

**From:** "Ruth Dolan"  
**Sent:** Mon, 14 Mar 2022 11:16:00 +1300  
**To:** "lorna-jean.cawood@waikatoregion.govt.nz" <lorna-jean.cawood@waikatoregion.govt.nz>  
**Cc:** "transport@waikatoregion.govt.nz" <transport@waikatoregion.govt.nz>  
**Subject:** Feedback from Waipa District Council - Waikato Region Public Transport Business Improvement Review  
**Attachments:** ECM\_10762289\_v15\_Letter to Waikato Regional Council - Feedback - Waikato Region Public Transport Business Improvement.pdf

Hi LJ

Please see the attached.

Regards  
Ruth

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*Ruth Dolan EA to Dawn Inglis* WAIPA DISTRICT COUNCIL  
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14 March 2022

10762289

Mark Tamura  
Director Regional Transport Connections  
Waikato Regional Council  
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Dear Mark

## **PUBLIC TRANSPORT BUSINESS IMPROVEMENT REVIEW**

Thank you for providing Waipā District Council the opportunity to provide feedback on the recommendations of your public transport business improvement review. We have considered your review thoroughly, collated feedback from our Councillors and identified the following opportunities and concerns:

### **Opportunities:**

#### **Coverage Services**

There is an opportunity to create efficiencies in funding structures, planning, and delivery of services, which should enable agile and cost-effective public transport for our communities. As our towns grow and residents live further away from town centres, there is a greater need for local coverage services. Any proposed new model should have the ability to review, assess and fully understand this need, and provide timely responses with clearer funding and operational arrangements.

#### **Standardisation of Infrastructure**

The standardisation of infrastructure and services may also be a benefit of this model, creating a consistent and reliable transport system no matter where you are, or go, within the Waikato Region.

#### **Key Performance Indicators**

The development of appropriate and effective Key Performance Indicators (KPIs) creates an opportunity to ensure that equitable and consistent services and investment are being delivered across the Region. KPIs can also communicate high-level goals and aspirations towards an attractive, practical and sustainable public transport system. However, the development of these KPIs needs to be undertaken in association and collaboration with all elected members, and community representatives, across the Region.

**Concerns:**

**Inequitable Investment**

There are concerns that this model may create inequitable (geographical) allocation of funding and services. Waikato Regional Council will be required to manage a wide range of community needs over a large geographical area which we believe creates the risk that the needs of lower density areas will be overlooked when assessed against dense urban communities.

**Local Representation**

We believe there is also a risk that important decisions on policy, services provision and infrastructure investment will be made without adequate community consultation and feedback. We would like the Waikato Regional Council to look closely at how local consultation is going to be undertaken and what safeguards could be put in place to ensure decision-making remains equitable into the future.

It is most encouraging to see the Waikato Regional Council undertake this work, and we look forward to further engagement with your organisation.

Yours sincerely



Dawn Inglis  
**GROUP MANAGER SERVICE DELIVERY**