Long term Frequency	Unit Description
8	Hastings to Napier via Mahora, <a href="#">Karamu</a> , <a href="#">Waipatu</a> , Whakatu, Clive and Te Awa	<ul style="list-style-type: none"> <li><a href="#">Peak time weekday service, 4 in the morning and 4 in the late afternoon</a></li> </ul>	<ul style="list-style-type: none"> <li>Every 60 minutes 6am-9pm, 7 days a week</li> </ul>	Napier Hastings Unit – commencement date TBC
9	Waipukurau to Hastings City Centre via		2 AM peak services to Hastings, 2 PM peak services to Central Hawke's Bay, weekdays only	Napier Hastings Unit – commencement date TBC

#### TOTAL MOBILITY

The Total Mobility Scheme caters for those people with [permanent](#) disabilities who are unable to use buses or other forms of transport. HBRC intends to continue to operate the scheme in:

Napier (24 hours a day, 7 days a week, Napier city and suburbs, and between Napier and Hastings)

Hastings (24 hours a day, 7 days a week, Hastings city and suburbs, and between Hastings and Napier)

Central Hawke's Bay (14 hours a day, 6 days a week)

[The above operating hours are generally indicative. It is likely that operating hours may vary depending on the capacity and usual operating hours of each operator.](#)

#### EXEMPT SERVICES

The LTMA requires all exempt services in a region to be registered before operation. The [LTMA sets out the meaning of an exempt service as:](#)

- a) it operates in a region that is required to have a regional public transport plan, but-
  - A) when it started operating, it was not identified in that plan as integral to the public transport network in that region; and
  - B) it operates in a region that is not required to have a regional public transport plan
- b) it operates in a region that is not required to have a regional public transport plan
- c) it operates inter-regionally between 2 or more regions, at least 1 of which is required to have a regional public transport plan, but –
  - A) when it started operating, it was not identified in any plans as integral to the public transport network in any of those regions; and
  - B) it operates without a subsidy for its provision
- d) it operates inter-regionally between 2 or more regions that are not required to have regional public transport plans
- e) is specified as an exempt service by regulations made under s150 of the LTMA.

Exempt services are not included in this Plan. Potential operators of exempt services should contact HBRC for details or refer to Section 133 of the Land Transport Management Act 2003 for details of registration requirements. Registration is free but must be completed at least fifteen working days before the commencement of the service.

**DRAFT** In Hawke's Bay there are some exempt services that operate without any financial support from HBRC. As these services operate independently and are commercial enterprises, operators are able to set fares, timetables and routes as they see appropriate. HBRC's general approach is that there is no need to intervene in the provision of an exempt public transport service.

**DRAFT** The LTMA does however, enable regional councils to require information from operators of commercial units, where these are included in the Plan for public transport planning, contracting, and monitoring purposes. If HBRC considers that a contracted commercial public transport unit does not meet the needs of the community, HBRC and the operator will review the service. Following the review, if improvements cannot be made commercially, HBRC may choose to intervene by

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- a) developing a unit and providing a concessionary fare scheme or
  - b) offering improved services by way of competitive tender and securing a contracted operator. There are currently no contracted commercial units in Hawke's Bay.

**DRAFT** There are currently no contracted commercial units in Hawke's Bay.



## Appendix C Legislative requirements

The Land Transport Management Act 2003 (LTMA) requires a council to consider certain matters when preparing its plan. Section 124 requires councils to:

- a) Be satisfied that the plan
  - i) Contributes to the purpose of the LTMA
  - ii) Has been prepared in accordance with any relevant guidelines that the Agency has issued
  - iii) Is, if it includes a matter that is not within the scope of the RLTP, otherwise consistent with that plan.
- b) Be satisfied that it has applied the principles specified within Section 115(1).
- c) Take into account
  - i) Any national energy efficiency and conservation strategy
  - ii) Any relevant regional policy statement, regional plan, district plan or proposed regional plan or district plan prepared under the RMA
  - iii) The transport component of any plan or strategy that has been developed and publicly consulted on by – a territorial authority in the region, or the Regional Council if it has transferred its public transport responsibilities to a territorial authority under section 17 of the RMA
  - iv) The public transport funding likely to be available within the region
  - v) The need to obtain the best value for money
  - vi) The views of Territorial Authorities in the region
  - vii) The views of public transport operators in the region
  - viii) the views of the public transport workforce and its representative unions under Part 4 of the Employment Relations Act 2000.
- d) Consider the needs of persons who are transport disadvantaged.

HBRC is satisfied that this draft Plan contributes to the LTMA.

LTMA REQUIREMENT	CONTRIBUTION OF THIS PLAN
Contributes to the purpose of the LTMA which is to contribute to an effective, efficient, and safe land transport system in the public interest.	The draft Plan sets out policies that will improve access and mobility, efficiently use existing capacity and resources, and encourage use of the Hawke's Bay public transport network. Safety is improved through high vehicle standards. Increased public transport use reduces the personal risk of car crashes.
Has been prepared in accordance with any relevant guidelines that the Agency has issued.	NZTA's <u>2024 Development guidelines for Regional Public Transport Plans have been followed when preparing this plan.</u>
Is, if it includes a matter that is not within the scope of the RLTP, otherwise consistent with that plan	Matters considered within this draft Plan are within the scope of the Regional Land Transport Plan.
Be satisfied that it has applied the principles specified within section 115 (1), namely <ul style="list-style-type: none"> <li>a) <u>well used public transport services reduce the environmental and health impacts of land transport, including by reducing reliance on single-occupant vehicles and using zero-emission technology</u></li> </ul>	<ul style="list-style-type: none"> <li>a) <u>The strategic response and business case response sections set out how the public transport networks will enable greater use and transport choice, minimising reliance on single occupancy vehicles. Policy 16 also highlights rolling stock procurement must be RUB compliant.</u></li> <li>b) <u>The planned new network represents a viable transport alternative for a range of</u></li> </ul>

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LTMA REQUIREMENT	CONTRIBUTION OF THIS PLAN
<p>b) <u>public transport services support a mode shift from private motor vehicle use and equitable access to places, facilities, services, and social and economic opportunities if they are co-ordinated, integrated, reliable, frequent, accessible, affordable, and safe</u></p> <p>c) <u>fair and equitable employment or engagement of people in the public transport workforce should ensure that there is a sufficiently robust labour market to sustain and expand public transport services</u></p> <p>d) <u>regional councils, territorial authorities, and public transport operators should work together to co-ordinate public transport services, the provision of infrastructure, and land use as necessary</u></p> <p>=</p> <p>i) <u>To meet the needs of passengers</u></p> <p>ii) <u>to encourage more people to use the services</u></p> <p>e) <u>public transport services should be provided in a way that assists –</u></p> <p>i) <u>Public transport investment to be efficient</u></p> <p>ii) <u>Public transport investment to give value for money</u></p>	<p><u>uses, encouraging mode shift. Routes have been planned to intersect and interact at key locations, with all major regional destinations served, including key employment nodes.</u></p> <p>b)c) <u>Fair and equitable employment and engagement of people in the public transport workforce will be a consideration in the tendering and procurement of the new services contract</u></p> <p>e)d) <u>Section 2.3 sets out how HBRC will work closely with territorial authorities and other delivery partners to ensure the co-ordinated development and delivery of infrastructure and land use, driving uptake of the services and meeting the needs of passengers.</u></p> <p>e) <u>Planned public transport service improvements and the new network maximise the available network, ensuring services are efficient, effective, and reliable driving investment efficiency. The planned public transport services deliver maximum value for money by offering a genuine transport alternative, and driving innovation, with the intent of increasing patronage. Therefore, the overall public investment will be offset by increases in third party revenues.</u></p>
<p><b>Take into account</b></p> <p>i) <u>Any national energy efficiency and conservation strategy; and</u></p> <p>ii) <u>Any relevant regional policy statement, regional plan, district plan or proposed regional plan or district plan prepared under the RMA</u></p> <p>iii) <u>The transport component of any plan or strategy that has been developed and publicly consulted on by – a territorial authority in the region, or the Regional Council if it has transferred its responsibilities to a territorial authority under section 17 of the RMA.</u></p>	<p>i) <u>One of the priority focus areas of the New Zealand second emissions reduction plan (EPR) 2026 - 2030 is efficient, low emissions transport. The ERP reconfirms support for zero emissions buses. Provision of efficient commuter bus services will contribute to this priority and any future new rolling stock in Hawke's Bay will be zero emissions.</u></p> <p>ii) <u>These plans are supportive of the integration of public transport network planning and land use planning. The planning of commuter bus routes and neighbourhood access routes takes land use into consideration and is consistent with existing Plans across the region.</u></p> <p>iii) <u>Transport planning in Hawke's Bay is integrated across all Councils, with HBRC</u></p>

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LTMA REQUIREMENT	CONTRIBUTION OF THIS PLAN
<p><u>iv)</u> The public transport funding likely to be available within the region</p> <p><u>iii)v)</u> <u>The need to obtain the best value for money.</u></p> <p><u>vi)</u> <u>The views of Territorial Authorities in the region</u></p> <p><u>vii)</u> The views of public transport operators in the region</p> <p><u>iv)viii)</u> <u>The views of the public transport workforce and its representative unions under part 4 of the Employment Relations Act 2000</u></p>	<p><u>being the only entity that plans, procures, and runs public transport services.</u></p> <p><u>iii)iv)</u> The services listed in this plan take available funding into account and <u>levels of service will be delivered accordingly.</u> Proposed future developments will be evaluated in terms of affordability and available funding when investigated.</p> <p><u>v)</u> Policies in Section 4 of the Plan set out how HBRC will procure its services to encourage competition and achieve value for money. <u>The Third Party Revenue policies and targets set out how HBRC will drive increased value for money within the scope of services.</u></p> <p><u>iv)vi)</u> <u>All Territorial Authorities in the region are invited to provide their views on a range of matters during the public consultation on this plan. HBRC officers worked closely with Territorial Authority officers in the development of this Plan, its contingent parts, and the impacts on their network and communities.</u></p> <p><u>vii)</u> All public transport operators in Hawke's Bay and neighbouring regions were invited to provide their views on a range of matters during the development of the draft Plan.</p> <p><u>v)viii)</u> <u>All members of the public transport workforce and their union representatives have the ability to provide their feedback on a range of matters contained within this plan during the public consultation period.</u></p>
Consider the needs of persons who are transport disadvantaged	Section 3 of the draft Plan sets out how the needs of the transport disadvantaged have been considered.



## DRAFT Appendix C ~~Appendix D~~ Significance policy

### SIGNIFICANCE POLICY

This policy sets out how to determine the significance of variations to this Plan, in accordance with the requirements of Section 120(4) of the Land Transport Management Act.

### APPLICATION

This Plan can be varied at any time. However, public consultation as set out in Sections 125(1) and 125(2) will be required if the variation is found to be significant under this policy.

The approach to consultation will reflect the level of significance of any proposed variation. Consideration will be given to the costs and benefits of any consultative process or procedure, and the extent to which [any significant and recent](#) consultation has already taken place.

However, HBRC may undertake targeted [engagement and](#) consultation on matters [or proposed changes](#) affecting specific communities, [user groups](#), and stakeholders, even if the significance threshold outlined in this policy is not invoked. [Targeted engagements and consultation will be assessed on a case-by-case basis and may result in network enhancements and changes without broad public consultation, provided those changes do not materially impact the overall network.](#)

### GENERAL DETERMINATION OF SIGNIFICANCE

The significance of variations to this Plan will be determined on a case-by-case basis. When determining the significance of a variation, consideration must be given to the extent to which the variation:

- Signals a material [and significant](#) change to the planned level of investment in the public transport network;
- Materially affects the consistency of this Plan with the RLTP or any of HBRCs' long-term plans;
- [Significantly impacts a large number of residents of two or more suburbs along a route. \(Variations with a moderate impact on a large number of residents will be considered case by case. Variations with a major impact on a small number of residents will have greater significance than those with a minor impact \[and may result in targeted engagement and consultation to refine the variation\]\(#\)\).](#)
- [Includes potentially significant changes to two or more routes in their entirety, to be assessed on a case-by-case basis.](#)
- [Requires broad public buy in and / or support due to significant change in the overall structure of the network, unless the change has been previously consulted on.](#)
- [Signals a wholesale change to the network, unless the change has been previously consulted on.](#)
- [Affects the integrity of this Plan, including its overall affordability.](#)

### SIGNIFICANT AND NON-SIGNIFICANT MATTERS

Matters that will always be considered 'significant' are:

- Any variation that amends this policy on significance; and
- Any variation that introduces a new public transport unit
- Any variation that [increases](#) the cost of the provision of public transport services by more than 10% in one financial year, [with the impact resulting in increased Local Share, unless the variation has been pre-planned, previously consulted on. By way of example, increases in frequency and operating hours, or the establishment of a Trial service, provided it is included in the relevant and adopted Plan will not be considered significant in this context.](#)



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**Matters that will always be considered 'not significant' are:**

- Minor editorial and typographical amendments to this Plan; and
- Changes to fare levels in accordance with current [NZTA policy, this plan and its policies](#) and funding levels
- Matters that will usually be considered 'not significant' are:
  - A matter that has already been consulted on.
  - Minor changes to the description of services following a service review, e.g. changes to the route, frequency and hours of a service that may include a reduction in service levels on a route or routes, but which result in the same, or better, overall level of service across the network.
  - Changes to the description of services or grouping of services as a result of an area wide service review, provided that there is no significant increase in cost.
  - Any variation that alters the cost of the provision of public transport services in one financial year by less than 10%.
  - [Any unavoidable operational cost inflations or indexation that must necessarily be met to ensure the continued operation of services.](#)
  - [Changes to services, frequency, or routes resulting from targeted and specific community engagement, provided there is no significant increase in cost.](#)

**Targeted consultation on non-significant variations**

Where HBRC determines that a proposed variation is not significant [in the context of the wider network](#), HBRC may still undertake targeted [engagement and](#) consultation as follows:

- Consultation for minor changes in the delivery of public transport services
- Minor changes in service delivery that are required to improve efficiency, such as the addition or deletion of trips and route changes that have only a local impact.
- [Implementation of new or improved supporting infrastructure in collaboration with the relevant Territorial Authority.](#)
- [Engagement with communities, user groups, and key stakeholders to gain insights into travel patterns, trends, challenges, and opportunities that may be used to inform or shape service delivery.](#)

In these cases, [engagement and](#) consultation will generally be undertaken at a local level with the operator/s involved, the relevant territorial authority and passengers who use the services.

**Other non-significant variations**

Any proposals for changes that affect only a sector of the community or the industry (e.g. a change in Total Mobility provision, or a change to specific vehicle quality standards) will be worked through with those most likely to be affected by the proposed change.

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## **Appendix E Private share revenue, Farebox recovery monitoring, and Fare Setting Policy**

### **1. Purpose**

The following suite of policies combine to set out the overall **third-party funding policy** for Hawke's Bay public transport operations. Collectively, they recognise the contribution of **third-party revenue** towards the operational cost of providing public transport in the region.

Third Party revenue includes fares paid by passengers, advertising sold on the outside and inside of buses, indirect government funding for concession fares such as Super Cold card travel, and any other third-party contributions such as subsidised bus tickets for employees.

Third party funding comprises however, in the whole, the fares charged to passengers.

The following describes the **key objectives** of the fare recovery policy, which has a primary purpose of **ensuring** that the public transport system is financially sustainable and drives value for money, while remaining accessible and equitable for users.

### **2. Key Objectives of the Fare Recovery Policy:**

#### **2.1. Financial Sustainability:**

- Helps determine what proportion of operational costs should be covered by fare revenues versus government funding (from the regional council and central government).
- Reduces reliance on public funds, enabling reinvestment in infrastructure, service improvements, or other initiatives.
- Reflects central government third party funding targets as a percentage of operating revenue
- Helps to identify and build alternative revenue streams, helping to offset operational costs

#### **2.2. Equity and Affordability:**

- Ensures that fares are set at a level that maintains access for various user groups, especially the **Transport Disadvantaged**.
- Balances fare levels with government funding to prevent pricing out low-income users.

#### **2.3. Service Efficiency and Optimisation:**

- Encourages operational efficiency by assessing the relationship between costs and revenues.
- Informs decisions on route optimisation, service frequency, and capacity planning.
- Offers potential for service improvements, should suitable additional funding become available.

#### **2.4. Accountability and Transparency:**

- Provides clear benchmarks for fare setting and adjustments, ensuring decisions are data-driven and transparent to stakeholders and the public.
- Communicates the cost-sharing responsibility between users and funders.

#### **2.5. Encouraging Public Transport Use:**

- Supports policies that make public transport a viable alternative to private vehicle use by keeping fares competitive.
- Helps achieve broader social and environmental goals including reducing traffic congestion and carbon emissions.

#### **2.6. Policy Alignment:**

- Integrates with regional and national transport objectives, such as accessibility, mode shift targets, and emission reduction strategies.

### **3. Calculating private share revenue**

- 3.1. Private share revenue will be used to offset the total operational costs of running the public bus service, thereby reducing the overall level of public subsidy required. Given the nature of having various revenue streams, it is logical to expect total third-party revenue to fluctuate in any given year, while steadily increasing over time.
- 3.2. The calculation for private share revenue will include fares, bus advertising, concessions, new / innovative fare products or service. For simplicity, any revenue that does not come from a direct public subsidy via NLTF or rates funding will be included in the private share revenue calculation.

### **4. Private share targets**

- 4.1. From December 2024 public transport authorities are required to collaboratively develop and set private share targets with NZTA. The core intent of these targets is to drive operational efficiency and value for money by incrementally increasing third party revenues, thereby decreasing service reliance on public subsidies.

Below are the private share targets for Hawke's Bay

Year	Private share target
2025 / 2026	11.5%
2026 / 2027	13.1%

### **5. Farebox recovery and Fare setting**

The changes to national funding policy in mid-2018 mean HBRC are no longer required to set a regional target for farebox recovery. However, monitoring of farebox recovery rates using the methodology and reporting process specified by Waka Kotahi is still required.

For clarity, this Policy deals with how the fare recovery rate is quantified, at how the fare review and setting process occurs. It forms a part of the overall Third-Party Revenue policies.

#### **Service included in the calculation.**

The public transport services to be included in the calculation of the fare recovery are all HBRC contracted and co-funded services operating in the region. Long-distance (e.g., inter-city services) services, privately funded school services, Ministry of Education funded school services; tourist and charter services are not included. For clarity, this calculation applies only to fares paid and does not include any other forms of revenue.



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**The Farebox recovery rate**

HBRC monitors the farebox recovery of the system as a whole rather than measuring individual routes or trips. Individual routes or services, particularly those designed to primarily play a coverage role, are not necessarily expected to achieve the target set out in this policy.

Figure 12 below shows the actual farebox recovery level for the latest full financial year (1 July 2023 to 30 June 2041). The graph also identifies major events over recent years that have impacted patronage. All figures have been calculated using the NZTA farebox recovery formula.



**Figure 12: Farebox recovery rates by year**

**Method of calculation**

The formula used to calculate farebox recovery is prescribed by NZTA and is set out in detail on its website. In essence the formula is total fare revenue divided by total costs.

**Fare - setting**

An annual fare level review will be undertaken before the conclusion of each financial year. This review will take into consideration both the farebox recovery levels and the overall third party revenue levels, but may also include any other factors HBRC considers relevant. As a general principle, fare levels should remain balanced between being competitive with the price of private car travel to encourage patronage growth, particularly for commuting and being deemed affordable within the context of costs of living. Ultimately, fare levels will need to be balanced with ensuring that passengers contribute sufficiently to the cost of operating the service.

The review will also address the level of discounts and concessions within the existing fare structure, along with investigating potential new / innovative fare products.

**Cash payment for fares**

The implementation of the National Ticketing System (NTS) will enable a greater choice of payment methods for users across a range of platforms (e.g. debit / credit card, Motu Move, cash). The NTS will unlock the ability for more users and more trips across the network. As part of the transition to NTS, the role of cash in the future public transport system will be considered. In determining the role of cash fares, HBRC and the service provider will consider the impacts on health and safety (both for drivers and

**DRAFT** passengers), the impacts on the transport disadvantaged, and other wider implications around accessing the services.

#### **Fare structure review**

The fare structure on the HBRC network is currently a flat fare structure with it being \$2 for one zone and \$3 for two zones with a BeeCard (last reviewed 1 May 2024).

HBRC will review fare structures at least every six years, if not sooner. The fare structure review will address all aspects of the fare system, including:

- the appropriateness of zones as the base for the system, and
- the availability of (and discount to be applied to) concession fares
- the availability of discounts for bulk purchases of fares using BeeCard or other smartcards / integrated ticketing systems.

## Appendix F Hawke's Bay Regional Council Bus Advertising Policy

### 1. Purpose

The purpose of this policy is to outline the conditions under which advertising space on buses operated by Hawke's Bay Regional Council may be sold. The policy is designed to ensure that bus advertising aligns with the Council's values while generating revenue to support public transport services [as part of the third party revenue streams](#).

### 2. Advertising Opportunities

The Council offers the following advertising opportunities on its buses:

- **Rear of the Bus:** Advertising will predominantly be placed on the rear of the bus, as this location offers high visibility and minimises distraction to passengers and drivers.
- **Sides of the Bus:** Advertising on the sides of buses will be permitted on occasion, at the discretion of the Council. This will be considered for campaigns of significant size or importance.
- **Full Bus Wraps:** In exceptional circumstances, full bus wraps (covering the exterior of the bus, excluding windows where it could hinder safe sightlines) may be allowed. Such requests will be assessed on a case-by-case basis.
- **Inside the bus:** [on surfaces, including any video & audio display, as long as the advertisement or the medium does not interfere with the operation of the vehicle not the quiet enjoyment of travel by passengers of the driver.](#)

### 3. Prohibited Advertising

The following types of advertising are not permitted on [or in](#) any Hawke's Bay Regional Council buses:

- **Alcohol, Tobacco or Vaping Advertising:** The Council will not accept any advertisements promoting [the sale or consumption of alcoholic](#) beverages, the consumption of tobacco [or related products](#), or use of vaping products.
- **Political Advertising Related to the Council:** While political advertising is generally allowed, advertisements for political candidates or causes directly associated with the Hawke's Bay Regional Council, including from or by current councillors or council officers, or individuals seeking election to the Regional Council, are prohibited.

### 4. General Conditions

- All advertisements must comply with relevant national laws and standards, including those relating to decency, public safety, electoral rules and the protection of vulnerable groups.
- Advertisements should not contain offensive, discriminatory, or misleading content.
- The Council reserves the right to review and approve all advertising content before it is placed on its buses.

### 5. Exceptions and Discretion

In cases where proposed advertising falls outside the typical scope of this policy, exceptions may be considered by the Council on a case-by-case basis, provided the content aligns with the Council's values and does not contravene the prohibited advertising categories.

### 6. Review

This policy will be reviewed periodically to ensure it remains aligned with the Council's strategic objectives and public expectations.



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# Hawke's Bay Regional Transport Committee

Detailed update – February 2025

These slides are detailed updates, and to be taken as read. The Committee are welcome to ask questions relating to the information as required.



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# Hawke's Bay Project Updates

Activity	Est Value	Key date(s)	Progress	Commentary
SH50 Prebensen Hyderabad Intersection Upgrades	\$3.95m	Complete FY25		<ul style="list-style-type: none"> <li>Shared path and lane changes; split into separate portions to facilitate delivery. We have successfully delivered one of these sections, which is performing well as designed.</li> <li>This project is undergoing a rejuvenation and NZTA is working with Kiwirail to develop a solution for the last section that will comply with the specification and will fit within the remaining budget. Work planned to commence circa March 2025.</li> <li>The last section involves a pedestrian crossing over the rail line at Prebensen Drive. This will connect the shared user paths on either side of the crossing and create a safe crossing point for pedestrians and cyclists who use the shared path. <i>(no change)</i>.</li> </ul>
SH5 Napier to Taupō safety improvements	\$15m	Complete FY25		<ul style="list-style-type: none"> <li>8 Sites on SH5 have now been completed, the treatments include improved line marking, safety barriers at high-risk sites and improved shoulder widths.</li> <li>Project was completed by TREC in conjunction with Cyclone Gabrielle network repairs.</li> <li>This has now added an additional 6km of guardrail on the network.</li> </ul>
SH38 Tall Oil Pitch Application (Stage 2)	\$8m	Ongoing		<ul style="list-style-type: none"> <li>Project includes safety improvements and resilience work as well as treatment of the road with Tall Oil Pitch</li> <li>Delivered in partnership with Ngāi Tūhoe</li> <li>Work to treat the final site between Tuai and Mangapapa Bridge is now underway</li> <li>Project on track for completion by end of March</li> </ul>

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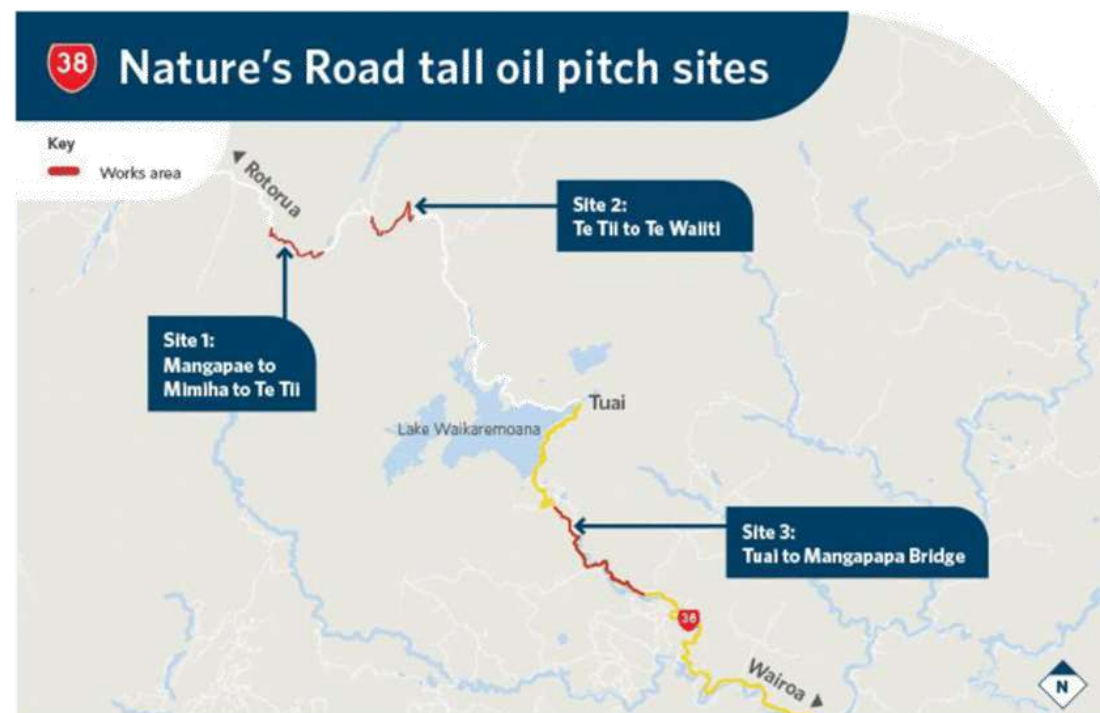
# Hawke's Bay Project Updates - 2

Activity	Est Value	Key date(s)	Progress	Commentary
SH2 Mohaka slow vehicle bay	Part of \$35m SH2/SH35 Connecting Tairāwhiti project	Pavement remediation underway. Work started 14 January 2025.		<ul style="list-style-type: none"> <li>A slow vehicle bay stretches 650 metres after the Mohaka viaduct, about 2 kilometres from Raupunga.</li> <li>Contractors have returned in January 2025 to resurface the slow vehicle bay after it did not hold up well in last year's wet winter. Work is expected to be completed by the end of January and then the slow vehicle bay will reopen.</li> </ul>

NZ Transport Agency

# SH38 Nature's Road Tall Oil Pitch Application

- Work to treat the final site between Tuai and Mangapapa Bridge, south of Lake Waikaremoana is progressing well and on track to be completed by end of March.
- The newly treated sites will be monitored for technical performance with a view to extending the treatment to other gravel pavement locations.
- Further work will be dependent on funding being secured in the next NLTP.



Map of sites being treated with Tall Oil Pitch

# Bridge Repairs

- **SH51 Waitangi Bridge (Tutaekuri River)**
- Currently in design, programmed construction start is May 2025.
- Proposed TREC recovery scope:
  - Repair the damaged piles above the waterline and replace the damaged cycleway bracing.
  - Clear debris away from bridge and install and maintain road settlement monitoring sensors.
- The team will carry out a live load bridge assessment and concrete condition investigation this financial year to determine any risk to the level of service and provide recommendations for future works.

## **SH50 Ngaruroro Bridge - Fernhill**

- Funding application still pending.

## **Waihua River Bridge SH2**

- Temporary traffic management is in place as remedial design is currently underway. Work was scheduled for 16-18 December and has been postponed until 22-24 January due to forecasted rain, with night time full road closure.



Waitangi Bridge (top)



# Maintenance & Operations update

## Pothole response

Government expectation:

- 95% of potholes on high classification roads to be repaired within 24 hrs of identification
- 85% of potholes on lower classification roads to be repaired within 24 hrs of identification

Pothole response Hawke’s Bay November & December 2024, January 2025

	Completed	Total	% Completed	% Target
High classification roads (95%)	549	549	100%	100%
Low classification roads (85%)	89	89	100%	100%



# Hei konā mai

NZ Transport Agency

# Hawke's Bay Regional Transport Committee

February 2025



Te Kāwanatanga o Aotearoa  
New Zealand Government





# NZTA CE appointed

- Brett Gliddon has been appointed as the Chief Executive for NZ Transport Agency Waka Kotahi.
- Brett is a widely respected leader with a deep knowledge of the transport system and a track record of large-scale infrastructure delivery.
- A qualified civil engineer, he has held a number of roles with NZTA, most recently serving as Group General Manager (GGM) for Transport Services.
- He also holds governance roles nationally and internationally, including as Deputy Chair of Austroads.
- Vanessa Browne, National Manager Portfolio and Standards, will continue as the Acting GGM Transport Services until a permanent appointment is made.



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# Roads of National Significance (RoNS)

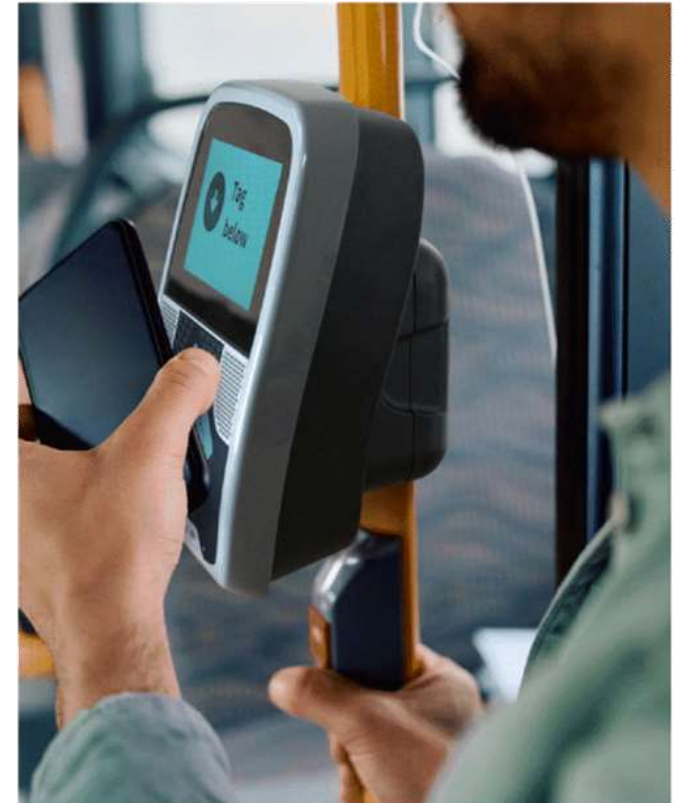
- Benefits of the RONS programme include:
  - Support for economic growth and productivity, including housing development
  - Making our network safer and more resilient.
- Completion and approval of the investment cases for Belfast to Pegasus and Stage 1 Hawke's Bay Expressway took place late last year.

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# National Ticketing Solution (NTS)

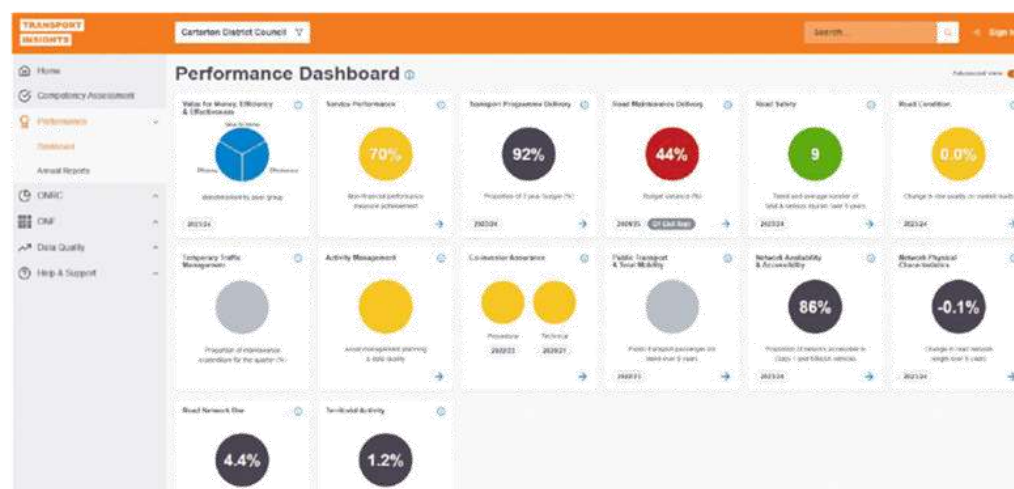
- The Motu Move pilot in Christchurch is going well. The pilot is testing the key contactless payments component (CPC) of the Motu Move system.
- It's had higher than expected usage with minimal customer enquiries and is proving to be popular.
- Here's a snapshot of activity:
  - 5,178 trips have been taken using CPC by 3,816 unique users
  - 35.7% of all adult trips since launch have been paid for using CPC
  - 26% of CPC users are repeat customers.
- The NTS programme is gearing up to move into the next phase of implementation in Timaru and Temuka and then on to regional rollout. Dates to be announced soon.





# Road Efficiency Group

- A new Transport Insights performance dashboard launched in December.
- Provides a comprehensive view of how road controlling authorities are performing across key areas.
- Quarter 2 data shows that reporting is improving the level of confidence in the costs of TTM.
- REG will continue to support RCAs to implement TTM improvements



# Integrated Delivery Model (IDM)

- A key focus area for 2025 is the procurement of the Integrated Delivery Contracts, the replacement for the Network Outcomes Contract model.
- Registrations of Interest closed last year with the Request for Tender to be released in the near future.
- Contracts will be awarded towards the end of 2025, with suppliers transitioning to the new contracts between November 2025 and March 2026.
- The IDM will drive greater efficiency of delivery, while improving quality and customer outcomes.

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# Setting of Speed Limits 2024

## Land Transport Rule

- The Amendment Rule is now in force. Updated guidance is available online and RCAs are encouraged to get NZTA (Regulatory) support with reversals' process.

### Key deadlines

- 1 May 2025 – list of specified roads submitted (now including 'transit corridors' & 'state highway rural connectors') / NSLR updated. NB Completed reversals template needs be submitted to NZTA (Regulatory) before NSLR is updated.
- 1 July 2025 – reversals implemented
- 1 July 2026 – Variable Speed Limits outside school gates implemented (with some exceptions).
- NLTP funding: cost-scope adjustment to Low Cost Low Risk programme.

### Questions

Email [speedmanagementprogramme@nzta.govt.nz](mailto:speedmanagementprogramme@nzta.govt.nz) (SMEs) or for funding queries contact your regional Maintenance & Operations Investment Advisor or email [TS\\_MO\\_InvestmentAdvisors@nzta.govt.nz](mailto:TS_MO_InvestmentAdvisors@nzta.govt.nz)

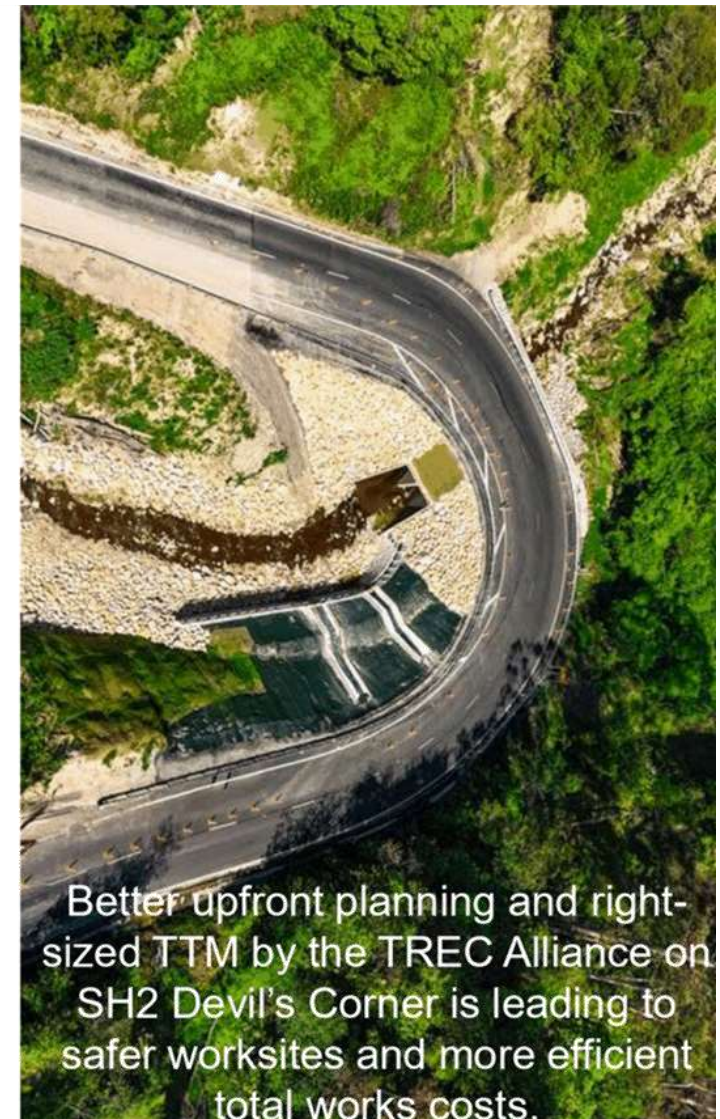
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# NZTA transition to risk-based TTM – highlights from 2024

- As the RCA for the state highway network, NZTA made strong progress to transition from CoPTTM to the NZGTTM during 2024 – some key highlights include:
  - led pilots to test the new approach in 4 regions
  - made key changes to procurement processes and our contracts with contractors
  - started phasing out CoPTTM qualifications to pave the way for a new national training and competency framework
  - introduces new TTM performance reporting measures with the Road Efficiency Group (REG).
- There is more to do in 2025. NZTA is committed to sharing knowledge, case studies, resources and regular updates with RCAs and local councils.

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# Support for RCAs - find out more

NZTA is working in partnership with the TTM Industry Steering Group (TTM-ISG) and the Road Efficiency Group (REG) to share consistent information about the new TTM approach directly with RCAs and local councils.

## WANT TO LEARN MORE ABOUT THE NEW TTM APPROACH AND YOUR ROLE AS AN RCA?

- **5 March 2025:** Join an online discussion for RCAs hosted by Tracey Berkahn, Group Manager of Road Corridor Access at Auckland Transport.
- Email [info@ttm-isg.org](mailto:info@ttm-isg.org) to sign up.

## MORE RESOURCES FOR RCAs:

- TTM webinar for RCAs on the [RCA Forum website](#)
- TTM Library on the [NZTA website](#)
- [TTM Industry Steering Group website](#)
- [TTM resource library online on the CCNZ website](#)

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## Hawke's Bay Regional Update – RLTP Significant Related Activities 24-27

	Activity	Activity description	Status	On track
1	RoNS SH2 Hawke's Bay Expressway	Hawke's Bay Roads of National Significance as identified in GPS. See separate slide.	The NZTA Board approved the Stage 1 Investment Case which confirmed scope and unlocked funding for further enabling works and pre-implementation. Stage 1 detailed design, enabling works and Stage 2 Investment Case underway	
2	Waikare Gorge	The project includes a 4km realignment and a new 160m bridge across the Waikare Gorge on SH2. See separate slide.	Once funding is confirmed, we will progress detailed design, consenting applications and property.	
3	Napier Commercial Vehicle Safety centre (CVSC). Previously Weigh Right.	The Commercial Vehicle Safety Programme will change how we monitor and regulate heavy vehicles, going from manual weigh pits to data-driven, risk-based regulation.	Planning work is still ongoing, with resource consents and designs almost complete. Geotechnical testing and design of in-road screening sites underway – in collaboration with the Hawke's Bay Expressway RoNS project team.	
4	Public Transport service improvements	HBRC step-change in public transport services being delivered mid-2025. Business case to assess effectiveness post implementation and identify opportunities for improvement.	Single Stage Business Case under review and Investment Quality Assurance process ( <i>no change</i> ).	
5	SH2 Waipukurau revocation	CHBDC seeks revocation of SH2 through Waipukurau town centre, swapping a local road to re-route freight traffic around the town centre. Improving freight reliability while emphasising place functions and safety within the town centre.	To begin later in NLTP period ( <i>no change</i> ).	



# Setting of Speed Limits 2024 – State Highway

## Speed limits reversals

NZTA is consulting to retain the 80km/h speed limits at the following locations on SH5 between Rangitaiki and Eskdale:

- SH5 Tarawera Cafe,
  - SH5 Turangakumu to Te Hāroto,
  - SH5 Te Pōhue.
- To make a submission visit [nzta.govt.nz/speed-consultation](https://nzta.govt.nz/speed-consultation) before 13 March.
  - The 80km/h speed limit on SH51 between Napier and Clive will automatically revert to its previous speed limit by July 2025.
  - All other speed limits in Hawke's Bay will remain the same.

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# Renewals Programme

Progress update 5 February 2025

The 24/25 Renewals Programme is currently on schedule.

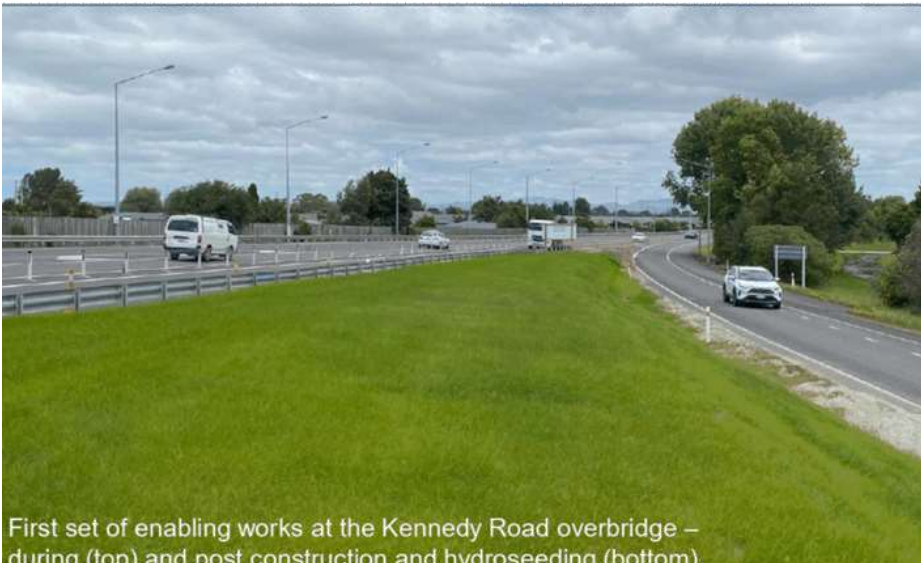
Activity	Target	Completed to date
Rebuilds (where the road surface is replaced) throughout the region	10 lane km	6.4 lane km (+4.2)
Reseals	87 lane km	49.9 lane km (+26.9)
Rumble strips	34 lane km	Programmed for April/May 2025
Drainage	23 sites (6 for culvert renewals)	3 sites (1 culvert) (+3)

(+x) = amount completed since December 2024 RTC



SH2 Wainawa rebuild underway





First set of enabling works at the Kennedy Road overbridge – during (top) and post construction and hydroseeding (bottom).

## Hawke's Bay Expressway

### Roads of National Significant project – Stage 1 update

- NZTA Board approved Stage 1 Investment Case: confirmed scope and unlocked funding for further enabling works and pre-implementation (incl. detailed design underway now)
- Enabling works at Kennedy Rd completed before Christmas
- Enabling works at the Tutaekuri River commenced in Jan
- Geotech investigations to start in late February to inform detailed design of new structures (subject to consenting).
- Vegetation clearing between Taradale Road and Pākōwhai Road to start in early March
- Stage 1 construction expected to begin in late 2025 (subject to NZTA Board approval and securing funding).



## Hawke's Bay Expressway

### Stage 2 update

- Planning for Stage 2 in parallel to delivery of Stage 1.
- Planning phase is key to progressing towards delivering more critical improvements to this lifeline corridor, national freight route and key connector that will contribute to the region's wider overall development.
- The existing high-level scope and intended benefits remain the same: **project will support economic growth and productivity, along with increased resilience, safety and value for money.**
- This phase involves the development of a second investment case which will clarify the scope, funding and approach for delivery of this next portion of the project, with consideration of the wider corridor.
- The exact scope of the Stage 2 investment case is expected to be confirmed in late Feb, and we will develop it over the coming months – targeting completion in late 2025.
- The NZTA Board considers the investment case and whether to approve moving into design.



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# Waikare Gorge Realignment

- Approx 4km realignment of SH2
- 160m 'Network Arch' bridge
- More resilient, safer, greater security of access
- Included in 2024-27 NLTP as 'probable'
- Once funding is confirmed, we will progress detailed design, consenting applications and property
- Aim is to be ready to go when implementation funding is secured
- Bailey bridge maintenance to ensure resilience of existing route.



NZ Transport Agency

# Hei konā mai

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# TREC update

## Regional Transport Committee – Hawke's Bay

21 February 2025

Chris Mahoney, Owner Interface Manager

### Transport Rebuild East Coast



Te Kāwanatanga o Aotearoa  
New Zealand Government



# TREC update/recap

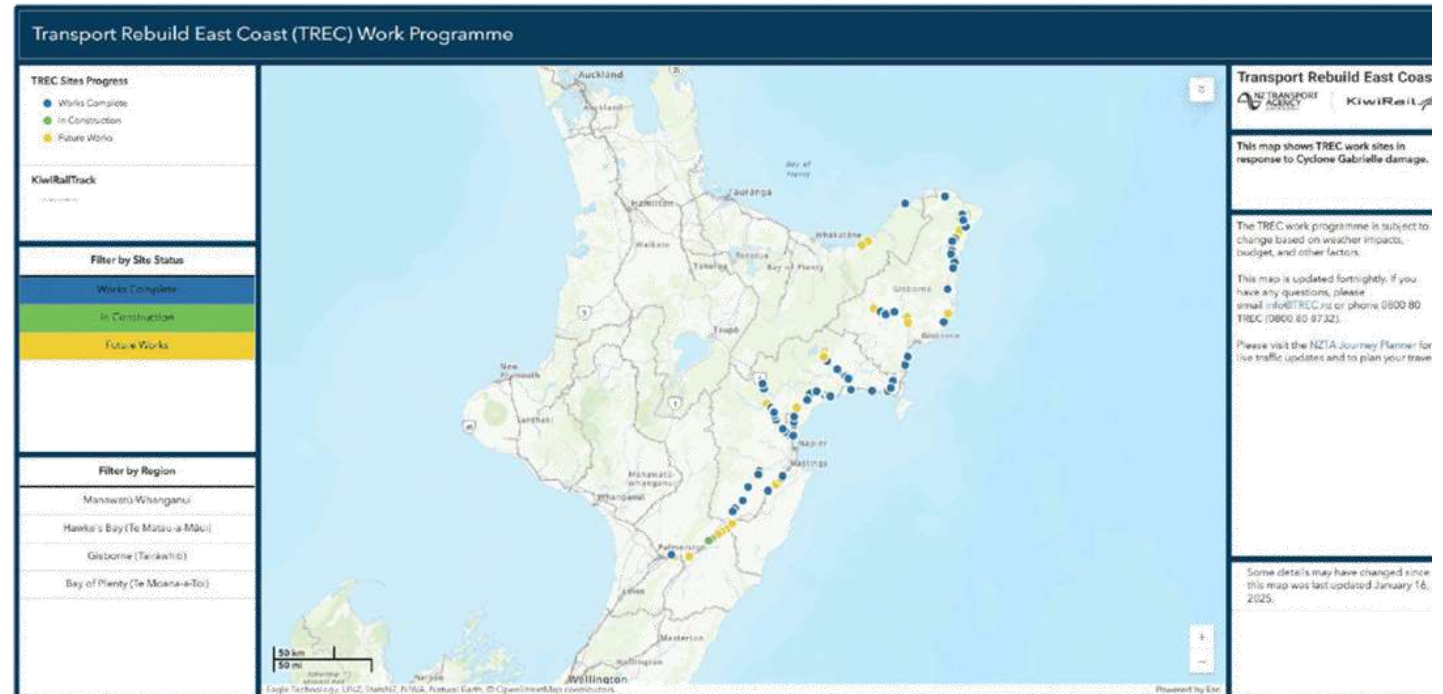
- We're now more than 70% through the Hawke's Bay work programme
- 96 projects completed (or 'faults' that have been fixed)
- We have a busy summer construction season ahead of us
- Most TREC recovery work expected to be completed in Hawke's Bay by mid 2025 (larger projects in Tairāwhiti will continue to mid 2026)
- Large project at Devil's Corner continuing through to the end of 2025
- TREC committed to seeing recovery work continuing to be delivered by local contractors and suppliers.

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# TREC project map

- Public facing interactive map now live
- Shows our programme digitally across the region
- <https://nzta.govt.nz/trec-map>



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## SH5 recovery

- Most sites on SH5 now complete – culverts were a focus
- Two more sites starting in 2025:
  - Three underslips at Māori Gully
  - Tarawera Culvert repairs



Dillon's Hill Culvert

# SH38 recovery

- Six sites on SH38 complete
- Tarapataki underslip repairs starting in March
- Five sites in design – expected late April:
  - South of Kaitawa underslip
  - Rosie Bay underslip
  - Whatapo Bay underslips #1, #2, #3

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# SH50/SH51 recovery

- Most sites on SH50 now complete – bridges were a focus
- Remaining recovery site on SH50:
  - Glencoe Gorge underslip

## Remaining recovery work on SH51

- SH51 Waitangi Bridge (Tutaekuri River)

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Glencoe Gorge Culvert



# SH2

Some sites recently completed

- Mohaka underslip 1
- Tangoio Falls Reserve underslip
- White Pine Bush underslip

Some of the sites underway or coming soon

- Mohaka Viaduct
- Sandy Creek 1 underslip and road surfacing
- Stage 2 Devil's Elbow (4 projects)

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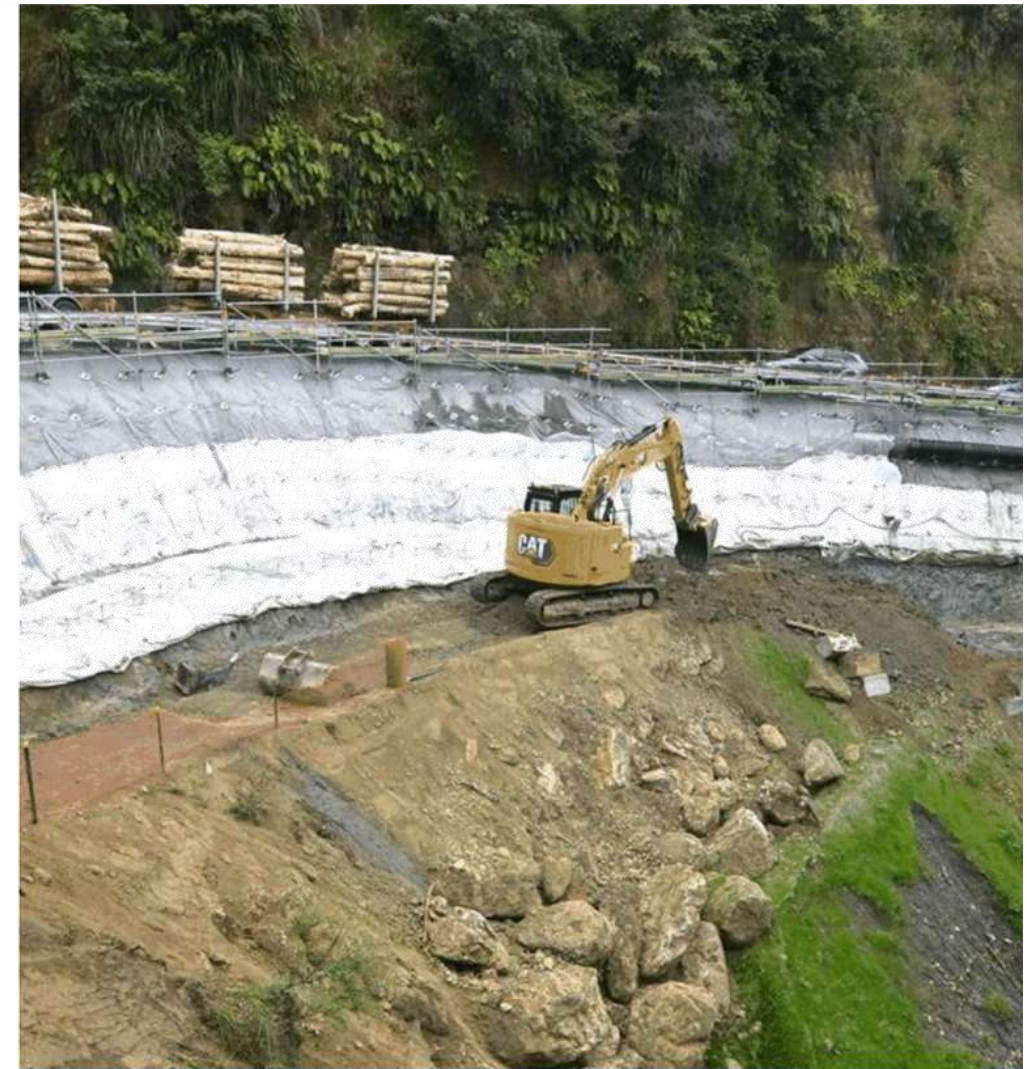






## Project I Devil's Corner

- The most complex recovery project in the Devil's Elbow section
- Following Cyclone Gabrielle a 40m long and 10m high slip closed the southbound lane
- Enabling works underway as we get ready to rebuild two lanes of this road.
- Material excavated and soil nails drilled into the wall below the road to stabilise this section ahead of the main piling works
- Enabling works scheduled for completion end of February, with main piling works scheduled to begin in March



Project I – January 2025

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# Rail

- There are 23 rail sites to be repaired between Palmerston North and Hastings
- First site (at Ashhurst) completed before Christmas
- Since the New Year we have started two sites between Woodville and Ormondville
- More sites starting in February



Ashhurst

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# Thank you

## Transport Rebuild East Coast





## Regional Transport programme tracker

N.N Workstream N.N.N Sub-project	Climate Change Better travel options Safety Improving freight connects				Progress	Overall Status	Road Blocks	Next Step	Comment	Hired resource RCA resource External resource Milestone				Planned Date
1.1 Regional Land Transport Plan														
1.1.1 ILM	✓	✓	✓	100%	●				Completed and built in to RLTP	20	20	75		
1.1.2 PBC	✓	✓	✓	100%	●	Sub standard via peer review			Proposed Future form and function to replace	20	0	80		
1.1.3 Freight network distribution strategy	✓	✓	✓	100%	●				Finalized, endorsed, adopted by Matahiki	5	5	90		
1.1.4 RLTP planning	✓	✓	✓	100%	●				Completed	50	50	25		
1.1.5 RLTP consultation				100%	●				Completed	70	30	10		
1.1.6 Develop programmes of work to reduce long term emergency spend in RLTP	✓	✓	✓	100%	●				Programmes developed and submitted	30	70	0		
1.1.7 Develop regional strategy of network resilience within RLTP	✓	✓	✓	100%	●				Largely built in to continuous programmes & LCLR	40	60	0		
1.1.8 Develop 'on the horizon' RLTP programme for inclusion	✓	✓	✓	100%	●				Completed	50	50	0		
1.1.9 Adopt RLTP 2024 - 2034				100%	●				Adopted by Council at 24 July meeting	50	50		NLTP allocations received	
1.2 Speed Management Planning														
1.2.1 Principles & priorities	✓	✓		100%	●				RTC endorsed with changes at 14 Feb meeting	75	75	10		Workstream closed out
1.2.2 Draft regional speed management plan - front end	✓	✓		45%	●				Works ceased by minister - front end still in draft	50	20	0		
1.2.3 RCA speed management plans	✓	✓		10%	●				No longer required	20	80	0		
1.2.4 Draft regional speed management plan				0%	●				No longer required	75	40	0		
1.2.5 Regional speed management plan consultation				0%	●				No longer required	75	50	0		
1.2.6 Certification by Waka Kotahi				0%	●				No longer required	10	10	75		
1.3 RoadSafe Hawke's Bay														
1.3.1 Strategic direction and framework	✓	✓		100%	●				RTC endorsed at 14 Feb 2023 meeting	100	10	0		
1.3.2 Rebrand		✓		100%	●				Rebrand completed	25	0	75		
1.3.3 HDC strategy development	✓	✓		10%	●	Continue strategy development throughout year			Strategy development to re-commence	50	50	25	Ongoing	
1.3.4 WDC strategy development	✓	✓		5%	●	Continue strategy development throughout year			Strategy development to re-commence	50	50	25	Ongoing	
1.3.5 NCC strategy development	✓	✓		5%	●	Continue strategy development throughout year			Strategy development to re-commence	50	50	25	Ongoing	
1.3.6 CHBDC strategy development	✓	✓		85%	●	Continue strategy development			Development going very well. Engaged SME group	50	50	25	Ongoing	
1.3.7 RoadSafe HB BAU activities	✓	✓	✓	100%	●	Significant funding cut	Refine new 24-27 Activity list with TAs		BAU activities continue with great success. Reviewing what can be done over 24-27	60	40	50		
1.3.8 RTC road safety strategy workshop				0%	●				No actions yet					
1.4 Emissions reduction Plan														
1.4.1 Emissions reduction prep work	✓	✓	✓	95%	●					50	50			Workstream closed out
1.4.2 SME workshop	✓	✓	✓	0%	●				Did not happen	50	50			
1.4.3 Draft transport emissions reduction chapter	✓	✓	✓	100%	●				Regional ERP not presented to CAJC. Transport actions to be owned by RTC	80	20			
1.4.4 Ongoing amendments / development	✓	✓	✓	100%	●				Actions built in to RLTP and other plans					
1.5 Active Transport														
1.5.1 Review of draft regional cycling plan	✓	✓	✓	100%	●				Review completed	50	25	15		
1.5.2 Develop whole of network view	✓	✓	✓	40%	●				Work to be continued in to 2025 to set up for future investment	50	50	0		
1.5.3 Gap analysis	✓	✓	✓	0%	●	To commence following review			Will be conducted in RTAG workstream	50	50	0		
1.5.4 Develop active transport strategy	✓	✓	✓	0%	●				To commence in 2025					
1.6 PT Implementation														
1.6.1 MyWay Hastings review	✓	✓		100%	●				Review presented at 13 March RTC meeting	100		0	Complete	
1.6.2 MyWay Napier trial implementation	✓	✓		0%	●				Napier trial on hold due to funding constraints	50		50		
1.6.3 Develop transport procurement strategy	✓	✓		100%	●				Procurement strategy complete and endorsed by Waka Kotahi	20		80	Complete	
1.6.4 Review current PT contract	✓	✓		100%	●	Finalize review			Review complete	80		20		
1.6.5 Develop new PT contract	✓	✓		70%	●	EOI completed. Initial planning underway for RFP			Development of Business Case and new draft contract	50		50	Draft Business Case complete - under review	
1.6.6 Request for Proposal (RFP)	✓	✓		0%	●				Tender documents being prepared for interested parties	100			Ongoing	
1.6.7 Rate reset	✓	✓		100%	●				Completed late December 23	50		50		
1.6.8 Short term RPTP change implementation	✓	✓		20%	●	Focus remains on core service reliability			Changes to take place with new network, pending funding	50		50		
1.6.9 CHB express trial	✓	✓		30%	●	No LCLR funding			Trial cannot proceed due to lack of funding	33	33	33		
1.6.10 2025 contract implementation	✓	✓		15%	●	Lower NLTP funding than anticipated	Work towards 2026 implementation at current LoS		Contract extended to end of July 2027 - planning for new network underway at current LoS	33	33	33		