



AGENDA

Executive, Audit & Risk

Monday 4 December 2023, 10.00am

Executive Audit and Risk

04 December 2023 10:00 AM



| Agenda Topic | Page |
|--|------|
| 1. Cover | 1 |
| 2. Karakia | 3 |
| 3. Confirmation of Executive Audit and Risk Minutes - 24 October 2023 | 4 |
| 4. Financial and Operational Report | 11 |
| 5. Health and Safety Report October 2023 | 68 |
| 6. 2024/2034 Long-Term Plan: Audit Engagement Letter | 74 |
| 7. Accommodation Review Update | 88 |
| 8. Revenue and Financing Policy: Passenger Transport Services | 94 |
| 9. Trustees Executors Limited - Debenture Trust Deed Reporting | 97 |
| 10. Yarrow Stadium Plus: Project Update | 108 |
| 11. Public Excluded | |
| 12. Public Excluded Recommendations | 112 |
| 13. Confirmation of Public Excluded Executive Audit and Risk Minutes - 24 October 2023 | 113 |
| 14. Yarrow Stadium Plus: Project Steering Group Report | 117 |
| 15. Public Meeting Resumes | |
| 16. Hearing of submissions on Better Travel Choices for Taranaki | 122 |
| 16.6 Bepoke Submissions not providing verbal submission | 439 |
| 17. Agenda Authorisation | 454 |



Date: 4 December 2023

Subject: **Hearing of submissions on Better Travel Choices for Taranaki**

Approved by: M J Nield, Director - Corporate Services
S J Ruru, Chief Executive

Document: 3225078

Purpose

1. The purpose of this memorandum is to:
 - introduce the submissions on the draft *Better Travel Choices for Taranaki*;
 - hear those submitters who wish to speak to their written submission; and
 - receive guidance from the Committee on resulting changes they wish made to the documents.

Executive summary

2. The Committee is responsible for overseeing development of *Better Travel Choices for Taranaki*, for which public consultation ended on 29 October 2023. The Committee now formally receives all submissions, and provides the opportunity for submitters to speak in support of their submission if they wish to do so.
3. Substantial feedback has been received and has been analysed. Officers have outlined some high-level themes throughout the submissions received, along with some preliminary comments to assist the Committee at the Hearing. A detailed Officers' Report on submissions will be provided for the deliberations on 19 February 2024. Officers seek guidance from the Committee on matters that should be outlined in that report as a result of the submissions received.

Recommendations

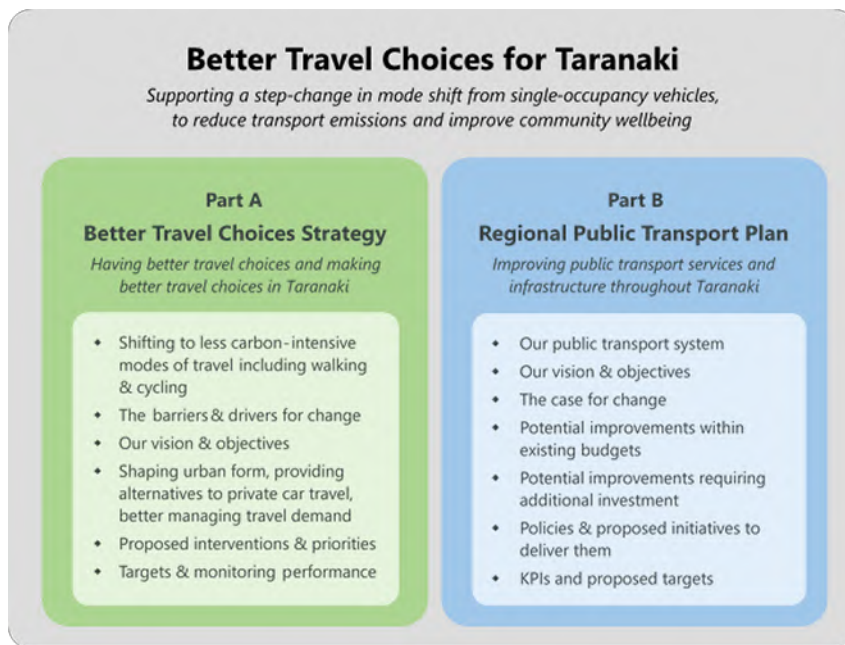
That the Taranaki Regional Council:

- a) receives the memorandum *Hearing of submissions on Better Travel Choices for Taranaki*
- b) receives the submissions in response to the draft *Better Travel Choices for Taranaki* documents
- c) notes that full deliberations on *Better Travel Choices for Taranaki* submissions will be undertaken at the Committee meeting on 19 February 2024

- d) notes that a detailed officers' report will be provided to assist with those deliberations
- e) provides any guidance to officers on responses to key submission points as part of the consideration of this memorandum.

Background

- 4. Development of *Better Travel Choices for Taranaki* is key preparation for the land transport activities within the 2024-2027 planning and funding cycles of the Council's Long-Term Plan and the Regional Land Transport Plan (through which national funding support is sought for transport activities in the region).
- 5. *Better Travel Choices for Taranaki* is a response to community requests and expectations from previous consultations on the Regional Land Transport Plan 2021/2031, Long-Term Plan and the Regional Public Transport Plan 2020. The aim is to support a step change in mode shift in the region away from private vehicle use, where possible. This includes proposals for improvements to the public transport network, which are considered as part of a revised Regional Public Transport Plan within the wider strategy document. An important aspect of *Better Travel Choices for Taranaki* is to signal the region's ambitions nationally in order to help realise funding opportunities as they arise.
- 6. *Better Travel Choices for Taranaki* incorporates a multi-modal *Better Travel Choices Strategy* and the draft *Regional Public Transport Plan for Taranaki 2024*, as shown below.



- 7. Public transport is a key component of the regional land transport system and the Council has a statutory responsibility for the planning and management of the public transport network in the region. The Regional Public Transport Plan is a statutory document required under the *Land Transport Management Act 2003*. It sets out overall objectives and policies for public transport in the region, and contains details of the public transport network and development plans over the next ten years.
- 8. Supporting mode shift to walking and cycling, as well as public transport where appropriate is fundamental to reducing transport emissions. The Better Travel Choices

Strategy aims to support the Taranaki community to both **have** better travel choices and to **make** better travel choices.

9. Taith Consulting, who prepared the content drafts, supported by staff, held a workshop with the Committee and the Regional Transport Committee on Wednesday 6 September 2023, outlining key aspects of the draft documents. On Monday 11 September 2023, the Committee endorsed the content drafts for public consultation.
10. During this process, presentation and minor structural improvements were made to the content drafts in preparation for public consultation. Attached for the Committee's reference are the draft documents as consulted on:
 - Better Travel Choices for Taranaki - Part A Better Travel Choices Strategy (Attachment 1)
 - Better Travel Choices for Taranaki - Part B Regional Public Transport Plan (Attachment 2).

Consultation

11. On Monday 19 September 2023 the draft *Better Travel Choices for Taranaki* was publicly notified as being available for submissions. Consultation ran for 6 weeks and closed on Sunday 29 October 2023.
12. 403 responses were received, as outlined in the Table 1.

Table 1: Responses received across all response channels

| Response channel | Description | Total |
|-----------------------|--|------------|
| Social media comments | Individual comments provided via Facebook. | 35 |
| Youth perspective | Individual comments provided by discussing transport with students at Merrilands, Ngāere and Kaimata schools | 104 |
| Online survey | Survey completed by respondents via the Social Pinpoint online engagement tool. | 250 |
| Hard copy survey | A shorter version of the online survey available at various locations around Taranaki such as libraries and public transport service hubs. | 2 |
| Written submissions | Bespoke submissions made by individuals or organisations via email or hard copy correspondence. | 12 |
| TOTAL | | 403 |

13. Attached to this memorandum are:
 - A preliminary Consultation Report, which collates key submission themes across all response channels. A final review and publication updates will be made to this document before being provided on our website for information to interested persons. (Attachment 3)
 - A schedule of those submitters who wish to speak to their submission, noting that this may change prior to the meeting due to submitter availability. (Attachment 4)
 - Copies of bespoke submissions and those survey submissions that are being spoken to. (Attachment 5)
 - Copies of all submissions and feedback received.
14. Officers have outlined some high-level themes through the submissions received, along with preliminary consideration comments to assist the Committee, in Table 2.

15. The meeting today provides an opportunity for the Committee to receive submissions, including hearing from those submitters who wish to speak in support of their submission. Following the Hearing, the Committee is requested to provide guidance on that should be a focus for officers.
16. The Committee will deliberate on submissions at the 19 February 2024 meeting. A detailed Officers' Report of responses and recommendations will be provided in the agenda for that meeting to assist councillors' deliberations.

Submissions feeding into Business Case for Taranaki public transport

17. It is important to be aware that a Single Stage Business Case (SSBC) for Taranaki public transport, which is a full service and network review, will be starting soon. This is due to the region's public transport contracts coming to end of life on 30 September 2025. This will be supported and guided by the consultation feedback received.
18. The draft RPTP mentions this business case to be undertaken in order to secure long-term investment, including, *"All service improvement proposals will be assessed and prioritised through a business case. Proposals which are deemed to be value for money and affordable through TRC budgets will be implemented as part of new service contracts in 2025."* (RPTP p23). Numerous references to the necessary business case are also made in 'Table 16: Policies and potential initiatives' (RPTP p28-29).
19. Submissions presented at this Hearing will help to understand the community's thoughts and priorities on potential changes to the public transport network. The SSBC will take the submitter feedback and subsequent Committee guidance through to the next stage of implementing improvements.
20. The Council is the organisation responsible for planning for, contracting and funding of the public transport services in the region. The contracts for our existing three bus services (the Southlink Service, Citylink Service and the Connector Service) are expiring on 30 September 2025. Combined, these three contracted bus services cover the Taranaki region, operating in New Plymouth, Bell Block, Waitara, Hāwera, South Taranaki and Coastal Taranaki. Under Waka Kotahi requirements, a SSBC must be prepared before public transport authorities can procure new contracts. Its purpose is to confirm/prove the case for future investment for public transport services and supporting infrastructure.
21. The consultation has provided a launching pad for providing gap analysis evidence, directing the optioning to be investigated through the SSBC. Key recurrent themes are evident in the community consultations and stakeholder workshops undertaken throughout 2023, which is well aligned with consultation work the New Plymouth District Council has done for their Integrated Transport Framework. The consistency of the key trends outlined in Table 2 greatly supports the clear need for action in the public transport space.
22. This is the opportunity to achieve a long-term vision involving a substantial improvement in the uptake and attractiveness of the region's bus service, using modelling to investigate options on how public transport in Taranaki will evolve. This will lead to identification of the preferred public transport service model and infrastructure, and the investment required to support the service.
23. The business case will support a sustainable future for Taranaki by offering insight and direction into technology changes, behaviour change, the achievement of lower

emissions and resilience. Early engagement with partners, key stakeholders and iwi will be an integral part of the process.

24. Beca has been appointed to develop the SSBC in partnership with the Council, through to mid-2024. Updates for information and consideration of options will be provided to the Committee throughout the development period. The preferred transport service and network options selected by the Committee will then go out for public consultation in mid-2024.

Key submission themes

25. While there are a full spectrum of views throughout the submissions, a range of key themes and specific requests are apparent. These are noted in Table 2 below, along with preliminary staff commentary and considerations to assist the Committee in their deliberations.

Table 2: Preliminary officer assessment of key themes

| Key themes | Preliminary comments | Preliminary considerations |
|---------------------------------------|---|--|
| Bus service frequency | <p>As expected, there is strong submitter support for increasing the frequency of bus services, with some submitters advocating for as little as 15 minutes between buses.</p> <p>Service frequency is a key consideration in every region, as it is known to be a fundamental determinant in public transport usage. Increasing frequency on routes, be it to 45, 30 or even 15 minutes (on specific targeted routes), will be crucial to achieve the desired mode shift. Achieving the best community balance of gains in mode shift with the increased costs of providing such service frequency remain.</p> | <p>Agreed. Detailed investigation will be done through the SSBC, including modelling and costing. Options for differing frequencies will be brought back to the Committee for consideration at the time of considering the SSBC.</p> |
| Extended availability of bus services | <p>Submissions are supportive of extending service hours and days of operation, particularly to include evenings and Saturdays.</p> <p>The Connector, Southlink's coastal service, and Route 20 (Bell Block / Waitara) were most frequently mentioned in this regard.</p> <p>The desire to improve access to a range of after-school or after-work activities was clearly stated, by Sport Taranaki in particular.</p> | <p>This will be covered within the SSBC, but should be strengthened with more specifics within the RPTP and BTCS.</p> |
| More direct bus routes | <p>A number of submitters are also in favour of more direct/straightforward routes, raising 'patronage versus coverage' route structure models. There is specific mention of Whanganui's The Tide service.</p> <p>The best route structure model to adopt is naturally a key consideration in every region, and a fundamental aspect of transport planning modelling.</p> | <p>Agreed needs further consideration, which will be investigated further through the SSBC. This can be strengthened in the RPTP.</p> |

| Key themes | Preliminary comments | Preliminary considerations |
|---|--|--|
| Airport service | A bus service to/from New Plymouth Airport was the most highly ranked of the potential new services suggested (RPTP p22). | Agreed. Early feasibility discussions initiated. Recommend this is strengthened in the RPTP and is included in the SSBC investigation. |
| Providing inter-regional public transport | There is strong support for introducing inter-regional public transport, with it ranking highly as a preferred new service. The most specific proposal in the RPTP is the potential to introduce a bus service to Whanganui and Palmerston North (p23). Both Horizons and Waikato regional councils have indicated an interest in pursuing inter-regional public transport provision. Horizons staff will be speaking to this at the Hearing (Submission #151). | Retain and strengthen these proposals within the RPTP, and ensure that this is suitably covered in the SSBC. |
| Passenger rail | A number of submitters advocate for the use of passenger rail, both intra and inter-regionally. The RPTP suggests investigating <i>'Inter-regional passenger rail services from New Plymouth to Whanganui and beyond to Palmerston North (and onward connections to Auckland and Wellington) (p28)</i> | Funding could be sought for a feasibility study into inter-regional passenger rail for Taranaki. This long-term interest could be strengthened in the RPTP. |
| Retaining the Glen Avon bus service (Route 9) | There is support from submitters to retain the Glen Avon (Route 9) bus service. The proposed removal of the Glen Avon service (Route 9), which has one of the lowest patronage rates (p14 of RPTP), was to assist with wider network improvements. Most specifically, to provide a Waitara Express, which has had significant support from the community for some time. | Investigation was already underway to ensure another service can assist with students in Glen Avon. More thought is required for how other Route 9 passengers are accommodated in the wider network. |
| Targeted destinations | Submitters gave many examples of specific destinations or activities/events that they could not access via the current bus network, such as sport and recreation facilities. Acknowledged that the network should be servicing a broader range of destinations, such as pools, beaches and Taranaki Maunga. | This will be covered within the SSBC, but should be strengthened with more specifics within the RPTP and BTCS. |
| Inglewood service provision | Calls for better public transport provision for Inglewood, noting the limitations of the current options provided by the Connector and Route 98. | More thought is required for how Inglewood passengers are accommodated in the wider network. |
| New Plymouth central bus hub | Some submitters note that the existing central bus hub (the Ariki Street Bus Centre) is not meeting needs or expectations, which is outlined in Table 21 of the RPTP (p79). Officers note that uncertainty around its long-term location have inhibited being able to address these issues. | Discussions and investigations with NPDC are ongoing, and this will form part of the SSBC. Recommend both the BTCS and RPTP reiterate the |

| Key themes | Preliminary comments | Preliminary considerations |
|---|--|--|
| | | importance for continued work with NPDC. |
| Organisational partnership | Some submissions make clear requests for improved organisational partnerships between the providers of the bus services (TRC) and the infrastructure (the road controlling authorities of Waka Kotahi and the district councils). This call is especially strong from New Plymouth District Council, who state, “...we are of the firm view that a governance level committee consisting of elected members of territorial authorities and the Taranaki Regional Council, and other key stakeholders is required to achieve real change in the provision of public transport for the region.” (Submission #157) | Agreed that a more cohesive approach is likely to bring better outcomes for the community. |
| Discounted fare for frequent bus users | Submissions showed good support for the draft RPTP’s proposal of a frequent user discount on fares. <i>In order to encourage more regular usage, it is proposed to reward frequent full fare passengers with a weekly or monthly cap on the fares they pay. This means that any usage over the cap level is effectively discounted and then free for the remainder of the period (RPTP p26).</i> | Investigating fare capping to reward frequent public transport usage will be included in the annual fare review. |
| School services | The Ministry of Education outlined both support and concerns about aspects of the existing public transport network. They request better alignment and connections between the two bus networks (Ministry contracted school services and Council contracted public services). | Agreed. The Ministry will be consulted as part of the SSBC and their concerns explored. Improving alignment between the two networks is to be encouraged, and this approach can be strengthened in the RPTP. |
| Community Transport | ‘Community transport’ is defined as <i>services (which can either be on-demand or fixed route) provided by non-profit organisations such as charitable trusts; also generally provided by smaller vehicles such as vans or even cars.</i> (BTCS p42). A number of references to community transport are made in both the BTCS and RPTP, as a way of providing services for communities that currently have little or no public transport options. These include, <i>investigate and implement a community transport policy, planning, and funding framework</i> was a proposed action (BTCS p43), with a possible framework outlined in Appendix 4 (BTCS p78). Submitters expressed significant support for Community Transport options for where standard bus services are not feasible. | Retain and strengthen these proposals within the RPTP, and ensure that this is included in the SSBC. |
| Multi-modal transport and services hubs | There is considerable interest in improving public transport infrastructure, particularly the idea of multi-modal transport hubs. Such hubs were a proposed action under ‘Priority 2c - Improved public transport | Agreed. To be investigated further through the SSBC, with initial focus on park n ride (car and bike) facilities |

| Key themes | Preliminary comments | Preliminary considerations |
|---|---|---|
| | infrastructure' (BTCS p44) and explored further in Appendix 4 (BTCS p78-80). | to support access to public transport at key locations. |
| Connecting networks for different modes | <p>A number of submitters (e.g. Sport Taranaki and North Taranaki Cycling Advocates) have emphasised the importance of multi-modal networks connecting active travel (walking and cycling) with shared travel (predominantly buses).</p> <p>Modal interconnectivity is a key driver for the BTCS, with Priority 2a working towards a Regional Active and Public Transport Network (p.37). This naturally relates to the multi-modal transport hubs above which facilitate transition between modes.</p> | More clearly identify in the BTCS how will pursue the realisation of a Regional Active and Public Transport Network, which is accessible, well known and well used. |

26. The above are simply preliminary key themes to help support the Committee's hearing of submissions process. A huge breadth and depth of feedback is still being analysed. A detailed Officers' Report on submissions and recommendations will be provided to the Committee ahead of their deliberations on 19 February 2024.

Next steps

27. The timeline for the key remaining tasks in the development and final adoption of *Better Travel Choices for Taranaki* is given below:

| | |
|------------------------------|--|
| December 2023 – January 2024 | Officers prepare detailed recommendations in response to feedback received during consultation, and the subsequent guidance provided by the Committee at the 2023 Hearing of Submissions. |
| 19 February 2024 | Deliberations by the Executive, Audit & Risk Committee, supported by detailed report of officers' responses and recommendations, and the final Consultation Report. |
| 25 March 2024 | Finalisation and approval processes by the Executive, Audit & Risk Committee. |
| 2 April 2024 | TRC adopts <i>Better Travel Choices for Taranaki</i> , including the RPTP 2024, which comes into effect 20 days later – as per section 122 of the <i>Land Transport Management Act 2003</i> . |
| 1 May 2024 | <i>Better Travel Choices for Taranaki</i> , including the RPTP, comes into effect. |
| Feb-May 2024 | Supported activities proposed in <i>Better Travel Choices for Taranaki</i> are put forward for inclusion in the Long-Term Plan and Regional Land Transport Plan 2024-2027 planning and funding cycles, which take effect from 1 July 2024. |

Financial considerations—LTP/Annual Plan

28. This memorandum and the associated recommendations are consistent with the Council's adopted Long-Term Plan and estimates. Any financial information included in this memorandum has been prepared in accordance with generally accepted accounting practice.

Policy considerations

29. This memorandum and the associated recommendations are consistent with the policy documents and positions adopted by this Council under various legislative frameworks including, but not restricted to, the *Local Government Act 2002*, the *Land Transport Management Act 2003*, the *Land Transport Act 1998*, the *Resource Management Act 1991* and the *Local Government Official Information and Meetings Act 1987*.

Iwi considerations

30. This memorandum and the associated recommendations are consistent with the Council's policy for the development of Māori capacity to contribute to decision-making processes (schedule 10 of the *Local Government Act 2002*) as outlined in the adopted long-term plan and/or annual plan.
31. Contact has been made with all iwi to facilitate engagement where iwi have the desire and capacity to do so. To date iwi involvement in the Council's transport activities has been limited and opportunities to improve the situation continue to be explored.

Community considerations

32. This memorandum and the associated recommendations have considered the views of the community, interested and affected parties and those views have been recognised in the preparation of this memorandum.

Legal considerations

33. This memorandum and the associated recommendations comply with the appropriate statutory requirements imposed upon the Council.

Appendices/Attachments

- 1) Document 3207721: [TRC Better Travel Choices for Taranaki - Part A Better Travel Choices Strategy – consultation draft 18 Sep2023](#)
- 2) Document 3207730: [TRC Better Travel Choices for Taranaki - Part B Regional Public Transport Plan – consultation draft 18 Sep2023](#)
- 3) Document 3222119: [Preliminary Better Travel Choices Consultation Report Nov2023](#)
- 4) Document 3224517: [Schedule of submitters for Better Travel Choices for Taranaki](#)
- 5) Document 3225588: [Copies of submissions for Better Travel Choices Hearing](#)



***Having** better travel choices and
making better travel choices in Taranaki*

Part A: Better Travel Choices Strategy 2024-2054

Consultation draft

September 2023

Taranaki Regional Council

Contents

| | |
|---|----|
| Contents | 1 |
| List of tables | 2 |
| List of figures | 3 |
| Executive Summary | 4 |
| 1. Introduction | 5 |
| Purpose | 5 |
| Structure | 5 |
| Background | 6 |
| Active, public and shared transport | 6 |
| Private car travel | 7 |
| Mode shift | 8 |
| Benefits of Better Travel Choices | 8 |
| Issues of importance to tangata whenua | 9 |
| 2. The Taranaki region | 10 |
| People and place | 10 |
| Economy | 10 |
| Land form | 10 |
| Regional land transport system | 11 |
| Travel trends in Taranaki | 13 |
| Legislation, policy, and planning context | 14 |
| 3. The case and drivers for change | 15 |
| Making mode shift happen | 15 |
| Barriers to change | 16 |
| Strengths, Weaknesses, Opportunities, Threats | 20 |
| 4. Vision for Better Travel Choices | 21 |
| 5. Strategic objectives | 22 |
| 6. Developing the ambition: Strategic interventions | 24 |
| Strategic Intervention 1: Shaping urban form | 26 |
| Priority 1a. Designing for Public Transport and Active Travel | 27 |
| Priority 1b. Location and design of new development areas | 31 |
| Priority 1c. Low Traffic Neighbourhoods | 35 |
| Strategic Intervention 2: Providing alternatives to private car travel | 37 |
| Priority 2a. Regional active and public transport network | 37 |
| Priority 2b. Improved public and shared transport services | 42 |
| Priority 2c. Improved public transport infrastructure | 43 |
| Strategic Intervention 3: Travel Demand Management | 44 |
| Priority 3a. Travel planning | 46 |
| Priority 3b. Information, marketing and publicity | 47 |
| 7. Performance monitoring and targets | 49 |
| Developing the evidence base for mode shift, active travel and public transport | 49 |
| Key performance indicators | 50 |
| Targets | 51 |
| Headline target: Reduce the number of car journeys in Taranaki by 25% by 2035 | 51 |
| Active modes specific targets: | 51 |
| Public transport specific targets: | 52 |
| Appendix 1: Introduction to Taranaki | 54 |
| People | 54 |
| Place | 55 |
| Economy | 56 |
| Appendix 2: Legislation, policy, and planning context | 60 |
| International | 60 |
| Inter Government Panel on Climate Change | 60 |
| National | 61 |
| Local Government Act 2002 | 61 |
| Land Transport Management Act 2003 | 61 |
| Government Policy Statement on Land Transport | 62 |

| | |
|--|----|
| Climate Change Response (Zero Carbon) Amendment Act 2019 | 63 |
| National Emissions Reduction Plan..... | 64 |
| Decarbonising Transport Action Plan | 64 |
| Arataki..... | 66 |
| Regional | 67 |
| Regional Land Transport Plan..... | 67 |
| Local..... | 68 |
| Taranaki Regional Council Long-Term Plan..... | 68 |
| Taranaki's Community Wellbeing Outcomes | 68 |
| Appendix 3: Mode shift potential..... | 69 |
| Travel choice of the car..... | 69 |
| Push factors | 70 |
| Pull factors | 71 |
| Reducing the number of car journeys..... | 71 |
| Priorities for change..... | 72 |
| Public transport..... | 72 |
| Active travel..... | 74 |
| Safety..... | 75 |
| Appendix 4: Supporting strategy objectives, targets and actions..... | 76 |
| New Plymouth City Centre Strategy..... | 76 |
| Stratford District Council <i>Connecting Our Communities</i> Strategy..... | 76 |
| Possible Community Transport framework for Taranaki | 78 |
| Mobility hubs..... | 78 |
| Appendix 5: Overview summary of guiding framework..... | 81 |
| Appendix 6: Active mode networks in development by Territorial Authorities and others..... | 85 |
| South Taranaki District Council..... | 86 |
| Hawera Town Centre Strategy | 87 |
| Eltham MasterPlan..... | 88 |
| Manaia Masterplan..... | 89 |
| Opunake Masterplan..... | 90 |
| Patea Masterplan..... | 91 |
| Waverley Masterplan | 92 |
| Stratford District Council..... | 93 |
| New Plymouth District Council | 96 |
| New Plymouth bike rack map..... | 97 |
| New Plymouth Cycle Network..... | 98 |
| Taranaki Trails Trust..... | 99 |

List of tables

| | |
|---|----|
| Table 1: Better Travel Choices strategic objectives with beneficial outcomes sought..... | 23 |
| Table 2: Summary of strategic interventions proposed in the Better Travel Choices Strategy | 24 |
| Table 3: Potential opportunities and actions – Designing for public and active travel | 31 |
| Table 4: Potential opportunities and actions – Location and design of new development areas | 34 |
| Table 5: Potential Opportunities and actions – Designing for public and active travel | 36 |
| Table 6: Potential opportunities and actions – Regional Active and Public Transport Network..... | 41 |
| Table 7: Potential opportunities and actions – Improved public transport and shared services..... | 42 |
| Table 8: Potential opportunities and actions – Improved public transport infrastructure..... | 44 |
| Table 9: Potential opportunities and actions – Travel planning | 47 |
| Table 10: Potential opportunities and actions – Marketing and publicity | 48 |
| Table 11: Potential Key Performance Indicators for Better Travel Choices | 50 |
| Table 12: <i>Summary of Taranaki economic performance</i> | 56 |
| Table 13: <i>Contribution to GPS Strategic Priorities</i> | 63 |
| Table 14: <i>Decarbonising Transport Action Plan success factors</i> | 65 |
| Table 15: <i>RLTP 2021-27 Problems, Benefits and KPIs</i> | 67 |
| Table 16: <i>Households with access to motor vehicles in Taranaki</i> | 69 |
| Table 17: <i>Problems accessed by New Plymouth Integrated Transport Strategy</i> | 70 |

| | |
|--|--------------------|
| Table 18: New Plymouth Accessible City Centre Strategy objectives and targets..... | 76 |
| Table 19: Stratford District Connecting Our Communities Strategy | 76 |
| Table 20: New Plymouth Parking Strategy principles and goals | 77 |
| Table 21: Potential actions and investigations of multi-modal transport hubs | 79 |

List of figures

| | |
|---|--------------------|
| Figure 1: Structure of Better Travel Choices for Taranaki | 5 |
| Figure 2: Active, public and shared transport..... | 6 |
| Figure 3: Transport User Hierarchy..... | 7 |
| Figure 4: Household Car Access in Taranaki..... | 7 |
| Figure 5: Reducing vehicle kilometres travelled through Avoid, Shift, Improve | 8 |
| Figure 6: Taranaki land form | 11 |
| Figure 7: Overview of land transport system in Taranaki..... | 12 |
| Figure 8: Taranaki travel trends..... | 13 |
| Figure 9: Policy alignment of Better Travel Choices | 14 |
| Figure 10: Public consultation summary results | 15 |
| Figure 11: Active Traveller Injuries 2013 to 2022..... | 16 |
| Figure 12: New Plymouth Existing and Proposed Active Travel Routes | 17 |
| Figure 13: New Plymouth urban bus routes | 19 |
| Figure 14: Strengths, weaknesses, opportunities and threats | 20 |
| Figure 15: Better Travel Choices strategic objectives | 22 |
| Figure 16: Better Travel Choices planning principles..... | 24 |
| Figure 17: Key priorities for shaping urban form | 26 |
| Figure 18: Road movement and place diagram | 27 |
| Figure 19: Future urban development in New Plymouth | 33 |
| Figure 20: Streets for People Project, Drews Avenue, Whanganui | 35 |
| Figure 21: Key priorities for providing alternatives to car travel | 37 |
| Figure 22: Potential Connecting Our Place initiatives | 38 |
| Figure 23: New Plymouth Network Operating Framework (NOF) | 39 |
| Figure 24: Nine Key Projects from the Taranaki Tracks and Trails Strategy | 40 |
| Figure 25: Key priorities for travel demand management | 45 |
| Figure 26: Taranaki population by age and sex | 55 |
| Figure 27: Wellbeing Radar..... | 58 |
| Figure 28: Taranaki 2050 Roadmap vision for Transport | 59 |
| Figure 29: Why people don't use the bus | 71 |
| Figure 30: Ranking of ten transport improvements | 72 |
| Figure 31: Ranking of public transport improvements | 73 |
| Figure 32: Likelihood of using the bus..... | 73 |
| Figure 33: Desire for active travel | 74 |
| Figure 34: Priorities for active travel improvements | 74 |
| Figure 35: Concern around road safety in Taranaki..... | 75 |
| Figure 36: Trade-offs between car journey times and safety..... | 75 |
| Figure 37: Key features of multi-modal mobility hubs | 78 |

Executive Summary

Better Travel Choices 2024 – 2054 is a shared and active transport strategy that is Taranaki region's long-term response to the requirements of international, national, regional, and local direction related to climate change and emissions reduction.

Better Travel Choices considers current transport **challenges** before identifying a range of potential **strategic interventions** - intended to achieve mode shift from single occupancy private car to active travel modes, public transport, and shared mobility over short term (three years), medium term (three to ten years), and long term (ten to 30 years).

[to be completed following finalisation]

1. Introduction

Purpose

Better Travel Choices 2024-2054 is a shared and active transport strategy that is Taranaki region's long-term response to the requirements of international, national, regional, and local direction related to climate change and emissions reduction. The aim is to encourage more people to choose public transport and active travel for a wider range of journeys, thereby reducing demand for single-occupancy private cars.

The practical purpose of Better Travel Choices is to:

- Provide a Taranaki-wide perspective of the transport challenges and opportunities;
- Facilitate alignment of policies and strategies across the Regional and Territorial Authorities, other public sector organisations, and Waka Kotahi NZ Transport Agency;
- Identify and address cross-boundary issues and solutions;
- Clarify roles, activities, and priorities for investment; and
- Support funding bids for projects.

Structure

Better Travel Choices considers current transport **challenges** before identifying a range of potential **strategic interventions** - intended to achieve mode shift from single occupancy private car to active travel modes, public transport, and shared mobility over short term (three years), medium term (three to ten years), and long term (ten to 30 years). Better Travel Choices is structured as shown in Figure 1. The Regional Public Transport Plan (RPTP) is a legislative document (under Part 5 of the Land Transport Management Act 2003¹) and required to be published separately.



Figure 1: Structure of Better Travel Choices for Taranaki

¹ [Land Transport Management Act 2003](#)

The target audience for Better Travel Choices includes individuals and communities who are concerned about transport and accessibility challenges in their area; and would like to see positive change. Better Travel Choices also makes a strong case to government to invest in projects that will deliver a step change in safe, sustainable, and prosperous communities.

Background

The dominant form of transport for moving people across Taranaki is the private car. At the 2018 census 70.3% of journeys to work were undertaken in a private or company vehicle; 6.3% by walking or cycling; and less than 1% by public bus. At 17.4% of the census population, nearly three times as many people worked from home as used shared and active travel modes to a place of employment.

This matters because motor vehicles make a significant contribution to Greenhouse Gas (GHG) emissions such as Carbon Dioxide (CO₂), which are driving climate change. There are also issues of traffic congestion and road safety, both of which impose significant costs on society and the economy.



Whilst there are challenges serving a smaller region with non-car modes, much more could and should be done to improve the situation in Taranaki. Younger people in particular are part of a generation which has a huge stake in reducing Greenhouse Gas emissions, as they must live with the consequences of historic levels of fossil fuel usage by transport. Better Travel Choices has engaged with a number of young people who have told us that they want a safer and more environmentally sustainable transport system for their future.

Active, public and shared transport

The Better Travel Choices strategy aims to promote greater use of active, public, and shared transport:

Figure 2: Active, public and shared transport



Better Travel Choices proposes adoption of **transport user hierarchy** (Figure 3), which plans for the needs of active travel before motorised transport. People who use active travel modes have both the lowest impact on the environment, and also on other road users as they only occupy a tiny fraction of the space required to move a private car. Everyone who is able to leave their place of residence is an active travel user at some point.

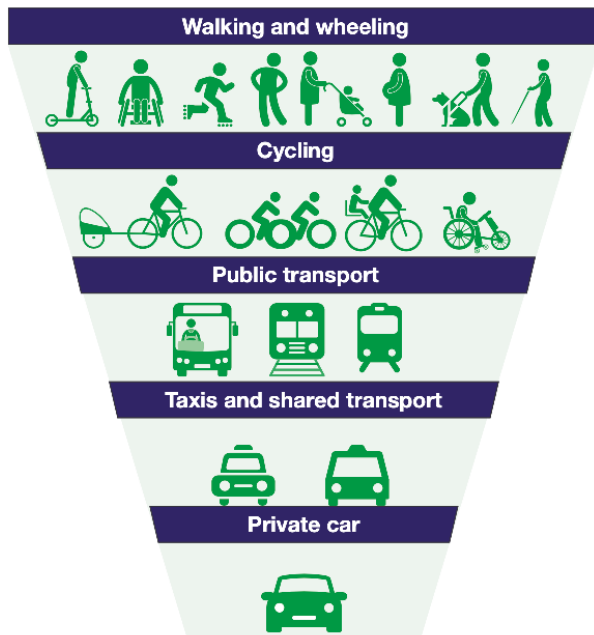


Figure 3: Transport User Hierarchy

Source: Transport Scotland

Private car travel

For many years, the ability to own and drive a car has been seen as the ultimate freedom. As disposable incomes have risen, and production prices fallen, owning a car has become an automatic choice for most ordinary people. At 2018 census, there were 0.81 light vehicles per head of population in Taranaki, up from 0.66 just 20 years ago. Over half of households now have two or more cars:

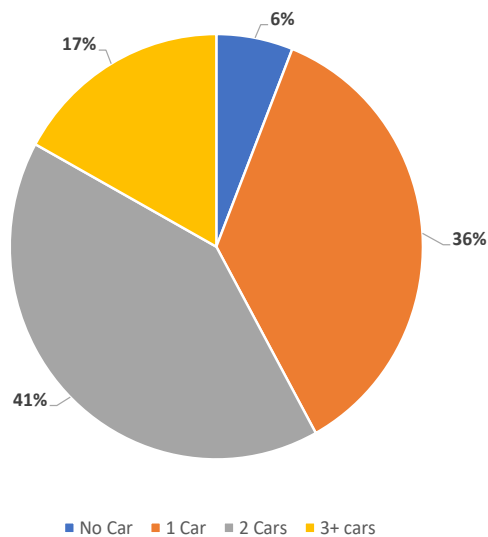


Figure 4: Household Car Access in Taranaki

Source: Ministry of Transport

Demand for motor vehicle traffic, measured by **Vehicle Kilometres Travelled (VKT)**, includes cars, vans, trucks, and buses. There are three complementary ways in which reducing VKT can be tackled, as shown in Figure 5. Better Travel Choices focusses on the second of these – **mode shift**.

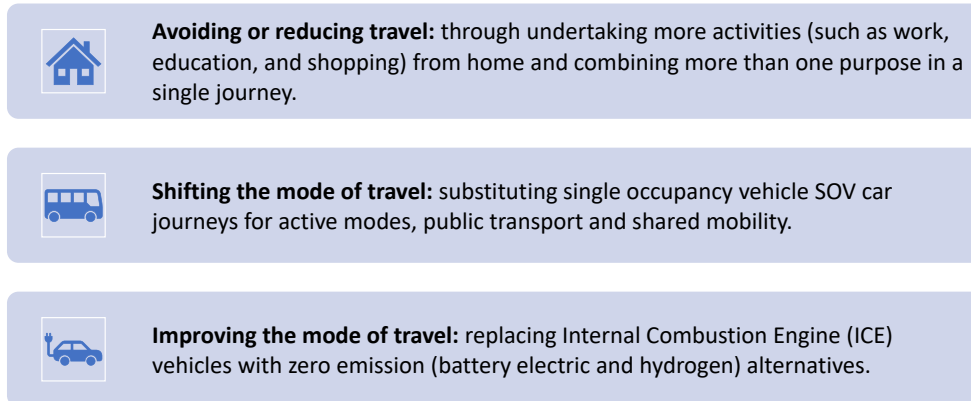


Figure 5: Reducing vehicle kilometres travelled through Avoid, Shift, Improve

Mode shift

Mode shift aims to increase the total percentage of personal travel by active modes, public transport, and shared mobility, at the expense of the car as a single occupancy vehicle (SOV). The act of choosing a different mode of transport from the normal one can be anything from occasional through to a regular / permanent change. Mode shift is a different way of thinking about:

- The way people travel;
- How people feel about their travel choice; and
- How they travel.

Mode shift pushes people towards more sustainable transport which will benefit everyone; encourages a change in travel behaviour and habits, and is based on partnership between governments and communities to create equitable and convenient travel access for all.

Benefits of Better Travel Choices

The benefits of mode shift are numerous and include:

- Roads are expensive to construct, and slow to both plan and build.
- As traffic volumes increase it becomes less practical and more expensive to add capacity, resulting in travel delays with economic, environmental, and social cost to individuals and society.
- Walking, cycling and public transport trips are inherently more efficient travel modes as they take up less space on roads and increase the movement of people without increasing the number of vehicles, as well as extending the life and reducing the maintenance cost of existing infrastructure.
- Road transport is responsible for 24% of Aotearoa New Zealand's net CO₂ emissions and its reduction is a priority for the country to meet its climate change obligations under the Paris Agreement.



- Emissions of both Greenhouse Gases (GHGs) and harmful local pollutants are much lower from walking, cycling and public transport, especially if these modes replace single-occupancy vehicle (SOV) journeys.
- Connecting people to the opportunities and services they require will help them to realise their potential.
- The economy of Taranaki is dependent on a thriving labour market where people can move and access jobs across the region.
- Many people with poor connectivity are denied choice, with implications for health and wellbeing, and contributing to social isolation.
- Economically successful places are those which prioritise access by shared and active modes of travel.
- Walking, cycling and public transport offer an easy way to add physical activity into everyday life, reducing sedentary lifestyles and increasing levels of obesity and related chronic disease. Increasing traffic volumes generally result in increased crashes and injuries.
- By limiting the growth in traffic volumes through mode shift, users of the network are exposed to less risk. Modes such as the bus are a significantly safer mode of motorised traffic compared to the private car.



Issues of importance to tangata whenua

There are many places, sites, areas or features throughout Taranaki that are of significance to tangata whenua. These may include urupā (burial sites), historic pa and kainga sites, battlegrounds, rivers, and lakes, tauranga waka (canoe landing sites), mahinga kai (food gathering areas) and other wāhi tapu or archaeological sites. These areas, landscapes or features may be of traditional, cultural, and spiritual significance to tangata whenua.

Traditional walking trails also exist throughout the region. Statutory acknowledgements have been developed by some iwi and formally recorded as part of Treaty settlement legislation. These statutory acknowledgements are statements made by the iwi of the particular cultural, spiritual, historical, and traditional association of the iwi with a statutory area.

Tangata whenua have responsibilities for the exercise of kaitiakitanga over the environment and other taonga within the rohe. Kaitiakitanga includes elements of guardianship, custodial protection, and advocacy. These matters must be recognised and provided for in the planning and development of walkways and cycleways. Many policies included within Better Travel Choices will require consultation and working directly with tangata whenua where proposals affect existing sites and / or the interests or concerns of tangata whenua, local iwi, and hapū.

2. The Taranaki region

A full introduction to the Taranaki Region is included in Appendix 1, summarised as follows:

People and place

- The main urban centre is New Plymouth, supported by a number of smaller centres including Hāwera, Waitara, Inglewood, Stratford, Ōpunake, Ōākura, Eltham, Manaia, Pātea and Waverley.
- The 2022 population is estimated to be 126,000; projected to grow to around 138,000 by 2048 (mostly in urban New Plymouth).
- Higher proportions of elderly and youth than the national average. By 2048, it is expected that those aged over 65 will make up 27% of the New Plymouth district population – higher than the national average of 23%.
- At the 2018 Census 19.8% of the region's population was Māori (up from 16.5% in 2013). Most Māori live in New Plymouth, comprising 18% of the district's population. Iwi and hapū of the Taranaki region are Ngāti Maniapoto, Ngāa Rauru Kītahi, Ngāruahine, Ngāti Maru (Te Iwi o Maruwharanui), Ngāti Mutunga, Ngāti Ruanui, Ngāti Tama, Taranaki Iwi, and Te Atiawa.
- In June 2020, Taranaki's unemployment rate was at 4.3% with only small variations from one district to another (compared to 4% nationally).
- Households without access to a motor vehicle is highest in New Plymouth district (7.2% of households) and lowest in Stratford district (6.6% of households).

Economy

- Taranaki has the second highest level of economic productivity in Aotearoa New Zealand, making a 2.9% contribution to the country's GDP – impressive given its relatively small population. The region's economic performance is underpinned by two high-earning, export-oriented sectors: dairy farming and processing and oil and gas.
- Port Taranaki plays an important role in the distribution network, and it is of strategic importance to the importing and exporting activities for the oil and gas industry and the servicing of this industry.

Land form

Figure 6 summarises the landforms of Taranaki, which strongly influences provision of transport infrastructure and services, as a result of where people live and practical connections available.

The land transport system is a place where people live, work, socialise, shop and play. Taranaki's villages, townships and city are shaped by land transport, and rely on it to function and grow. Natural assets – such as parks, gardens, streams, rivers, wetlands, forests, estuaries, and oceans – are located near to the land transport system, and there can be significant and increasing negative impacts from some assets and motor vehicle use, on places where people, flora, and fauna live.

Mode shift to shared and active modes of travel is therefore important to ensure that Taranaki's places grow sustainably, without the dominance of private car travel.

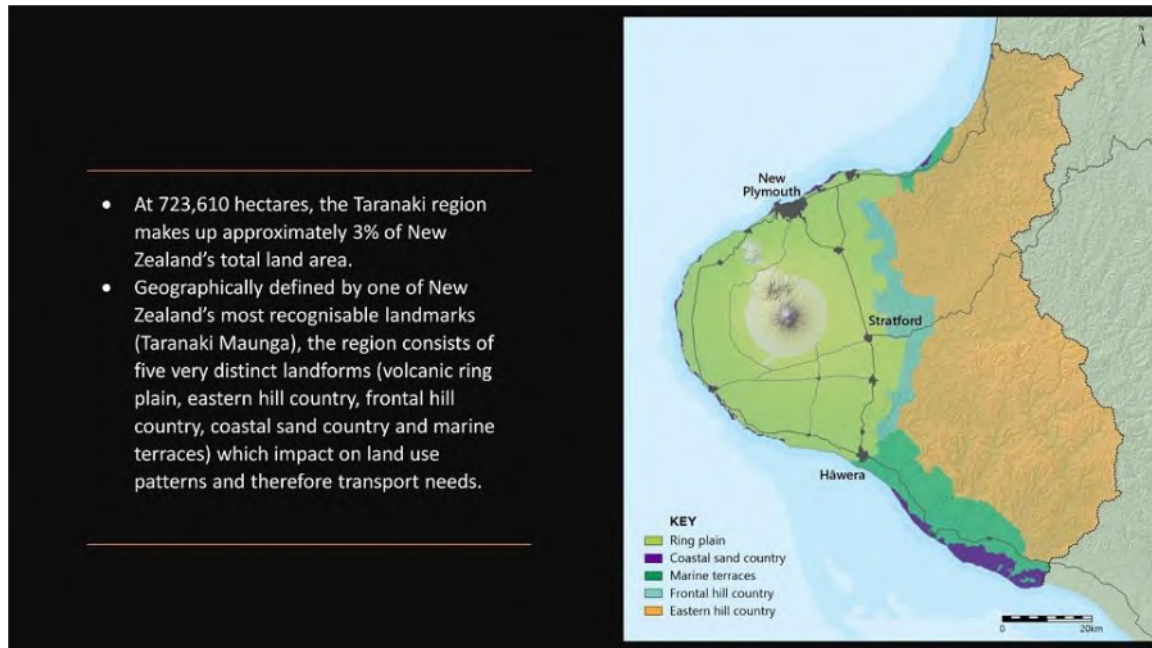


Figure 6: Taranaki land form

Regional land transport system

Taranaki relies on road and rail connections to the rest of the North Island for the movement of people, freight, and visitors.

- State Highway 3 provides the main northern connection linking Taranaki to Waikato and Upper North Island and the southern connection between New Plymouth, Whanganui and Lower North Island. The route particularly critical to the dairy industry as it connects the production centre in Hāwera to distribution centres in Palmerston North.
- The parallel New Plymouth – Whanganui – Marton railway line carries a relatively small amount of container freight from the port.
- State Highway 3A between Waitara and Inglewood provides an eastern bypass of New Plymouth, linking Stratford and the central corridor with the route to the north.
- State Highway 43 – the Forgotten World Highway – is a key tourist route and link to the Central North Island.
- State Highway 44 is a very short link to Port Taranaki from State Highway 3 in the centre of New Plymouth.
- State Highway 45 – the Surf Highway - provides an alternative route to State Highway 3, around the coast from Hāwera to New Plymouth.

Local roads provide connections between State Highways and local communities, factories, businesses, tourist attractions and farms. They also provide the vast majority of streets where people live. Links to, and around, Taranaki Maunga and other culturally significant sites are particularly important to local people.

Active, public, and shared transport routes rely on roads as much as private motor vehicles. There are also a growing number of walkway and cycle routes in the main urban areas, and provide by Department of Conservation (DOC).

Figure 7 over page provides an overview of the land transport network in Taranaki.



Figure 7: Overview of land transport system in Taranaki

Source: Taranaki Regional Land Transport Plan 2021

Travel trends in Taranaki

Figure 8 summarises the key travel trends, and show that travel is heavily dominated by private car.

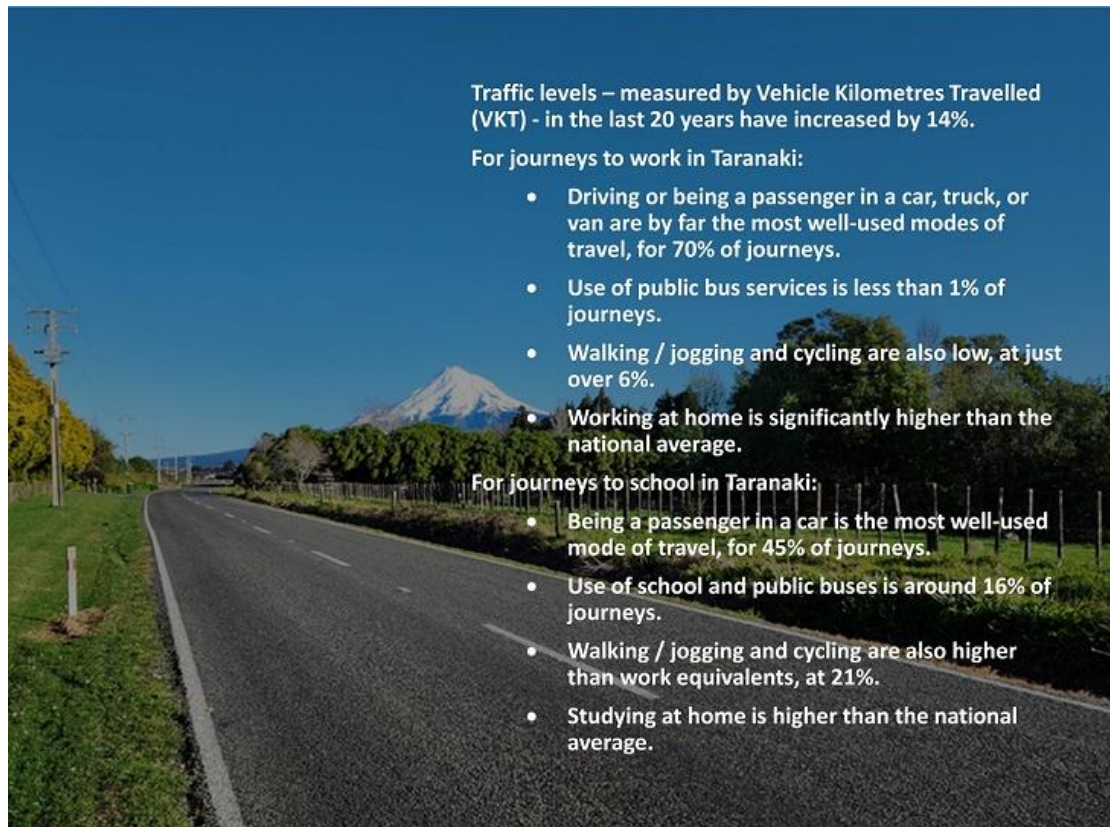


Figure 8: Taranaki travel trends

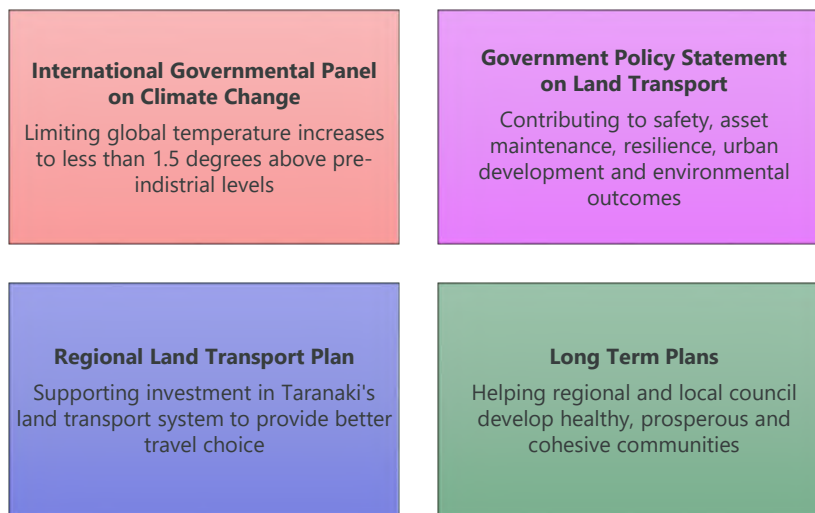
Legislation, policy, and planning context

Better Travel Choices aligns with, and contributes to, a number of policies, as shown in Figure 9. A full description of the legislative and planning context is included in Appendix 3.

Waka Kotahi provides a 30-year view of the land transport system through *Arataki*², and highlights a number of directions which Better Travel Choices strongly supports:

- Begin to reduce vehicle kilometres travelled (VKT), focussing on New Plymouth.
- Enable and support the region's transition to a low-carbon economy.
- Improve access to social and economic opportunities, especially by public transport, walking, and cycling.
- Significantly reduce the harm caused by the region's transport system, especially through improved road safety and reduced pollutants dangerous to people's health.
- Actively support, enable, and encourage growth and development in areas that already have good travel choices and shorter average trip lengths.
- Rapidly accelerate the delivery of walking and cycling networks, predominantly through reshaping existing streets, to make these options safe and attractive.
- Explore the potential for new and emerging technologies, such as on-demand services, to improve access to social and economic opportunities.

Figure 9: Policy alignment of Better Travel Choices



² [Arataki - Taranaki](#)

3. The case and drivers for change

The benefits of private car travel are being eroded by the sheer volume of demand, and climate change is a highly undesirable consequence that needs to be addressed.

The benefits of private car travel are being eroded by the sheer volume of demand, and climate change is a highly undesirable consequence that needs to be addressed.

Better Travel Choices is based on identifying:

- The case for change: why mode shift is beneficial to individuals, communities, and the region as a whole.
- Drivers for change: compelling reasons for how mode shift can happen.

Making mode shift happen

If mode shift is to become a reality, it is important to understand:

- Why people currently choose to travel by car;
- "Push" and "pull factors" for shared and active travel, which explain why people are put off and what might make them change; and
- Types of journeys which may be most amenable to mode shift.

In March and April 2023, Taranaki Regional Council and the three Territorial Authorities asked communities about:

- Road safety and speed management.
- Cycling, walking and active travel.
- Public transport (including buses and rail).
- The long-term vision for transport in Taranaki.

A total of 1,805 responses were received. The results demonstrated that people both want to change their mode of travel and have a firm view about what needs to happen:

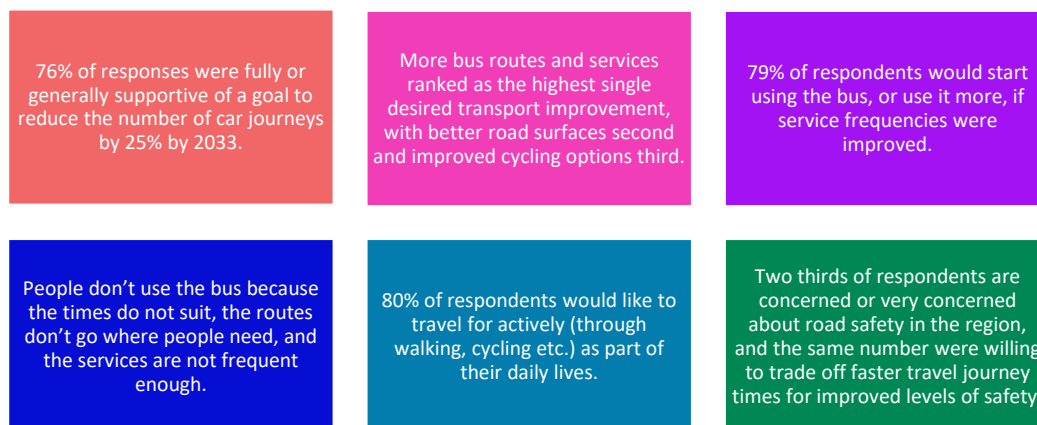


Figure 10: Public consultation summary results

The community feedback demonstrates that there is an appetite for change, but there are a number of barriers.

Barriers to change

Barrier 1: Concerns about safety result in people not using active travel modes as much as they would like to

Walking, wheeling, or cycling amongst or across large volumes of traffic in urban areas and when vehicles are travelling at higher speeds in rural areas can feel dangerous to vulnerable road users. Across the region a total of 428 active mode crashes were recorded between 2013 and 2022, including 13 fatal and 100 resulting in serious injury. Providing safe facilities and working to improve knowledge of the needs of vulnerable road users are key to encouraging people to walk, wheel or cycle.

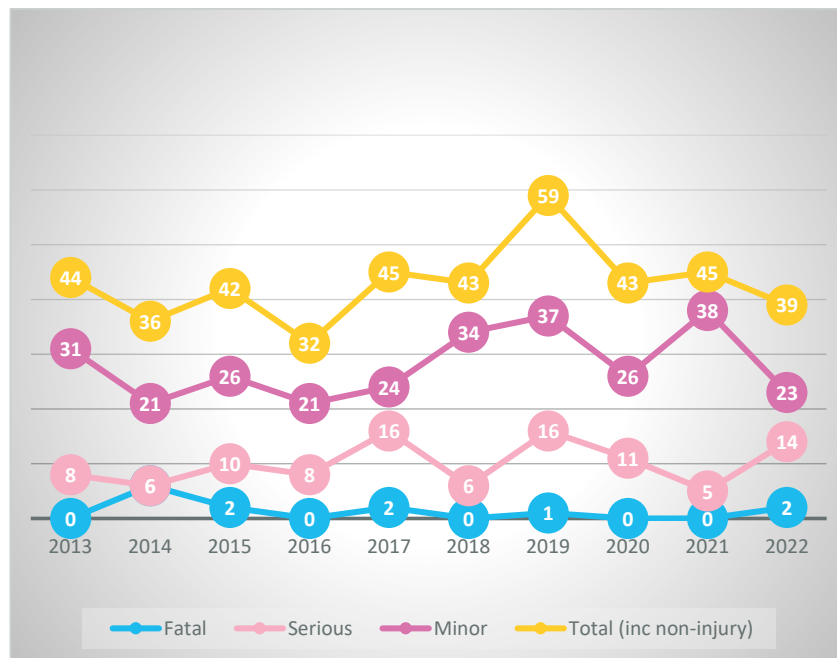


Figure 11: Active Traveller Injuries 2013 to 2022

Source: Waka Kotahi Crash Analysis System

Barrier 2: Existing networks are not connected or integrated, reflecting a built environment that is predominantly car-based, resulting in low mode share for active modes

While cycle networks across the region have been identified, and in some cases partially completed since the development of the 2007 Regional Walking and Cycling Strategy, multiple gaps remain which hinder safe access and act as a disincentive for someone keen to try a different mode.

A safe and convenient active travel network is only as good as its weakest links, intersections and bus stops – routes and locations which are a deterrent to mode shift have been identified. An example for New Plymouth is shown below: proposed but not yet constructed routes are shown in red and cyan. Proposed pathways are shown in purple.

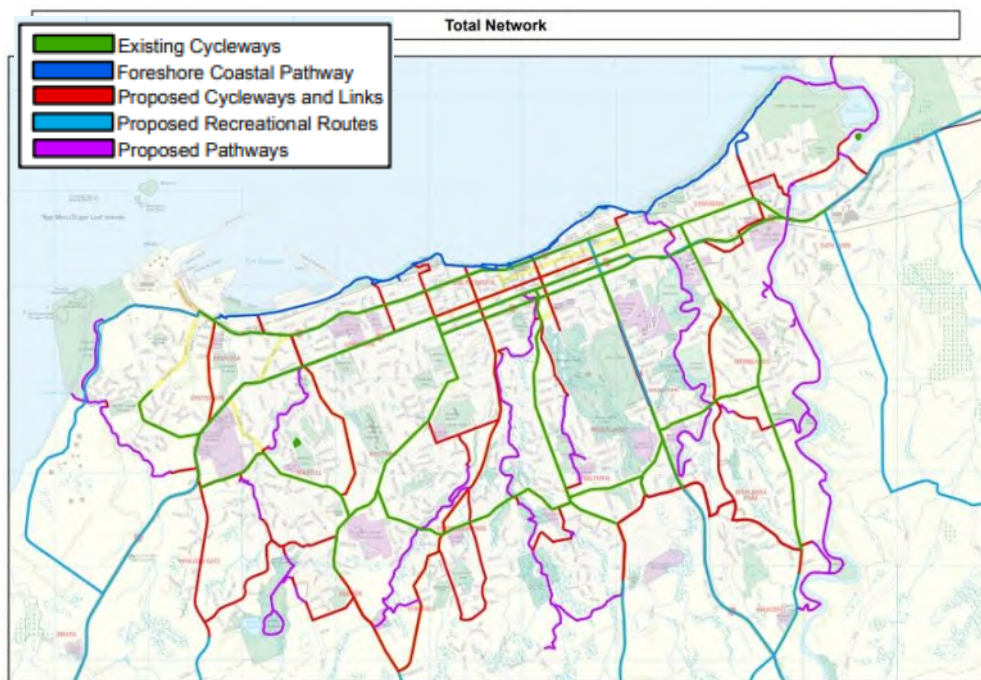


Figure 12: New Plymouth Existing and Proposed Active Travel Routes

Source: New Plymouth District Council

In smaller townships and rural areas, individual walkways and cycle trails which have the potential to be connected up in a regional active travel network, to serve both utility and leisure travel. However, at present the network gaps are often the result of a lack of alternative routes to high traffic volume State Highways.

Walking and cycling routes are not fully joined up into safe and convenient networks, and there are many locations which present a barrier to travel because of concerns over safety. Even with cycle networks partially completed, community engagement indicates that facilities to support active modes (particularly crossing points and segregated infrastructure) are infrequent, often disconnected and not always safe to use. As a result, the perception of poor safety for vulnerable road users is increased, and this results in low mode share.

Active travel is part of every trip. Even those not undertaking a full journey via active modes need to connect to cars, buses, trucks, and vans as either the driver or a passenger: “first and last mile” connectivity is critical.



In New Plymouth, access to bus stops for pedestrians and disabled people is mixed. There are locations where it is difficult and potentially dangerous to access a bus stop because there is no safe crossing point.

In most smaller Taranaki towns, central bus stops are hidden away in back streets whilst people can park right outside shops on the central thoroughfare. This increases the distance bus passengers need to walk, which is a particular challenge for disabled people. There are very few other bus stops along State Highway 3, which results in very poor access from adjacent residential areas.

Barrier 3: Scale of access and mobility need is not reflected within the built environment, which is designed around the needs of motor vehicles

The 2017 Taranaki Disability Strategy³ indicates that 30% of Taranaki people were limited in their daily lives by a long-term impairment. The 2021 New Plymouth Accessibility Strategy⁴ describes 28% of people as living with a disability. Goal 1 of the strategy is to ensure that council services, facilities and assets are accessible to people with a range of abilities.

Outcome 5 of the Aotearoa New Zealand Disability Strategy⁵ identifies a future where those who are disabled are able to get from one place to another safely and easily, can access all buildings, spaces, and facilities with dignity, and feel safe taking public transport. Action 10 identifies a priority to increase accessibility for disabled people of the built environment and transport services with tasks allocated to Waka Kotahi and the Ministry of Transport in the Disability Action Plan 2019-2023⁶.

Increasing the number of people using active modes includes ensuring that all built assets (streets, centres, open spaces, and buildings) are accessible. Improving accessibility across Taranaki is particularly important for those who are disabled as without this they can be easily excluded from key destinations and unable to access employment, education, services, and leisure opportunities.



Barrier 4: The public transport system in Taranaki provides a basic service for people who have no choice, but is not an attractive mode for people who have access to a car

The New Plymouth Citylink urban network runs Monday to Friday from 7am until 6pm.

There is a very limited Saturday service, and nothing on Sundays / Public Holidays. In March 2023, the busiest month of the year, the average number of people per bus journey varied between six and 16 per route, with an average of 10 for the network as a whole. This means that, with a capacity of around 50 passengers, 80% of seats or standing spaces remain unoccupied. In contrast, many school bus services are at capacity, and average occupancy across the network was 37 passengers per journey in March 2023.



The New Plymouth urban network aims to provide basic coverage, so that most people are within 400 metres walk of a bus stop. This is achieved by long one-way routes which are not direct and generally slower compared to driving – meaning that a passenger's nearest stop sometimes takes them in the opposite direction to where they want to go. Service frequencies are low, anywhere between 35 and 80 minutes between buses depending on route and time of day. This can result in long gaps in the service and therefore waiting times for passengers.

³ [Taranaki Disability Strategy 2017 \(website-files.com\)](https://www.taranaki.govt.nz/files/2017/07/Taranaki-Disability-Strategy-2017.pdf)

⁴ [ECM 8608924_v6 Accessibility Strategy 2021 Summary \(Word Version\) \(npdc.govt.nz\)](https://www.npdc.govt.nz/Assets/2021/2021-03-24-Accessability-Strategy-2021-Summary-Word-Version.pdf)

⁵ [Aotearoa New Zealand Disability Strategy - Office for Disability Issues \(odi.govt.nz\)](https://www.od.govt.nz/disability/disability-strategy)

⁶ [ODI-Disability-Action-Plan-2019-9-WEB-SINGLES.pdf](https://www.od.govt.nz/disability/disability-action-plan-2019-2023)

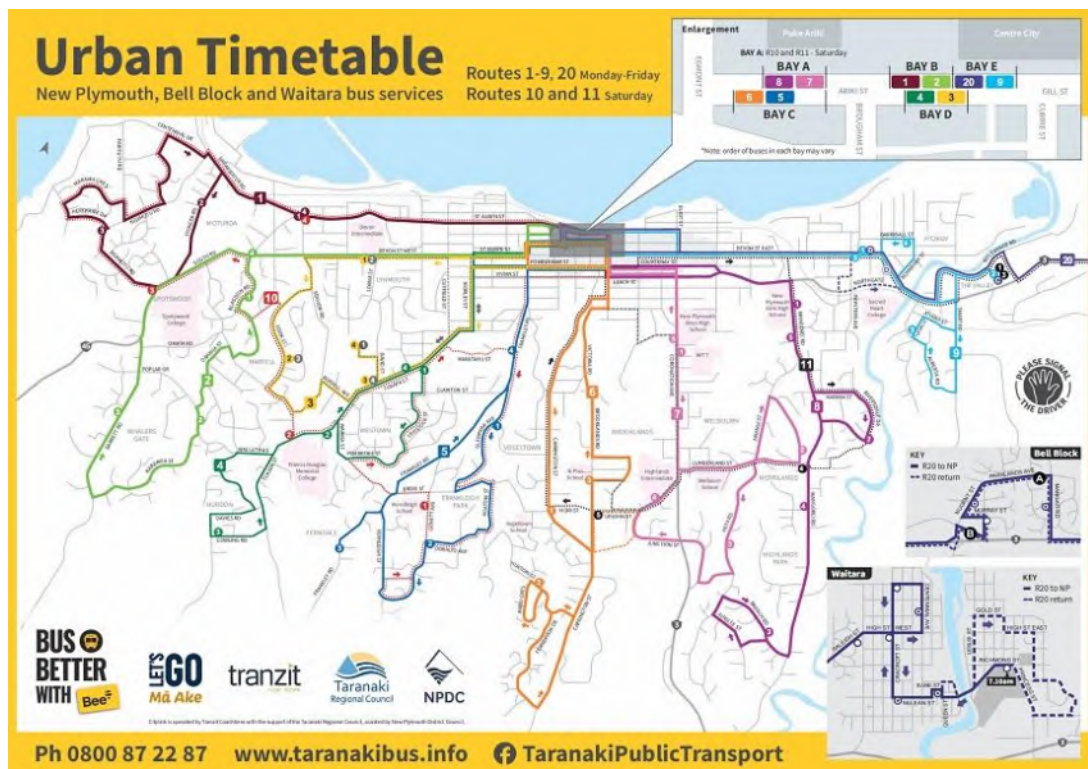


Figure 13: New Plymouth urban bus routes

Connector is the region's main inter-town service, running from Ōpunake / Hāwera to New Plymouth along State Highway 3. There are four Hāwera – New Plymouth return journeys per weekday (one extended to Ōpunake), supplemented by two Your Connector buses, which are primarily for students. In March 2023, Connector had an average of 17 passengers per journey; for Your Connector the figure was 50 (effectively at capacity, with additional vehicles sometimes required). Connector has the merit of being direct along State Highway 3 and relatively fast, with only a small number of intermediate stops in the centres of Egmont Village, Inglewood, Midhirst, Stratford, Eltham and Normanby. However service frequency and relatively early finish times (last bus is 3.25pm from Hāwera and 4.45pm from New Plymouth) limit the attractiveness of Connector for commuting journeys.

Southlink is a network of four very infrequent routes serving South Taranaki communities along State Highway 45. Operating for a single return journey on just one or two days per week, the services are for people who have no other option, and would not provide any viable alternative to a private car.

Compared with the convenience of a private car, current bus services just cannot compete. However, the Future of Transport survey shows strong support for, and desire to use, bus services which offer greater time coverage (across the day and week) and higher frequency.



Strengths, Weaknesses, Opportunities, Threats

Based on the public consultation, discussions at three stakeholder workshops, and investigation of existing available data, a strengths, weaknesses, opportunities, and threat (SWOT) assessment has been undertaken.



Figure 14: Strengths, weaknesses, opportunities and threats

This SWOT assessment has been used to:

- Guide development of a vision for Better Travel Choices;
- Inform a set of strategic objectives and outcomes;
- Identify gaps in our knowledge where further data collection and evidence is needed; and
- Focus on the key requirement of mode shift – based on shaping urban form, providing alternatives to car travel and travel demand management.

4. Vision for Better Travel Choices

A compelling vision is a succinct statement of what success looks like when it is achieved. The 30-year vision for Better Travel choices is:

Overall vision

**Increasing wellbeing and environmental sustainability of Taranaki communities
by enabling people to safely and conveniently travel
by public transport and active travel.**

There are five elements to the vision, which were developed through a series of stakeholder workshops in mid-2023:

VS1 – Every member of society, irrespective of their personal circumstances and level of mobility, will be able to safely travel to meet their needs and wants.

VS2 – Our local streets will be spaces and places that are safe, shaded, and sustainable hubs of social and community activity; where people from all walks of life and cultures can connect to share experiences face to face.

VS3 – Low-traffic school streets will enable our children to experience arrival and departure in an environment that welcomes their participation in both education and play.

VS4 – An accessible, integrated and customer-focussed public transport system that enhances our wellbeing and environment, and becomes the preferred mode of transport within and between urban areas.

VS5 – A regional active and shared travel network, bound together by integrated multi-modal and service hubs, will enable local people and visitors to travel across the region confidently and sustainably for work, education, shopping, and leisure.

A key aim of Better Travel Choices is that active modes, public transport, and shared mobility become everyone's default travel option where possible. An environmentally sustainable and socially inclusive active and shared transport system will link Taranaki's places so that no one will experience the isolation of not being able to access services, jobs, social interaction, and leisure opportunities. The right of travel choice will be extended to everyone, not just people who own a motor vehicle.

5. Strategic objectives

Objectives describe the beneficial outcomes for people that Better Travel Choices aims to deliver.

Figure 15: Better Travel Choices strategic objectives



For each of these strategic objectives, Better Travel Choices aims to deliver a set of beneficial outcomes, which are outlined in Table 1.

Table 1: Better Travel Choices strategic objectives with beneficial outcomes sought

| Area | Strategic objectives | Outcomes sought |
|-------------------------|--|---|
| Public transport | PT1 – Improve public transport accessibility and equity | Provide safe and accessible public transport services and infrastructure that supports an efficient and connected transport network, and multi-modal travel. |
| | PT2 – Improve customer experience of the public transport system | Provide high quality information and branding that enables passengers to easily understand and navigate services |
| | PT3 – Improve environmental and economic performance | Contribute to reductions in carbon emissions from transport, improved air quality and reduced traffic congestion through mode shift public transport and decarbonising the bus fleet. |
| | PT4 – Deliver affordable and value for money services | Provide a fares and ticketing system that is simple, affordable and attracts and retains customers while balancing user contribution with public funding. |
| | PT5 – Manage service improvements optimally | Undertake an approach to planning, procurement and monitoring of services that supports the efficient and effective delivery of services while providing good value for money. |
| Active travel | AT1 – Improve personal safety | Reduce the scale of crash trauma for vulnerable road users. |
| | AT2 – Deliver high quality networks | Provide high quality networks that enable safe walking, wheeling and cycling within existing areas and as part of new developments. |
| | AT3 – Improve physical and mental health | Increase levels of active travel, both for utility journeys (i.e. work and school) and also leisure (in particular to reserves, beaches, wilderness areas, and Taranaki Maunga). |
| | AT4 – Support economic development through tourism | Support regional economic development through creation of a wide range of new leisure and tourism opportunities for active travel, both in terms of support to walking / cycling companies and access to cafes, shops and local businesses. |
| Mode shift | MS1 – Increase use of active, public and shared transport | Provide frequent, reliable, and punctual urban and inter-urban public transport networks that attract new customers and retain existing ones. |
| | MS2 – Reduce Greenhouse Gas emissions | Contribute to reductions in carbon emissions from car-based private transport through mode shift and increased levels of walking, wheeling and cycling regionwide. |
| | MS3 – Improve local air quality | Contribute to reductions in local air pollutants from car-based private transport through mode shift and increased levels of walking, wheeling and cycling regionwide. |
| | MS4 – Reduce car traffic and congestion | Contribute to reductions in traffic demand and congestion resulting from car-based private transport through mode shift and increased levels of walking, wheeling and cycling regionwide. |

6. Developing the ambition: Strategic interventions

Better Travel Choices identifies a **package of strategic interventions**: high-level actions that give direction to more detailed policies and investment priorities. This is aligned with the Waka Kotahi *Keeping Cities Moving* mode shift plan⁷, which proposes three types of planning principles:



- **Shaping Urban Form:** locating new development closer to places people need to get to; on active and shared travel corridors that provide genuine alternatives to the car; and designing places around the needs of active and shared travel.
- **Providing Alternatives to Private Car Travel:** meeting demand for active and public travel modes, created by an improved urban form, and enabling people to choose healthier lifestyles.
- **Travel Demand Management:** encouraging people to make changes to their travel patterns through initiatives which “nudge” their thinking and behaviour in the direction of active and shared travel.

Figure 16: Better Travel Choices planning principles

Source: Waka Kotahi, *Keeping Cities Moving*

Taranaki Regional Council (TRC) funds public transport services, with Territorial Authorities generally providing bus and active travel infrastructure. Waka Kotahi NZ Transport Agency are usually co-investors in both services and infrastructure.

Recommendations and proposed actions in Better Travel Choices are intended to be inspiring not prescriptive, and will further evolve as partnership working continues through the next Regional Land Transport Plan.

A summary of the proposed strategic interventions is provided in Table 2. These are outlined in detail on the following pages.

Table 2: Summary of strategic interventions proposed in the Better Travel Choices Strategy

| | | |
|---------------------------|---|---|
| Shaping urban form | 1a – Designing for public transport and active travel | <p>What is the intervention? Prioritisation of street space for active modes and public transport, before cars.</p> <p>What is currently being done? Transport Choices and active travel projects in New Plymouth and Stratford.</p> <p>What more can be done? Roll out of active travel projects to more locations across the region, based on city and town centre master plans.</p> |
|---------------------------|---|---|

⁷ [Keeping Cities Moving](#)

| | | |
|--|--|--|
| | 1b – Location and design of new development areas | <p>What is the intervention? Putting development in locations where it can be served by public transport and active travel, and ensuring the street design supports this.</p> <p>What is currently being done? Development areas identified by the New Plymouth District Plan, and structure planning being undertaken in Bell Block.</p> <p>What more can be done? Progression of location and design policies / practices through forthcoming Regional Spatial Strategies and Natural and Built Environment (NBE) Plans.</p> |
| | 1c – Low traffic neighbourhoods | <p>What is the intervention? Removing rat-running through traffic from local neighbourhoods, by use of traffic calming and selective road closures.</p> <p>What is currently being done? Streets for People projects across Aotearoa New Zealand.</p> <p>What more can be done? Work with communities to identify potential projects which address clear needs, and introduce pilots to test impact.</p> |
| Providing alternatives to private car travel | 2a – Regional active and public transport network | <p>What is the intervention? Development of an integrated active and public transport network, connecting key destinations across the region, including town / city centres, hospitals, leisure / tourist destinations.</p> <p>What is currently being done? Territorial Authorities and organisations such as the Open Access Commission are planning and promoting both local and longer distance active travel routes. Taranaki Regional Council is proposing to improve frequency and coverage of public transport.</p> <p>What more can be done? Various project proposals can be consolidated and expanded into a regional network, based on a series of connections between multi-modal hubs and significant destinations.</p> |
| | 2b – Improved public transport and shared services | <p>What is the intervention? Bus and community transport services which run more frequently, and for more hours of the day / week, both in New Plymouth and across the region.</p> <p>What is currently being done? Network review in New Plymouth, and of Connector, has identified improvements.</p> <p>What more can be done? Draft Regional Public Transport Plan proposes doubling frequency on New Plymouth Citylink and Regional Connector; expanding evening, weekend, and Sunday services, and introducing new or amended routes to increase number of origins / destinations served.</p> |
| | 2c – Improved public transport infrastructure | <p>What is the intervention? Bus stop accessibility for passengers (in particular disabled people), multi-modal hubs, and priority measures to enable more reliable journeys (including bus lanes and priority at traffic signals).</p> <p>What is currently being done? Bus stop infrastructure is being provided and maintained by the Territorial Authorities.</p> <p>What more can be done? Audits of bus stops and hubs, and bringing forward proposals to increase multi-modal accessibility improvements, with particular focus on active travel. Bus priority will be investigated and identified to address impacts of traffic congestion on bus service reliability.</p> |
| Travel demand management | 3a – Travel planning | <p>What is the intervention? Working with schools and workplaces to identify practical measures to reduce car travel for commuting.</p> <p>What is currently being done? Let's Go is a long-standing programme in New Plymouth which undertakes an extensive range of travel planning activity.</p> |

| | | |
|--|---|--|
| | | <p>What more can be done?</p> <p>Extending travel planning work throughout the region, and undertaking more detailed engagement within communities.</p> |
| | 3b – Information, marketing and publicity | <p>What is the intervention?</p> <p>Provision of information on active travel and public transport options, and setting out the potential benefits for both individuals and society as a whole.</p> <p>What is currently being done?</p> <p>Territorial Authorities and organisations such as the Taranaki Trails Trust provide web-based information on active travel. Taranaki Regional Council provides both paper-based and online public transport information, including timetables.</p> <p>What more can be done?</p> <p>Development of consolidated information, marketing and publicity at a regional level, including a one-stop shop web site.</p> |

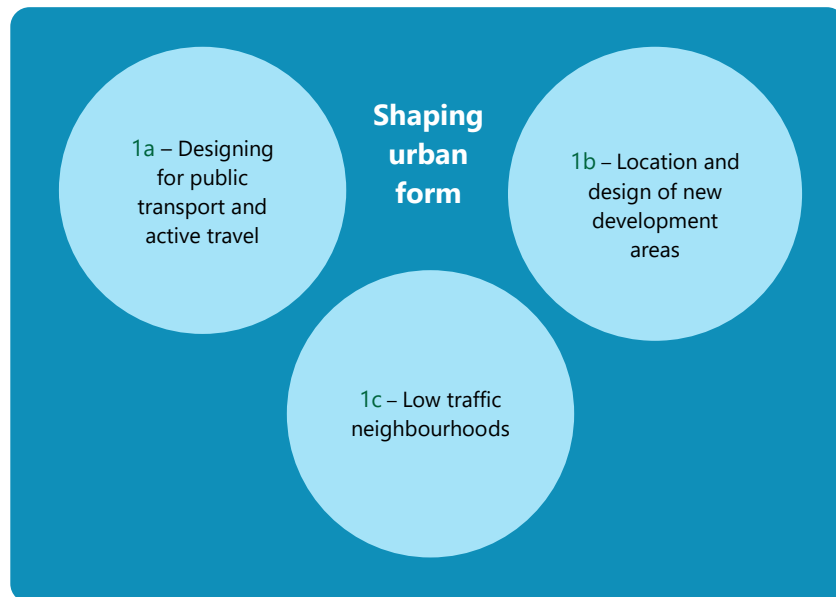
Strategic Intervention 1: Shaping urban form

Urban form describes how places are designed and laid out, the type of development that is allowed and where, and how different areas are connected to each other. How and where people live strongly influences how, and how far, people travel. *Keeping Cities Moving* describes urban form as being about:

"Encouraging good quality, compact, mixed-use urban development will result in densities that can support rapid / frequent transit (and vice versa), shorter trips between home and work / education / leisure, and safe, healthy and attractive urban environments to encourage more walking and cycling."

The key priorities for this intervention are summarised in Figure 18:

Figure 17: Key priorities for shaping urban form



Priority 1a. Designing for Public Transport and Active Travel

What is the intervention?

Designing for public transport and active travel allocates and uses available space to ensure appropriate levels of priority and safety for public, shared, and active travel, so that physical works are designed against a diverse range of needs. A key aspect of this approach is classification of routes and areas according to **movement and place** functions (Figure 19).

Figure 18: Road movement and place diagram



Source: Bike Canberra

The traditional function of roads and streets been primarily about **movement** of people and goods along a route. **Place** is where a street is a destination in its own right: a location where activities occur on or adjacent to it, and where the buildings and spaces may have social or cultural significance in their own right.

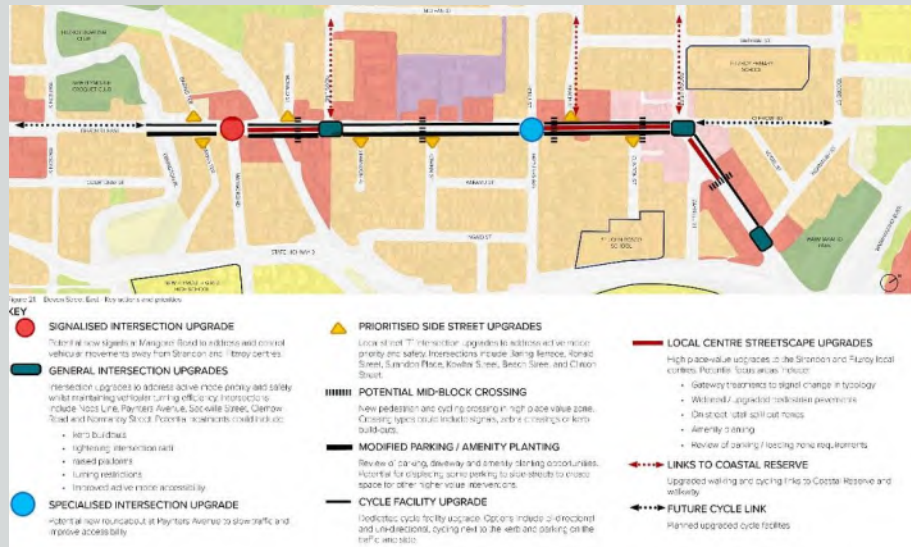
In "places for people" access for motor vehicles is restricted, although retaining public transport connectivity is important (especially through zero emission vehicles with no tailpipe emissions). If active and shared transport feel safe, secure, and welcome in local centres and along key corridors, people will be much more likely to use these modes both to a destination, and to move around once there. In both "local streets" and "vibrant streets", shared and public transport can play more of a role in moving people on journeys that are less attractive for active modes.

What is currently being done?

All councils across Taranaki are active in developing projects to re-shape urban form, improve road safety and therefore encourage active travel.

Case Study 1: Strandon Project, New Plymouth

NPDC is reviewing active travel safety and accessibility along and across Devon Street East, between Baring Terrace and Fitzroy Village, and has developed proposals based on community engagement:



The next step will be to develop detailed designs and costings for the developments so they can be prioritised in the next Long-Term Plan.

Case Study 2: New Plymouth City Centre

The New Plymouth City Centre Strategy proposes enhancement of the place-based function; by creating a destination where people experience a thriving cultural, leisure and community hub.

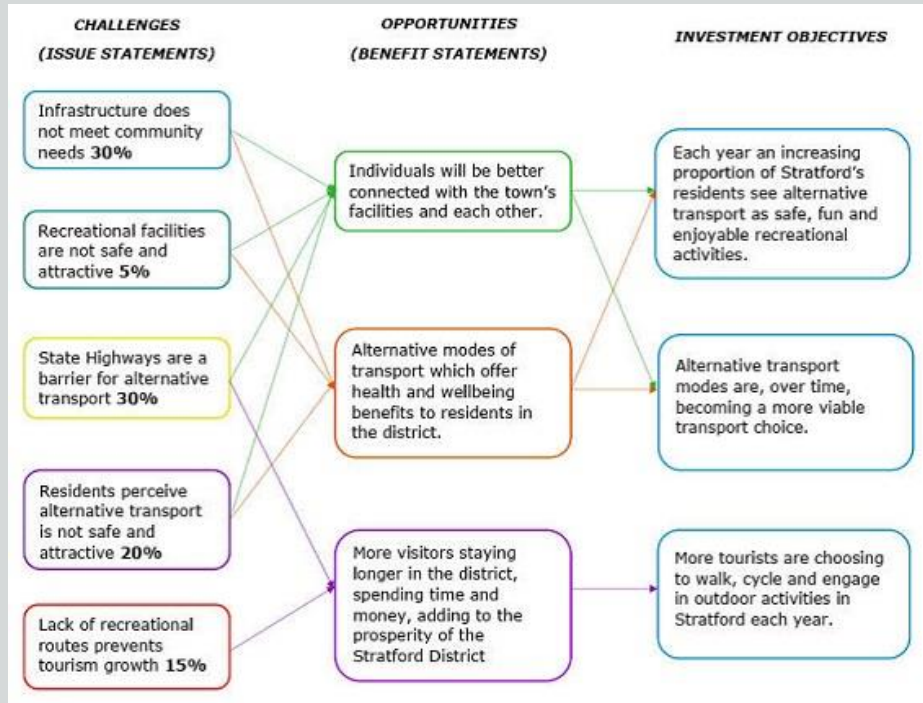


Key to success is implementation of walkable neighbourhoods in and around the city centre with a greater mix of residential options for people to choose.

Case Study 3: Connecting Our Communities, Stratford

The Stratford District Council (SDC) *Connecting Our Communities* Strategy 2021-2051 proposes an approach to foster sustainable transport over three, ten, 20 and 30-year time horizons, and supports the wider vision: "...a progressive district where our transport network fosters prosperity, health and wellbeing of our communities."

The challenges, opportunities and investment objectives are outlined as follows:



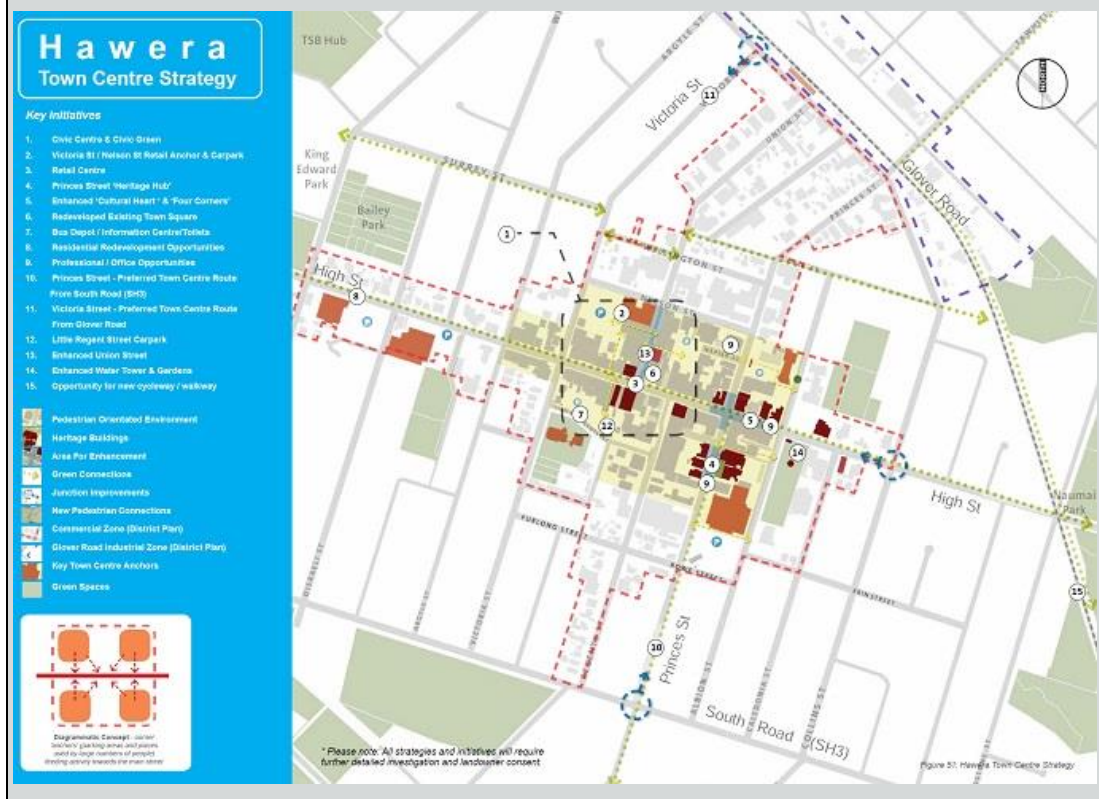
Appendix 5 describes the investment objectives and actions for *Connecting Our Communities*. The Strategy outlines a wide range of projects to achieve these actions.

Case Study 4: Hāwera Town Centre - Whakamohoa Pokapū Tāone o Te Hāwera

The 2015 strategy described the project vision, *“To make Hāwera’s Town Centre an economically sustainable and dynamic place that is reflective of its heritage with a contemporary outlook, attracting people and business to the benefit of the town and wider district.”*

A series of actions were identified, many of which are now underway or complete:

- Development of a new Library / cultural / civic centre and green space.
- Improved pedestrian and car park connections.
- Lighting improvements to highlight heritage buildings.
- Redevelopment of the existing town square for retail and office development.
- Actions to encourage local travel into the town centre.
- Guidance for heritage preservation.
- Improved District Plan provisions to guide new development.
- Facilitation opportunities for events and activities.



What more can be done?

Table 3 summarises potential future opportunities and actions to further develop designing for public and active travel:

Table 3: Potential opportunities and actions - Designing for public and active travel

| Opportunity | Action | Key Partners |
|---|---|--|
| Published in December 2022, the <i>Aotearoa Urban Street Planning and Design Guide</i> draws on national and international best-practice to provide a framework for well-functioning urban environments | Consider adoption of the principles and practice of the guide within all relevant transport planning activities and project designs; which may require review and changes to council policies and guidelines to ensure they give effect to the design guide recommendations | New Plymouth District Council Stratford District Council South Taranaki District Council |
| | Re-allocation of road space to walking, cycling and public transport – including as part of maintenance / asset management projects | New Plymouth District Council Stratford District Council South Taranaki District Council |
| Forthcoming Regional Spatial Strategy (RSS) and Natural and Built Environment Plans | Include appropriate provision for promotion of compact urban form which promotes active and public transport | Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council |
| Next Long Term Plans, Regional Land Transport Plan (2024/34) and National Land Transport Programme (2024/27) | Inclusion of funding proposals for transport elements of New Plymouth city, and regional town centre plans | Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council Waka Kotahi |
| Cultural importance and significance of local spaces and historic sites | Engage with iwi and hapu to explore opportunities to enhance status of, and access to, existing or future culturally significant sites | Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council Iwi Hapu |

Priority 1b. Location and design of new development areas

What is the intervention?

Well located and designed new development is opportunity to strongly influence people's lifestyle and travel choices, as they will be making a "fresh start" in a different community.

Location of new development in existing town and city centres, and along strong active and public transport corridors, enables people to seriously consider the option of living with fewer cars in the household, or even none at all.

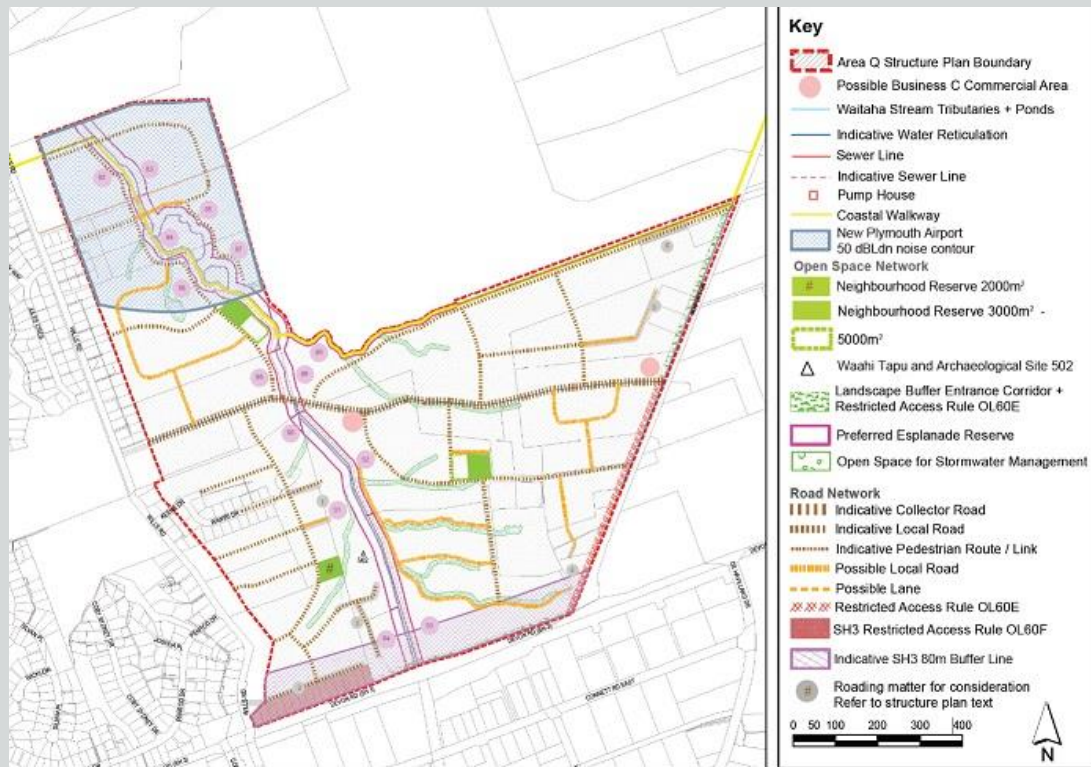
As highlighted in the section above, robust street design principles enable communities to be planned around the needs of active travel, before moving on to motorised modes.

What is currently being done?

Short to medium term growth in New Plymouth, over the next 10 years, will be met within existing structure plan development areas at Bell Block, Junction Road, Carrington Street and Patterson Road. In the longer term (years 11 to 30) growth will expand into future urban zones located on the urban boundaries of parts of New Plymouth, Waitara, Ōākura, and Okato. Most of these areas are adjacent to, or on the end of, existing public transport routes.

Case Study 5: Bell Block Area Q Structure Plan

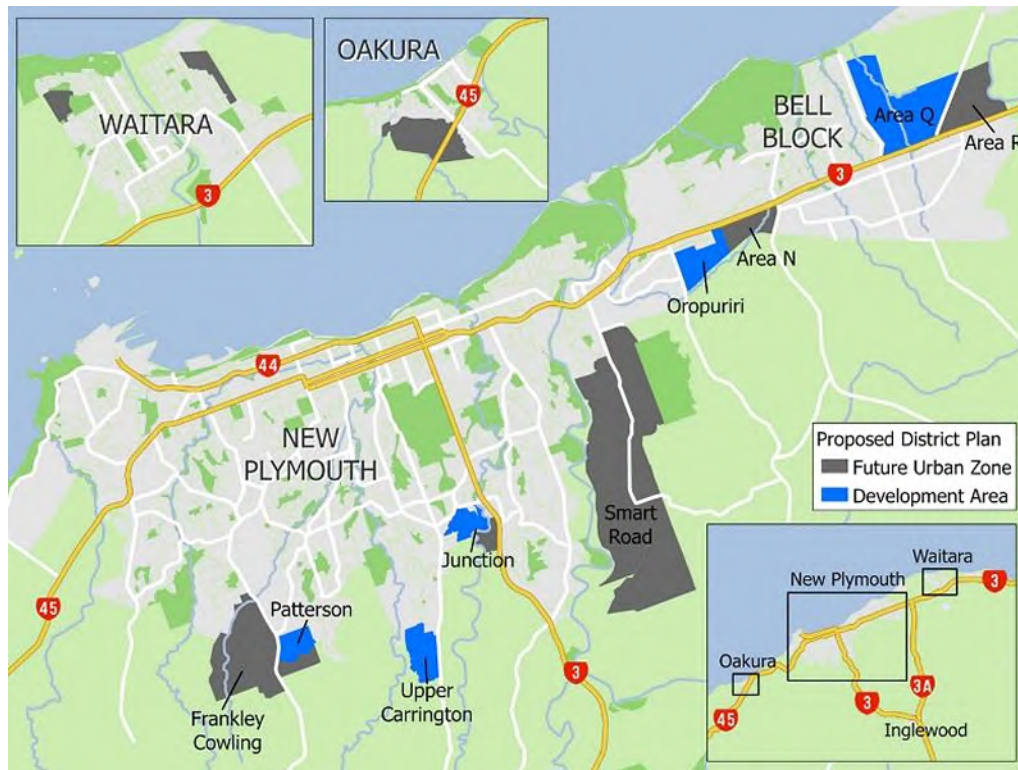
The Bell Block Area Q Structure Plan has been developed to provide specific guidance to developers in relation to roading layout, connections, and access; required reserves, parks, and pathways; water and sewer trunk service locations; entrance corridor treatments; and provides an indication of specific rules that relate to the area.



Area Q is located adjacent to bus route 20 (New Plymouth – Bell Block – Waitara).

The New Plymouth District Plan identifies a hierarchy of public roads; promotes connectivity and integration of land use and subdivision activities with the transport network; and specifies key standards for the design and construction of infrastructure. When considering land use and subdivision proposals, a primary aim is to link neighbourhoods and communities and avoid disconnection through, for example, dead end cul-de-sacs and isolated pockets of development.

Figure 19: Future urban development in New Plymouth



Source: New Plymouth Infrastructure Strategy

At an area level, Integrated Transport Assessments (ITAs) enable Territorial Authorities and Waka Kotahi to assess the transport effects of a development proposal under the Resource Management Act (RMA). ITAs consider the relationship between land use and transport and make recommendations to ensure better integration between the two. This can include recommendations to reduce or amend the proposed land use, or conversely changes to the transport network to respond to the land use proposal.

What more can be done?

Table 3 summarises potential future opportunities and actions to further develop designing for location and design of new development areas.

Table 4: Potential opportunities and actions – Location and design of new development areas

| Opportunity | Action | Key Partners |
|---|--|---|
| Promote new development where there is, or could be, good connections by public and active travel; and discouraging locations via strategies (e.g. zoning and land pricing) where non-car options are difficult to provide. | Define a frequent public transport and integrated active travel network. | Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council |
| | Publish public and active travel planning and design guidelines for any land-use development. | |
| | Promote development within 400 metres of multi-modal transport hubs, areas with very good public transport connectivity and links for active travel. | |
| | Plan and reserve land for transport corridors in future development areas. | |
| Dense locations within an urban area are associated with more sustainable travel, so compact development can reduce the need for car travel by supporting services within active travel distances. | Promote mixed-use development to reduce the distances people need to travel by avoid zoning different areas as purely residential, commercial, or shopping which necessitates travel between the two. | New Plymouth District Council Stratford District Council South Taranaki District Council |
| | Design new streets and public spaces as part of new developments to support active mobility with infrastructure prioritising safety, comfort, low noise, greenery, social interactions, and attractive for all ages. | |
| | Require all developments to plug into and improve local direct and efficient connectivity for active mobility and public transport. | |
| | Provide a minimum quantity and quality of cycle and scooter parking for visitors and residents. | |
| | Use District Plans to abolish minimum car parking requirements and apply lower maximum permitted levels instead, particularly in well-connected places. | |
| | Promote “car-free” or “car light” development in the locations with the highest levels of amenities and public transport connections (e.g. city and town centres). | |
| Efficient accessible bus routes and stop locations in new development areas | Routes into and through new development should be as direct and straight as possible, avoiding long meandering one-way alignments and loops, which provide very slow journey and unattractive times for passengers. | Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council |
| | Routes should be no more than 400 metres from the edge of the development, so that walk times are limited to maximum of eight minutes to the nearest stop (for people who are able-bodied). | |

Waka Kotahi provides comprehensive Multi-modal transport planning and design guidance which can be used as appropriate to inform investigations and good practice outlined above.

Priority 1c. Low Traffic Neighbourhoods

What is the intervention?

Low Traffic Neighbourhoods (LTNs) aim to promote active travel by reducing motorised through traffic rat-running through residential areas, using a mix of traffic calming and street closures to create access-only areas for residents. LTNs are enabled by making urban connector roads as safe and efficient as possible for moving motor vehicles, which will discourage people taking perceived faster short cuts through residential areas.

LTNs are implemented through the use of barriers such as bollards, barriers, and planters, and can also be enforced through the use of automatic number-plate recognition cameras and road signs.

What is currently being done?

The Waka Kotahi Streets for People programme⁸ has introduced 89 kilometres of street changes, ranging from kerb buildouts and speed cushions, to parklets, pedestrian crossings, and cycleways.

Figure 20: Streets for People Project, Drews Avenue, Whanganui

Source: Waka Kotahi



While each project has unique objectives, the Waka Kotahi project evaluation reports the following outcomes:

- Reduced vehicle speeds and volumes;
- More people cycling, walking, or scooting;
- Safer and more accessible environments for pedestrians and cyclists;
- Increase in the number of people spending time in an area; and
- Increased visibility of cultural narratives in the streetscape.

Other reported outcomes included positive community engagement and participation in projects, social procurement delivering local economic benefits, and community support or demand for more street innovation. Waka Kotahi has now funded Streets for People projects across Aotearoa New Zealand, although none currently in Taranaki.

The Better Travel Choices Stakeholder Group identified LTNs as being an important part of mode shift. In a visioning exercise, two of the four workshop discussion groups came up with proposals which would include LTNs, either across whole neighbourhoods or in what are termed “school streets.”

What more can be done?

Table 5 summarises potential future opportunities and actions to further develop LTNs:

⁸ [Streets for People](#)

Table 5: Potential Opportunities and actions – Designing for public and active travel

| Opportunity | Action | Key Partners |
|--|---|--|
| Understanding the lessons learned from the Streets for People projects | Engage with local communities to assess the options for, and potential benefits of, LTNs in New Plymouth and the regional towns | New Plymouth District Council Stratford District Council South Taranaki District Council |
| | Develop outline list of potential pilot projects, based on need and local community appetite for change | |
| | <p>Develop one or two pilot projects in each of the three council areas, based on a mix of socio-economic and place-based factors. The pilots will aim to understand:</p> <p>How communities can take charge of their own challenges, and co-design solutions;</p> <p>Identify key benefits for all people, but especially children, disabled people, and the elderly;</p> <p>Design projects to remove through traffic whilst maintaining access for residents;</p> <p>How to ensure emergency services and buses are not negatively impacted; and</p> <p>Ability to regenerate local retail areas through promotion of active travel.</p> | |
| Impact of traffic and road safety in lower income communities | <p>Identify local communities which have challenges with traffic and road safety.</p> <p>Undertake engagement to understand challenges, and deliver appropriate solutions.</p> | <p>New Plymouth District Council</p> <p>Stratford District Council</p> <p>South Taranaki District Council</p> <p>Iwi</p> <p>Hapu</p> |
| Pukekura to Coast Green Link project | Fund and implement proposed project to test the ideas and concepts around LTNs | New Plymouth City Council |

Strategic Intervention 2: Providing alternatives to private car travel

An urban form which supports public, shared and active travel also needs convenient alternatives to private car travel that people want to use. This is a very clear message from the recent public consultation on transport in Taranaki.

The key priorities for this intervention are summarised in Figure 22:

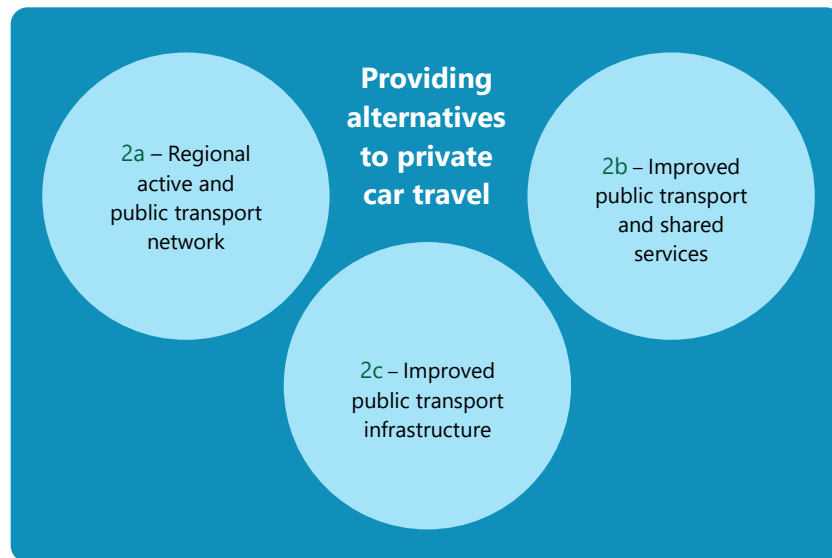


Figure 21: Key priorities for providing alternatives to car travel

Priority 2a. Regional active and public transport network

What is the intervention?

For public, shared, and active travel the importance of complete and integrated networks is very high, as it only takes one or two locations where safety and convenience is missing for a journey to be either unattractive, or even impossible. A Regional Active and Public Transport Network aims to define key strategic routes which connect significant destinations across Taranaki, including:

- City, town, retail, and neighbourhood centres;
- Local townships;
- Hospitals;
- Bike parks and walking tracks;
- Sites of cultural significance;
- Leisure destinations (including beaches and open spaces); and
- Tourist destinations.

Active Travel

Key principles for developing active travel networks, based on best practice in Aotearoa New Zealand and elsewhere, include:

- Identify key origins and destinations which are popular for active travel;

- Link sections of existing routes to create multi-directional networks between these places;
- Prioritise convenience and safety of active travel users at intersections;
- Ensure routes are direct, and do not require long diversions or cyclists to dismount;
- Separate people from heavy and fast-moving traffic along links and at intersections;
- Ensure there is plenty of space for all active modes, including people with disabilities;
- Provide clear and consistent wayfinding; and
- Provide safe and direct routes for people of all mobility levels to bus stops and public transport hubs.

Public Transport

Successful public transport systems serve commuters, shoppers, school children and leisure travellers - combining high service levels with good cost recovery. Some features of larger cities, such as high population densities and limited space for cars, make it easier to achieve these outcomes, but service planning strategies are also critical to success.

Introduction of more frequent public transport services, coupled with ability to conveniently transfer between services enables “anywhere-to anywhere” travel with high occupancy rates by carrying different kinds of travellers on the same services. By being organised around a mix of direct routes (for the busiest routes) and transfers (to a wider range of destinations), a public transport system can offer access to a large number of potential destinations at an affordable cost.











What is currently being done?

Active Travel

At a local level, the three Territorial Authorities are improving their local active travel networks through implementation of Travel Choices projects and also town centre master planning.

Connecting Our Place New Plymouth’s Draft Integrated Transport Framework identifies a range of potential initiatives for fixing a fragmented active travel network:






Figure 22: Potential Connecting Our Place initiatives

| FIXING A FRAGMENTED ACTIVE TRAVEL NETWORK | | | | |
|--|---|--|---|---|
|  Complete the cycle network \$\$\$\$ |  Increasing the networks focus on people \$\$ |  Intersection upgrades prioritising active modes \$\$\$ |  Bridge upgrades to improve access for walking & cycling \$\$\$ |  Raised safety crossings \$\$ |
|  Connect the cycle network to tourist destinations \$\$\$ |  Improving existing road connections for better service to active modes \$\$\$ |  Increase active mode facilities e.g. seat and cycle parking at key destinations \$ |  Reduce speeds on our roads \$\$ |  Improving safety outcomes for active modes \$\$\$ |

Source: New Plymouth District Council

The New Plymouth Network Operating Framework (NOF) proposes a road user hierarchy to give effect to priority of active and public transport modes:

Figure 23: New Plymouth Network Operating Framework (NOF)

| Mode | Network Classification Overview | | |
|--|---|---|---|
|  Walking | Primary network: Routes with active frontages, a 200m buffer around the CBD, and a 500m buffer around key workplaces and urban schools. | Other: All streets in urban areas should provide for walking as a fundamental component of accessibility | |
|  Cycling | Primary network: As defined by the cycle network planning project for 'interested but concerned' ⁹ cyclists. | Secondary network: As defined by the cycle network planning project for 'enthused and confident' cyclists | |
|  Bus | Primary network: Routes accommodating highest volumes of buses, enabling access to the wider, more dispersed, network. | Secondary network: All other links that accommodate a bus route. | |
|  Freight | Primary network: Routes connecting the Port of Taranaki and high heavy vehicle trip generating sites. | Secondary network: Designated over dimension vehicle routes and other identified local and collector roads identified by stakeholders as providing for freight. | |
|  General Traffic | Preferred Traffic Route: State Highways | Traffic Route: Arterials | Local Access – Major: Collectors Local Access – Minor: Local Roads |

Source: New Plymouth City Council

At a regional level, the *Taranaki Tracks and Trails 2040 Strategy*⁹ produced by Herenga ā Nuku Aotearoa (the Outdoor Access Commission), proposes:

- A central narrative, value, and vision to be used as the unifying Kaupapa;
- Nine projects that enable implementation of the strategy (see Figure 25); and
- Scoping briefs for each project, including options for a local steering group, an identified working group (to work in collaboration with steering group), key phases and milestones and next steps.

The strategy vision is:

To invite everyone – local and visitor alike - to join in Taranaki's journey by making their own journeys around the mountain, along routes that are woven from mountain to sea.

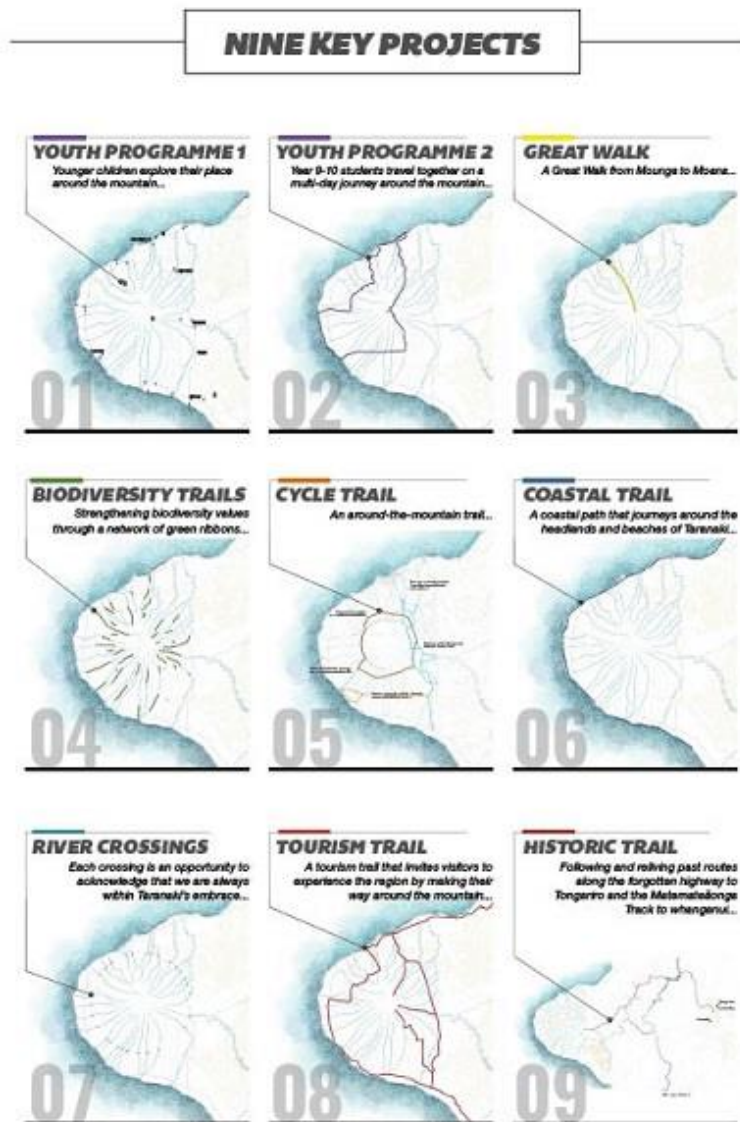
One of the strategy "layers" states that there is a desire by communities to develop and / or maintain many of the tracks and trails in their area. Region-wide maintenance and track documentation can further support this opportunity for communities to be involved in maintaining access in their landscape.

Wayfinding and coherence can be strengthened through:

- A communication strategy that brings together a shared expression of values, connections, and journeys across boundaries; and
- Itineraries that are multi-stop, multiday and multi-experience.

⁹ [Taranaki Tracks and Trails 2040 Strategy](#)

Figure 24: Nine Key Projects from the Taranaki Tracks and Trails Strategy



Source: Herenga ā Nuku Aotearoa

Public Transport

Taranaki Regional Council provides public transport services in New Plymouth (Citylink), between Hawera and New Plymouth (Connector), and in South Taranaki (Southlink).

New Plymouth urban services all depart the same time from the central Ariki Street hub, which allows transfers so that people can travel from one area to another. Higher service frequencies would significantly reduce transfer waiting times and overall journey times. Connector and Southlink services provide valuable point to point connections, and full integration of timetables with Citylink offers the opportunity for transfer between local and longer distance journeys and opening up a wider range of destinations in New Plymouth.

What more can be done?

Table 5 summarises potential future opportunities and actions to further develop the regional active and public transport network:

Table 6: Potential opportunities and actions – Regional Active and Public Transport Network

| Opportunity | Action | Key Partners |
|---|--|---|
| Regional active travel routes | Investigate and develop a regional active travel network for trunk utility journeys and connections between places of interest for leisure travel | Taranaki Trails Trust Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council |
| | Progress four key projects for the regional network: <ul style="list-style-type: none"> Active travel links to Lake Mangamahoe; Extension of the coastal path to Waitara and Oakura. Forgotten world trails. Local loop trails within smaller towns (such as Waitara). | |
| Regional Public Transport Plan | Produce business case for higher frequency local, regional, and inter-regional bus services on the main corridors | Taranaki Regional Council Bus operators New Plymouth District Council Stratford District Council South Taranaki District Council Waka Kotahi |
| | Implement bus service frequency and time coverage improvements from start of new contracts | |
| Bus stop and priority infrastructure that provide a first-class customer experience | Undertake audit of bus stop infrastructure and active travel routes | Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council |
| | Identify forecast traffic congestion hot spots from Integrated Transport Plan, and develop bus priority proposals as part of the public transport business case | |
| Taranaki Tracks and Trails Strategy | Work with Herenga ā Nuku Aotearoa to progress priority projects as part of the Regional and Active Travel Network. | Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council Herenga ā Nuku Aotearoa |
| Access to and through culturally significant locations | Work with iwi and hapu to ensure that any regional active travel routes do not traverse private / sacred land, and that granted access to or through sites of cultural significance is of benefit to Māori. | Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council Iwi Hapu |

Priority 2b. Improved public and shared transport services

What is the intervention?

There are three types of public and shared transport which have a role in promoting mode shift.

1. Conventional fixed route scheduled public bus services, which are served by medium to large sized vehicles (between 30 and 55 seats).
2. "On-demand" services which do not follow a fixed route or schedule, and can be booked in advance for any journey within a defined geographic area; provided by smaller buses (around 20-25 seats) or vans (around 10-12 seats).
3. "Community transport" services (which can either be on-demand or fixed route) provided by non-profit organisations such as charitable trusts; also generally provided by smaller vehicles such as vans or even cars.

What is currently being done?

As set out in the Regional Public Transport Plan (RPTP), the current fixed public transport network funded by Waka Kotahi, TRC and the Territorial Authorities comprises:

- **New Plymouth Citylink:** ten weekday routes (frequency between 30 minutes and two hours) and two Saturday routes (two journeys per day).
- **Hawera – Stratford – New Plymouth Connector:** one weekday route running four times per day (supplemented by two additional services in the morning and afternoon for students).
- **Southlink:** three routes running once or twice per week connecting a number of South Taranaki townships with Hawera or New Plymouth.

Whilst providing an essential service for people who do not have access to a car, stakeholder feedback suggests that the current public transport routes are not frequent enough, and do not cover enough hours of the day or week, to enable mode shift.

There are various council funded on-demand services in Aotearoa New Zealand - with Timaru being the best example, providing an average 15-minute pick-up in a shared transit minibus across the whole town. The cost of providing on-demand services in Timaru is double the former fixed route operation, albeit providing a much higher frequency which is reflected in 21% higher passenger numbers. There are no on-demand services of this type in Taranaki.

The Ironside Society in New Plymouth provides transport for people with any kind of disability, including elderly with mobility issues, at a fare which is much cheaper than Total Mobility (under 5km \$8 each way, over 5km \$13 each way). Ironside is not a taxi service, and travel must be planned and pre-booked well in advance.

The Total Mobility service provides subsidised taxi services in some parts of the region, but are not affordable for regular journeys.

What more can be done?

Table 6 summarises potential future opportunities and actions to further develop improved public and shared transport services:

Table 7: Potential opportunities and actions – Improved public transport and shared services

| Opportunity | Action | Key Partners |
|-------------------------------------|--|---------------------------|
| New Plymouth Citylink urban network | Investigate and prioritise potential service improvements: <ul style="list-style-type: none"> • Increase weekday urban services to half-hourly; | Taranaki Regional Council |

| Opportunity | Action | Key Partners |
|---|---|--|
| | <ul style="list-style-type: none"> Extend urban weekday services into the evenings; Improve Saturday service frequency; Introduce Sunday and Public Holiday services; Enable shorter service transfers to increase range of destinations; Increase number of cross-city services which avoid the city centre; Introduce express service from Waitara; and Introduce airport service. | New Plymouth District Council |
| New Plymouth Schools | Investigate and prioritise potential service improvements: <ul style="list-style-type: none"> Review of service provision to increase capacity; and Better integration with more frequent urban services. | Taranaki Regional Council Ministry of Education |
| Opunake – Hawera – New Plymouth Connector | Investigate and prioritise potential service improvements: <ul style="list-style-type: none"> Increase weekday service to hourly. Increase service frequency to Opunake. Extend service hours later in the day. Introduce weekend service. | Taranaki Regional Council Te Whatu Ora |
| On-demand for “first and last mile” journeys to get to / from their nearest main shared transport hub, or where topography and road layout mean that conventional bus services are difficult or impossible to provide | Investigate opportunities for fully council-funded on-demand services, and also engage with the market to understand opportunities for commercial provision | Taranaki Regional Council Technology companies |
| Small town and rural accessibility, plugging gaps in conventional bus services | Investigate and implement a community transport policy, planning, and funding framework (see Appendix 4). | Taranaki Regional Council Te Whatu Ora |

Priority 2c. Improved public transport infrastructure

What is the intervention?

Bus service improvements, and key requirements such as punctuality and reliability, are supported with enhanced on-road infrastructure which delivers attractive and accessible journeys for passengers, especially commuters who have a higher value of time.

What is currently being done?

Current activity is around providing basic but functional infrastructure for bus passenger access to services. All three Territorial Authorities provide and maintain bus stops, including many with shelters and passenger timetables.

At present no bus priority infrastructure is provided, as traffic congestion has not been considered as a serious problem to date. Citylink bus services generally have few problems keeping to time, except when there are roadworks. However, in future bus priority may be required along the busiest New Plymouth corridors, and also where services cross or use State Highways 3, 44 and 45. State Highway 3 between Waitara, Bell Block and New Plymouth is forecast to have the highest levels of future traffic congestion and delay, which will affect speed and punctuality of bus services.

Connecting Our Place New Plymouth’s Draft Integrated Transport Framework identifies both improved public transport infrastructure and bus priority as initiatives that support the city’s long-term objectives and

address key challenges. *Connecting Our Place* is also an approach on engaging the community on the type of interventions necessary to respond to challenges of low public transport uptake, fragmented cycle network and sprawl urban development.

Bus stop access can be significantly improved in order to provide all members of society – especially elderly and disabled people – with safe and convenient access to a bus which provides level boarding to the kerb. The ability to safely and conveniently access a stop from anywhere within 400 metres is also a key requirement.

The central bus hub at Ariki Street and Egmont Street in New Plymouth is the largest piece of transport infrastructure, which serves both Citylink and Connector services. The bus stop in Hawera town centre is being relocated to enhance access to the main shopping area.

What more can be done?

Table 8 summarises potential future opportunities and actions to further develop improved public transport infrastructure:

Table 8: Potential opportunities and actions – Improved public transport infrastructure

| Opportunity | Action | Key Partners |
|---|---|--|
| Waka Kotahi bus stop design guidelines | Undertake bus stop access audit, to assess current challenges and proposed improvements to include safe crossing points, footpaths, shelter, lighting, static & real time information, and level boarding for disabled people | Taranaki Regional Council Bus Operators New Plymouth District Council Stratford District Council South Taranaki District Council |
| Service improvements and new development on the New Plymouth – Bell Block – Waitara corridor | Investigate bus priority lanes on State Highway 3, and advance detection at traffic signals | Taranaki Regional Council New Plymouth District Council Waka Kotahi |
| Increasing the visibility and profile of the public transport system | Develop proposals for branded bus stop flags, totems, wayfinding, and shelters, which will make it easy for people to know where their nearest bus service is, and where it is going | Taranaki Regional Council |
| Shared and active travel network are multi-modal transport and service hubs – known as “mobility hubs | Investigate and prioritise improvements to potential integrated mobility hubs in New Plymouth, Waitara, Inglewood, Stratford, Eltham, Waverley, Patea and Opunake | Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council Waka Kotahi |
| Improving visibility and community value associated with bus stops and hubs | Work with local communities – including iwi and hapu – to develop ideas and proposals for locally and culturally significant designs for new or refurbished bus stops | Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council Iwi and hapu |

Strategic Intervention 3: Travel Demand Management

Travel Demand Management (TDM) is a broad description of interventions which incentivise people to change their mode of transport, including:

- Travel planning within workplaces, schools, and communities; and
- Education, publicity, and marketing of alternatives to the private car.

TDM supports both urban form and providing alternatives to private car travel, by providing a series of “nudges” or stronger signals which change thinking, perceptions, choices, and behaviours around how people travel. This can include proposals for car parking and congestion charging to manage demand at peak times.

The key priorities for this intervention are summarised in Figure 26:



Figure 25: Key priorities for travel demand management

Case Study 6: Let's Go

The *Let's Go* Programme, delivered by New Plymouth City Council, commenced in 2010 with funding from the then Aotearoa New Zealand Transport Agency “Model Communities” initiative. The New Plymouth Model Communities application leveraged off the coastal walkway and new Te Rewa Rewa bridge (opened in 2010).

The intent of the New Plymouth model community was to increase the levels of walking and cycling participation from this improved route. Since becoming a model community New Plymouth District Council has implemented various initiatives to encourage active travel including travel planning with workplaces and schools, an extension to the coastal walkway and other infrastructure improvements. *Let's Go* now promotes active and public transport across the whole district, including education, training, and public events.



Priority 3a. Travel planning

What is the intervention?

Travel planning describes a package of practical measures to encourage less single occupancy car use for journeys to work and school. Depending on the location and circumstances, both workplace and school travel plans can combine a mix of:

- Travel surveys to understand reasons for current travel behaviour, and barriers to changing modes;
- Physical infrastructure improvements on active travel routes, including dedicated routes and road crossings;
- Cycle parking and shower facilities at the destination;
- Improvements to public or shared transport services, including car-pooling;
- Incentive schemes to encourage regular use of alternative modes;
- Flexible working arrangements; and
- Good quality information and publicity to raise awareness of other transport options.

What is currently being done?

Workplace Travel Plans (WTPs)

In New Plymouth *Let's Go* targets workplaces as generators of travel to identify opportunities and barriers for staff to move to shared and active travel, deliver staff travel surveys, develop sustainable travel plans, and identify and implement initiatives to support behaviour change. These initiatives include coordinating an annual month-long "Fresh Air Challenge – Te Wero Hauhau", promotion of the Aotearoa Cycle Challenge; a quarterly workplace sustainable travel forum; and a loan e-bike scheme for workplaces.

School Travel Plans (STPs)

Plymouth *Let's Go* has maintained a strong focus on schools, and this is reflected in relatively high numbers of children (and often parents) walking, cycling, skating, and scooting to school.

The *Let's Go* team engage with primary, intermediate, and high schools in New Plymouth to:

- Understand what is happening at the school (travel trends, safety issues etc.);
- Get students involved in the *Let's Go* Student Leadership teams;
- Organise fun events and competitions which invite the school community to try active and sustainable travel and reward those already doing it;
- Support school projects such as bike / scooter sheds, bike tracks and improved entrances;
- Identify opportunities to improve the safety and connections on school streets and roads; and
- Delivers a cycle and scooter skills programme in accordance with Bike Ready guidelines.

A School Travel Plan (STP) consolidates all of this work into an ongoing programme of activity to promote shared and active travel. STPs can often be integrated into the curriculum, and therefore serve an educational function as well.

What more can be done?

Table 9 summarises potential future opportunities and actions to further develop travel planning:

Table 9: Potential opportunities and actions – Travel planning

| Opportunity | Action | Key Partners |
|-------------------------------|--|--|
| Workplace Travel Plans (WTPs) | Investigate and introduce: <ul style="list-style-type: none"> Package of resources and policy levers for organisations and workplaces to draw from to achieve their sustainability, climate change and staff wellbeing goals; Employer travel forum to share ideas and best practice; Methods to encourage other employers across the whole region to develop WTPs; Targeted publicity for improvements to active travel and public transport networks; and Employer-based public transport ticketing options to reward frequent use. | Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council Waka Kotahi Te Whatu Ora Employers |
| School Travel Plans (STPs) | Investigate and introduce: <ul style="list-style-type: none"> Extension of the STP programme across the whole Taranaki region; Sharing of good practice and lessons learned across the region; STPs at new and expanded schools; Practical policies for safe and comfortable travel clothing, in particular waterproof jackets; Designated “school streets” to create safe spaces for children who walk and cycle; and New Plymouth urban and school bus network to make it easier to understand and use. | Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council Waka Kotahi Ministry of Education Schools |

Priority 3b. Information, marketing and publicity

What is the intervention?

In order to get the biggest impact, it is essential to target shared / active travel marketing and publicity. This means understanding:

- Who are the people that can be persuaded to take up or increase their use of buses, walking and / or cycling?
- How confident are these people in using alternative modes of travel?
- Where do these people live, and what are their current travel options?
- How can those options be better promoted, and also improved over time?
- What are the purposes of journeys, and people’s needs?
- What and where are the key destinations these people want to reach?

Answering these questions allows a tailored programme to be developed, providing specific infrastructure, training, equipment, and information that a target market needs to take up walking and / or cycling. This also means that programmes can be targeted to specific hubs such as workplaces, schools, local communities, or shopping malls.

What is currently being done?

Active travel publicity

All of the Territorial Authorities promote active travel on their web sites, as do other organisations (see Appendix 6):

- **New Plymouth:** walkways and bike tracks, learning to ride, and *Let's Go* projects.
- **Stratford:** where to cycle and skateboard, and School Safety project.
- **South Taranaki:** nine individual pathways.
- **Taranaki Trails Trust:** one-stop shop for everything you need to know about riding in Taranaki.
- **Sustainable Taranaki:** pages on active transport, green transport, and sustainable cities & communities.

Public transport publicity

TRC provides a mix of paper and online information on bus services. Paper information consists of individual route timetables and maps for public buses, along with a summary map of the urban services in New Plymouth city. Individual route maps in New Plymouth show stop and shelter locations. Timetables have other information such as fare zones, Bee Card operation, customer etiquette and how to use the bus, which is important for people who are not regular users of public transport.

The online offering provides comprehensive information on urban / school services, Total Mobility timetables, fares / concessions, new updates, and other essential information such as lost property. Real-time tracking is provided by the Transit app and provides real time information based on data feeds provided by TRC and the operators.

What more can be done?

Table 10 summarises potential future opportunities and actions to further develop marketing and publicity:

Table 10: Potential opportunities and actions – Marketing and publicity

| Opportunity | Action | Key Partners |
|--|---|--|
| Active travel and public transport service and infrastructure improvements | Investigate and introduce: <ul style="list-style-type: none"> • Producing a regional web-based information portal for all shared and active modes; • Refreshing public transport information to support service changes; • Producing local and regional combined shared and active travel route / network maps; and • Developing a targeted publicity / marketing campaign to promote shared and active travel. | Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council Taranaki Trails Trust Venture Taranaki Te Whatu Ora |

7. Performance monitoring and targets

Better Travel Choices aims to develop a performance monitoring approach which is based on robust data, and best practice methods of evaluation. At a project level, this involves obtaining before and after data to measure change, and engage with people to understand their behaviour. At a wider programme level, aggregation of data sets can provide a means of looking at the bigger picture to understand whether the projects are leading to wider system changes, which are greater than the sum of their parts.

Developing the evidence base for mode shift, active travel and public transport

Work to date has revealed gaps in our knowledge and evidence base around how and why people move around Taranaki, and how they would like to see the transport system better meet their needs. Councils have obtained valuable insights from the future of transport consultation, but when getting down to actual investment proposals and projects there is less detailed evidence than ideal. For this reason a data collection and stakeholder engagement programme will be investigated and scoped, to support the three mode shift strategic interventions.

Information from the census is the main source of transport mode share information for journeys to work and school. As it is only collected once every five years, and focusses on just two journey purposes, this data source is not adequate for more detailed transport planning. New Plymouth City Council has developed a strategic transport model which is capable of forecasting changes to mode share based on a range of interventions – both transport and land use.

For active travel, there are a few counters in New Plymouth which record cyclists passing a point on the network. Whilst this type of information can provide a useful snapshot of demand, it does not enable a comprehensive view of demand, origins / destinations, and reasons for travel.

Thanks to the Bee card, public transport data is relatively comprehensive with the ability to obtain information on numbers of passengers on every service, along with details of where they board and alight.

A proposed action for Better Travel Choices is to develop a comprehensive monitoring and evaluation framework, which could include:

- Development of transport Key Performance Indicators (KPIs) which measure mode shift, active travel, public and shared transport usage;
- Identification of wider outcome KPIs – for example based on the four wellbeings - which mode shift, active travel and public transport contribute to;
- Establishment of robust and transparent data quality and reporting standards;
- Assessment of current gaps in the monitoring programme and evidence base;
- Proposals for additional data collection to address the gaps; and
- Development of guidance for establishing, monitoring, evaluating and reporting project and wider programme outcomes.

Key performance indicators

Table 11 summarises potential KPIs for mode shift, active travel, and public transport:

Table 11: Potential Key Performance Indicators for Better Travel Choices

| Area | Potential Key Performance Indicator | Data Source(s) |
|------------------|---|---|
| Mode Shift | Journeys to work by all modes | <ul style="list-style-type: none"> Census Workplace travel surveys |
| | Journeys to school by all modes | <ul style="list-style-type: none"> Census School travel surveys |
| | Total vehicle kilometres travelled | <ul style="list-style-type: none"> Waka Kotahi traffic counts Territorial Authority traffic counts Ministry of Transport |
| Active Travel | Deaths or serious injuries involving cyclists or pedestrians | <ul style="list-style-type: none"> Waka Kotahi Crash Analysis System Waka Kotahi Communities At Risk Register |
| | Number of cyclists and pedestrians at key locations | <ul style="list-style-type: none"> Territorial Authority traffic counts |
| | Satisfaction with pedestrian and cyclist accessibility | <ul style="list-style-type: none"> User surveys |
| | Ability of disabled people to travel to key destinations | <ul style="list-style-type: none"> User surveys Street audits |
| Public Transport | Number of bus passengers | <ul style="list-style-type: none"> Ticketing system Manual driver counts |
| | Punctuality of bus services | <ul style="list-style-type: none"> GPS vehicle tracking |
| | Reliability of bus services | <ul style="list-style-type: none"> Ticket machine operation |
| | Passenger satisfaction with bus services | <ul style="list-style-type: none"> User surveys Number of recorded complaints |
| | Accessibility of bus stops for disabled people | <ul style="list-style-type: none"> User surveys Bus stop audits |
| Shared Transport | Number of community transport passengers | <ul style="list-style-type: none"> Booking records |
| | Number of journeys that could not have been previously undertaken | <ul style="list-style-type: none"> Booking records User surveys |

Targets

Headline target: Reduce the number of car journeys in Taranaki by 25% by 2035

The Emissions Reduction Plan sets a national target to reduce total kilometres travelled by the light fleet by 20% by 2035 compared to 2019 numbers. The ERP suggests that higher targets are likely to be set for urban areas to reflect more people being able to walk, wheel, cycle or catch the bus. In addition, the Taranaki target is focussed on reducing the number of shorter journeys through the promotion of active modes and public transport. As such, reducing a greater number of trips would be required to achieve a 20% reduction in total km travelled. This will be measured using methods utilised to monitor delivery of the Emissions Reduction Plan.

Active modes specific targets:

Target 1: No vulnerable road user is killed or seriously injured across the region by 2035

Even though it is identical to the overall vision within the *central Government Road to Zero: National Road Safety Strategy 2020-2030*, this target is slightly more ambitious than the national target which outlines only a 40% reduction in deaths and serious injuries by 2030 with a longer-term vision of zero harm. It will be measured using the Waka Kotahi Crash Analysis System.

Target 2: All built assets regionwide (streets, centres, open spaces and buildings) are made accessible for people of all mobilities based on Universal Design Principles.

This target is aligned with that already included in the Taranaki Disability Strategy, the New Plymouth Accessibility Strategy and the Aotearoa New Zealand Disability Strategy and will be monitored using the methods described within these documents.

Target 3: Double the number of people walking, wheeling or cycling to get to school or work by 2035.

This target aligns with the headline target and reflects the *Emissions Reduction Plan*. It is broadly aligned with the *2021-31 Taranaki Regional Land Transport Plan* target to increase mode shift via more trips made by walking, cycling and public transport throughout the region. This will be measured using national census data for the journey to work and journey to school.



Public transport specific targets:

The RPTP targets are designed to signal the desire to elicit change in the public transport system in Taranaki. These targets will be treated in a transitional manner until new contracts are introduced in mid-2025. During the next 18 months, the appropriateness of baseline data will be confirmed, and a monitoring and reporting framework set up.

| Key Performance Indicator | Proposed Target |
|--|--|
| Total short-term passenger numbers on regional services (up to mid-2025) | Increase total passenger numbers by 10% over 2023/24 baseline |
| Total long-term passenger numbers on regional services | Increase total passenger numbers between 200% and 300% by 2035, compared to the 2023/24 baseline |
| Public transport mode share for journeys to work | Increase public transport mode share to 10% by 2035, compared to the 2018 baseline |
| Public transport mode share for journeys to school | Increase public transport mode share to 30% by 2035, compared to the 2018 baseline |
| Punctuality of bus services | 99% of services arrive at timing points between 1 minute early and 4 minutes 59 seconds late |
| Reliability of bus services | 99% of services run as scheduled as per the operating contract |
| Accessibility of urban bus services | 90% of residents in New Plymouth, Bell Block and Waitara living within 400 metres of a bus service at a minimum hourly frequency by 2026 |
| Accessibility of regional and rural bus / community transport services | 90% of residents outside of New Plymouth with access to a weekday bus or community transport service to their nearest township |
| Accessibility for disabled people | 100% of bus stops accessible for people with disabilities, including wheelchairs and mobility scooters, by 2028 |
| Bus passenger satisfaction | 90% of surveyed customers and community stakeholders are satisfied with the public transport service and total mobility scheme |
| Greenhouse Gas emissions from public transport | At least 70% reduction in greenhouse gas emissions per kilometre travelled for public transport bus services by 2035 |
| Farebox recovery | Increase farebox recovery to a minimum 40% of operating costs by 2028 |





Part A: Better Travel Choices Strategy 2024-2054

Appendices

Appendix 1: Introduction to Taranaki

People

At the 2018 census Taranaki was home to 117,561 people, or 2.5% of the country's population. The current (2022) population is estimated to be 126,000 people.

The region is split into three administrative districts, with population figures taken from the 2018 census:

New Plymouth to the north (population 80,679);

Stratford in central Taranaki (population 9,474); and

South Taranaki (population 27,534).

Main urban centres in Taranaki are New Plymouth, Hāwera, Waitara, Inglewood, Stratford, Ōpunake, Ōākura, Eltham, Manaia, Pātea and Waverley.

The population of Taranaki is projected to grow to around 138,000 by 2048. In recent years, most growth has been from people moving into the region, rather than a natural increase in the existing population. Most population and housing growth is expected in urban New Plymouth. Lower growth is forecast in the smaller urban and rural areas of New Plymouth, South Taranaki, and Stratford districts.

Taranaki has higher proportions of elderly and young people than the national average and this is likely to continue. These two factors are used to measure levels of transport disadvantage in a region as they represent those people who are most likely to need transport assistance, because they do not have access to a private car.

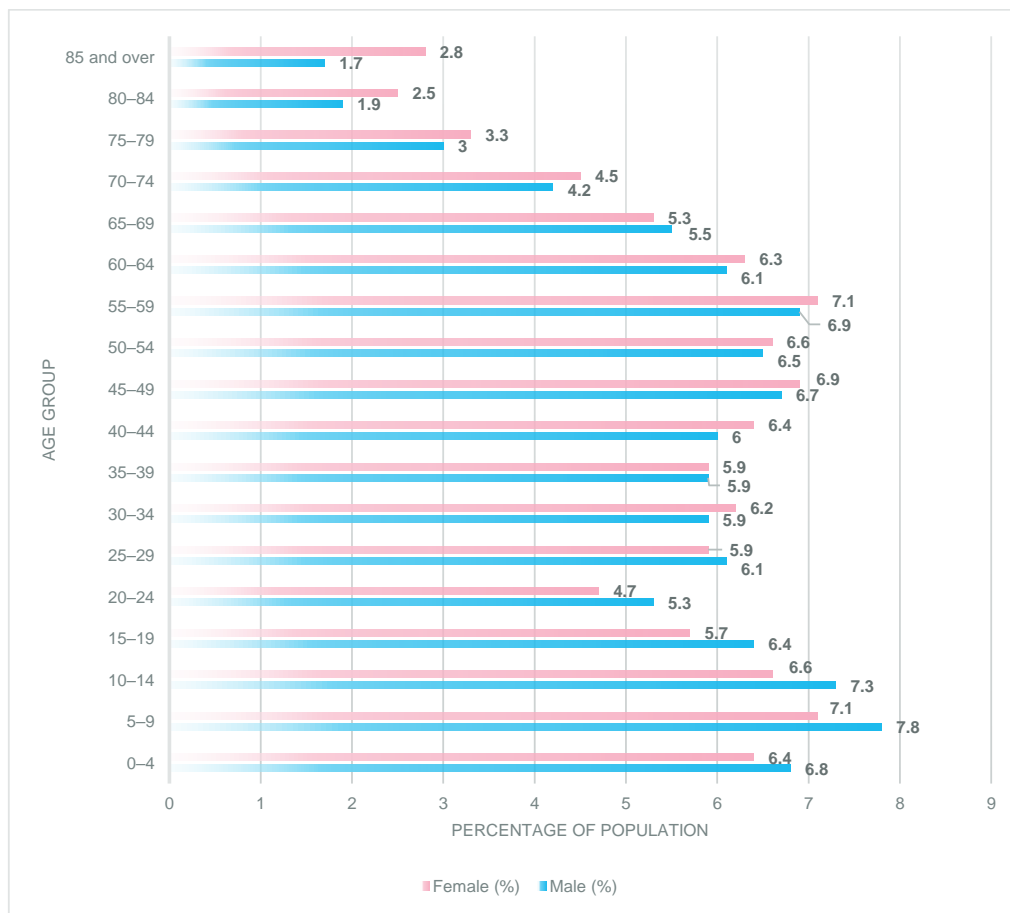
By 2048, it is expected that those aged over 65 will make up 27% of the New Plymouth district population – higher than the national average of 23%. It will therefore be important to provide good multi-modal access for residents over 65 so they remain socially connected, active, and able to participate in their communities.

According to the 2018 Census, 19.8% of the region's population is Māori (up from 16.5% in 2013), with 27.6% of the population of the South Taranaki district being Māori (up from 24.3%). Most Māori live in New Plymouth, where they make up 18% of the district's population. The iwi and hapū in the Taranaki region are Ngāi Maniapoto, Ngāa Rauru Kītahi, Ngāruahine, Ngāti Maru (Te Iwi o Maruwharanui), Ngāti Mutunga, Ngāti Ruanui, Ngāti Tama, Taranaki Iwi, and Te Atiawa.

At the end of June 2020, the unemployment rate across the region was at 4.3% with only small variations from one district to another (compared to 4% nationally). Rates of unemployment among Māori are higher.

Households without access to a motor vehicle is highest in New Plymouth district (7.2% of households) and lowest in Stratford district (6.6% of households).

Figure 26: Taranaki population by age and sex



Place

At 723,610 hectares, the Taranaki region makes up approximately 3% of Aotearoa New Zealand's total land area. An additional 68,910 hectares of Stratford District, within the Manawātū-Whanganui (Horizons) Region, is covered by Taranaki for the purposes of transport planning – bringing the total land area for the Plan to 792,520 hectares.

Geographically defined by one of Aotearoa New Zealand's most recognisable landmarks (Taranaki Maunga), the region consists of three very distinct landforms which impact on land use patterns and therefore transport needs.

- **Volcanic ring plain:** The Taranaki ring plain, centred on Taranaki Maunga, consists of fertile and free-draining volcanic soils. The ring plain supports most urban settlements plus intensive pastoral farming (particularly dairying). Farming is most intensive on the flatter land in southern Taranaki. Over 300 rivers and streams radiate from Mount Taranaki, and are extensively used by the agricultural sector, for community water supplies, and for a wide range of recreational purposes.
- **Eastern hill country:** The hill country that lies to the east of the ring plain is steeply dissected and prone to soil erosion and slipping. However, it can support both pastoral farming and commercial forestry when managed in accordance with the physical limitations of the land.
- **Marine terraces:** The soils of the coastal and inland marine terraces along the north and south Taranaki coast are among the most versatile and productive in the region. However, the combination of light, sandy soils and strong winds in some areas can lead to localised wind erosion.

Additionally, the region is exposed to the west and as a consequence, high-energy wave and wind conditions dominate the coastal environment. There are few areas of sheltered water beyond the major estuaries and the confines of Port Taranaki.

The Taranaki region has a temperate climate with generally abundant rainfall. The climate and subsoils are suited to high-producing pastures, with about 60% of the region used for high intensity pastoral farming. Approximately 40% of the region is in indigenous forest and shrubland, mostly within Te Papakura o Taranaki (Egmont National Park) and areas of the inland hill country.

The region also has significant natural resources beneath the ground in the form of oil and gas reserves, being known as the energy centre of the country. The region is exploring alternative energy options in response to climate change.

The land transport system is a place where people live, work, socialise, shop and play. Taranaki's villages, townships and city are shaped by land transport, and rely on it to function and grow. There are natural assets - such as parks, gardens, streams, rivers, wetlands, forests, estuaries, and oceans - which are located near to the land transport system. There are significant and increasing negative impacts from some assets and motor vehicle use, on places where people, flora, and fauna live.

Mode shift to shared and active modes of travel is therefore important to ensure that Taranaki's places grow sustainably, without the dominance of and necessity for private car travel.

Economy

Venture Taranaki, in partnership with Infometrics, provides a useful summary of key economic performance in 2022:

Table 12: Summary of Taranaki economic performance

| Metric | Performance (2022) |
|---|---|
| Gross Domestic Product (GDP): measures the value added from the production of goods and services | <ul style="list-style-type: none"> Taranaki Region accounted for of 2.8% of national GDP. GDP in Taranaki Region measured \$9,984.1m in the year to March 2022, up 3.7% from a year earlier. Growth was lower than in New Zealand (5.3%). Economic growth in Taranaki Region averaged 1.7% per annum over the 10 years to 2022 compared with an average of 3.0% per annum in New Zealand. |
| Economic structure: total employment is broken down to primary industries, goods-producing industries, high-value services, and other services | <ul style="list-style-type: none"> Among the broad economic sectors primary industries accounted for the largest proportion of GDP (25.4%) in Taranaki Region, which was higher than in New Zealand (5.8%). Goods-producing industries accounted for the second largest proportion in Taranaki (25.3%) compared with 18.5% in New Zealand. High-value services accounted for the smallest proportion in Taranaki (13.6%) compared with 26.7% in New Zealand. |
| Employment growth: shows that businesses in a region are confident in their activity and outlook to expand their workforce. | <ul style="list-style-type: none"> Taranaki accounted for 2.3% of national employment. Employment in Taranaki measured 62,533 in the year to March 2022, up 2.8% from a year earlier. Employment growth was lower than in New Zealand (3.0%). Employment growth in Taranaki averaged 1.2% per annum over the 10 years to 2022 compared with average employment growth of 2.2% per annum in New Zealand. |

| Metric | Performance (2022) |
|---|--|
| <p>Dairy: New Zealand's biggest export earner and is a key driver of economic activity in the region.</p> | <ul style="list-style-type: none"> • The number of cows in Taranaki averaged 460,243 over the year to May 2022. • The number of cows decreased by 1.2% over the year, compared with a decrease of 1.3% in New Zealand. • Milk processing is now concentrated at one site – Fonterra Whareroa Dairies Ltd, near Hawera. At peak production, this facility processes over 14 million litres of milk per day. • In addition to direct farm income from milk production, the added value resulting from the processing of milk, whey, and cheese manufacturing is a significant contributor to employment. |
| <p>Productivity: is a measure of the efficiency of production. Overall productivity is influenced by a number of factors such as labour and production inputs (for example machinery, technology and land).</p> | <ul style="list-style-type: none"> • GDP per filled job in Taranaki measured \$159,661 in the year to March 2022, which was higher than in New Zealand (\$132,815). • Productivity in Taranaki increased by 0.9% from a year earlier, compared with an increase of 2.3% in New Zealand. • Productivity growth in Taranaki averaged 0.5% per annum over the 10 years to 2022 compared with an average of 0.9% per annum in New Zealand. |
| <p>Wellbeing: The framework uses 30 objective indicators of wellbeing across nine wellbeing domains. It focusses on outcomes for people and communities and shows how outcomes in each domain and indicator have changed over time.</p> | <ul style="list-style-type: none"> • Taranaki outperformed New Zealand in the following wellbeing domains: civic engagement and governance, health and housing. • Taranaki underperformed New Zealand in the following wellbeing domains: environment, income and consumption, jobs and earnings, knowledge and skills, safety and social connections. • (see Figure 2) |
| <p>Social connections wellbeing: highlights people's ability to contribute in, and be a part, of a community and interact in society. Social contact allows people to socialise and interact with others, which reduces isolation and exclusion, and better enables support to be accessed, and resilience to build.</p> | <ul style="list-style-type: none"> • Lower scores indicate a worse performance. • Road fatalities rate indicator score for Taranaki was 56.4 (out of 100). This indicator score was lower than in New Zealand (78.6). • Work commuting time indicator score for Taranaki was 52.3 (out of 100) - data from 2018. This indicator score was lower than in New Zealand (78.0). • The carbon dioxide emissions indicator score for Taranaki was 51.9 (out of 100) - data from 2021. This indicator score was lower than in New Zealand (84.8). |

Figure 27: Wellbeing Radar

Wellbeing radar

2022



A vital part of the Taranaki economy is its physical infrastructure. The region's road and rail network, Port Taranaki, New Plymouth Airport, power generation facilities, oil and gas pipelines, transmission lines and sewerage and water treatment and reticulation systems provide essential services to the regional community and to the regional and national economies.

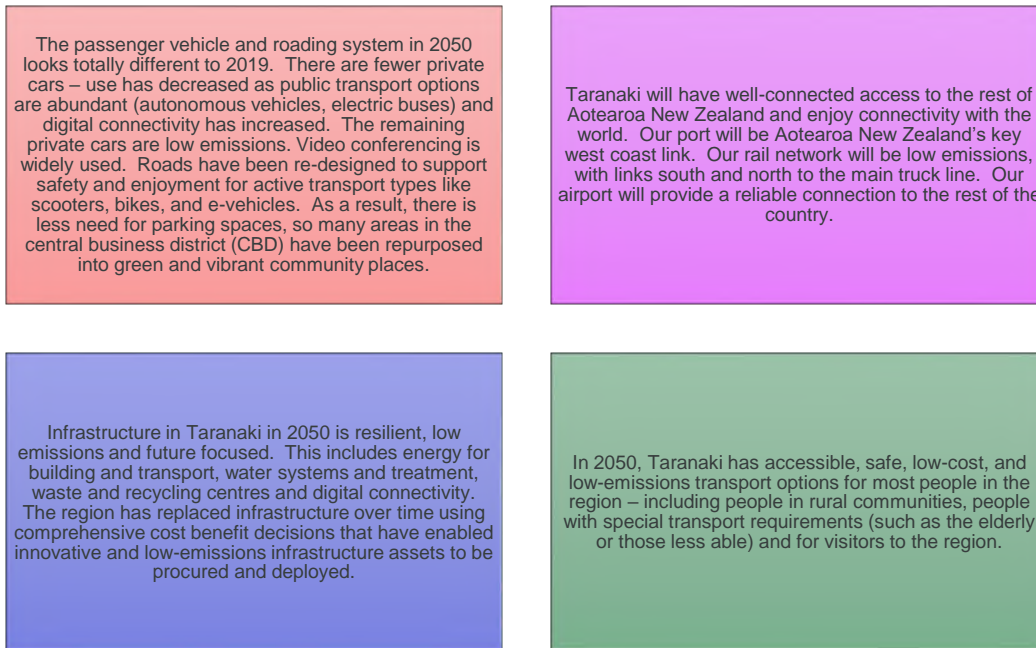
Port Taranaki plays an important role in the distribution network, and it is of strategic importance to importing and exporting activities for the oil and gas industry and its servicing.

Taranaki has a relatively small but distinctive manufacturing base. The region has developed a national and international reputation for its expertise in food processing, particularly of dairy products and speciality dough production. Furthermore, the special servicing needs of the dairy and petrochemical sectors (and to a lesser extent the meat, energy, industrial, chemical, and timber processing sectors) have contributed to the development of both heavy and light engineering industries.

In August 2019, Taranaki launched a co-designed Roadmap for how the region will transition to a low-emissions economy by 2050. A collaborative process has been used to further develop actions required to assist infrastructure and transport developments in Taranaki to achieve a low-emissions economy. The 2050 Roadmap vision informed the development of an action statement:

"Taking a comprehensive view, design and invest in our entire infrastructure and transport ecosystems so they're integrated, affordable, resilient, sustainable (green), low emissions and inclusive for community well-being and commercial use by 2050. This will also provide meaningful and secure work, and community opportunities for generations to come."

Figure 28: Taranaki 2050 Roadmap vision for Transport



Source: Taranaki 2050 Infrastructure and Transport Transition Pathway Action Plan

Appendix 2: Legislation, policy, and planning context

International

The importance of mode shift is outlined by several international and national policy directions, which emphasise the need to significantly reduce Greenhouse Gas (GHG) emissions from transport to limit the impact of climate change.

Inter Government Panel on Climate Change

The March 2023 Synthesis Report from the Inter-Governmental Panel on Climate Change (IPCC) states:

- There is a rapidly closing window of opportunity to secure a liveable and sustainable future for all (very high confidence).
- Climate resilient development integrates adaptation and mitigation to advance sustainable development for all and is enabled by increased cooperation including improved access to adequate financial resources, particularly for vulnerable regions, sectors and groups, and inclusive governance and coordinated policies (high confidence).
- Rapid and far-reaching transitions across all sectors and systems are necessary to achieve deep and sustained emissions reductions and secure a liveable and sustainable future for all.
- These system transitions involve a significant upscaling of a wide portfolio of mitigation and adaptation options. Feasible, effective, and low-cost options for mitigation and adaptation are already available, with differences across systems and regions (high confidence).

The report concludes:

- Systemic change required to achieve rapid and deep emissions reductions and transformative adaptation to climate change is unprecedented in terms of scale, but not necessarily in terms of speed (medium confidence).
- Systems transitions include deployment of low- or zero-emission technologies; reducing and changing demand through infrastructure design and access, socio-cultural and behavioural changes, and increased technological efficiency and adoption; social protection, climate services or other services; and protecting and restoring ecosystems (high confidence).
- Feasible, effective, and low-cost options for mitigation and adaptation are already available (high confidence).

Under the heading "Cities, settlements & infrastructure", the IPCC report states:

"Urban systems are critical for achieving deep emissions reductions and advancing climate resilient development (high confidence). Key adaptation and mitigation elements in cities include considering climate change impacts and risks (e.g. through climate services) in the design and planning of settlements and infrastructure; land use planning to achieve compact urban form, co-location of jobs and housing; supporting public transport and active mobility (e.g. walking and cycling)."

This mode shift plan focusses on the short-, medium- and long-term transport system changes needed to reduce emissions from SOV travel in Taranaki. There is an urgent need to scale-up the speed and coverage of mode shift activities across the region.

National

Local Government Act 2002

The Local Government (Community Wellbeing) Amendment Act 2019 reinstated into the Local Government Act the four aspects of community wellbeing and provided for local authorities to play a broad role in promoting the social, economic, environmental and cultural well-being of their communities, taking a sustainable development approach.

The Local Government Act (LGA) 2002 states¹⁰:

"For the purposes of performing its role, a local authority has—

- (a) full capacity to carry on or undertake any activity or business, do any act, or enter into any transaction; and*
- (b) for the purposes of paragraph (a), full rights, powers, and privileges."*

Subsection 5 states:

"A regional council must exercise its powers under this section wholly or principally for the benefit of all or a significant part of its region, and not for the benefit of a single district."

There are a number of reasons why it is important for Taranaki Regional Council (TRC) to promote an Active Modes Action Plan through the Better Travel Choices strategy:

- Regional Land Transport Planning: by implementing government mode shift policies such as Government Policy Statement on Land Transport (GPS), Arataki, and Emissions Reduction Plan (ERP) through the Regional Land Transport Plan 2024-27
- Supporting the introduction of speed management plans, by making streets more people-friendly
- Implementing the Regional Policy Statement (chapter 15 on urban development)
- Mitigation of climate change through the forthcoming Regional Spatial Strategies (recognising that transport is the most significant policy lever)
- Sustainable economic, social, and cultural regeneration, including close partnerships with Māori.

The way we travel reflects the society we have become. The emphasis on the desirability for people to travel as far and as fast as they like, in single occupancy private cars, has moved Aotearoa New Zealand away from core values such as kaitiakitanga – guardianship of our natural environment. As the body responsible for the region's natural environment, Taranaki Regional Council is determined to play an active role in moving the dial towards a safe and environmentally sustainable transport system.

Land Transport Management Act 2003

In section 117 of Land Transport Management Act (LTMA), the purpose of the RPTP is stated as being:

- a) A means for encouraging Regional Councils and public transport operators to work together in developing public transport services and infrastructure;
- b) An instrument for engaging with the public in the region on the design and operation of the public transport network; and
- c) A statement of:
 - i. The public transport services that are integral to the public transport network;
 - ii. The policies and procedures that apply to those services; and
 - iii. The information and infrastructure that support those services.

¹⁰ Part 2, section 12, subsection 2

Section 126 of the LTMA states the RPTP must, at all times, be kept current for a period not less than 3 years in advance, but not more than 10 years in advance. The Council may review the Plan from time to time but the Plan must be reviewed and, if necessary, renewed or varied, after the public transport service components of a RLTP are approved or varied.

Principles of the Public Transport Operating Model (PTOM) have been incorporated into the LTMA. PTOM is a system for planning, procuring, and funding public transport. It aims to increase patronage with less reliance on public subsidies, through improved collaboration between operators and regional councils. PTOM requires all bus services to be divided into units and provided under exclusive contracts to the council. However, services which do not form part of the core public transport network are exempt from operating under contracts.

PTOM is being replaced by the Sustainable Public Transport Framework (SPTF), which is underpinned by new objectives prioritising mode-shift, fair and equitable treatment of employees, and improved environment and health outcomes.

An amended LTMA will enable Regional Councils to operate public transport services in-house or to continue to outsource the operation of services to private operators. This proposed change acknowledges that outsourcing of services to private operators may not always align with wider objectives for public transport services, for example, improving the terms and conditions of employees or accelerating the decarbonisation of the bus fleet. At this point in time, TRC is not looking to assume direct responsibility for a large number of services, but reserves the right to use its new powers if necessary.

The amended act also establishes a new requirement for public transport services to be planned, procured, and operated in an open and transparent manner. Openness and transparency is required in relation to operating costs, service performance, vehicles used to deliver services, aggregate employee terms and conditions, and financial performance of operators.

Regional Councils and local councils are required to RPTPs in collaboration, in particular to identify the infrastructure necessary to support public transport services.

The definition of public transport now includes unscheduled (on-demand) public transport and shuttle services. This change clarifies the treatment of on-demand public transport services, enabling Regional Councils to provide any form of passenger transport service through any mode, other than air transport, whether delivered to a timetable or not. Regional councils can procure, contract, and deliver On-demand services separately to timetabled services. This is achieved by amending the definition of unit, and removing the requirement for every unit to be contracted on an exclusive basis.

The scope of exempt services to include commercial on-demand services and commercial shuttle services. Some exempt on-demand services and all exempt shuttle services can be operated without being registered with the Regional Council. This ensures that a smaller subset of commercially operated passenger transport services is subject to registration requirements - limited to those services more likely to affect public transport services provided by regional councils.

Government Policy Statement on Land Transport

The draft Government Policy Statement (GPS) 2024/27 sets out the government's desired outcomes and funding priorities for the land transport sector and is the policy document that directly influences decisions on how funding from the National Land Transport Fund (NLTF) is invested for the next three-year period.

How the GPS contributes to the four strategic priorities is summarised in Table 13.

Table 13: Contribution to GPS Strategic Priorities

| Priority | Description | Contribution of Public Transport | Contribution of Active Modes |
|--|--|---|--|
| Maintaining and operating the system | The condition of the existing transport system is maintained at a level that meets the current and future needs of users | Mode shift from private car to bus, and reduction in traffic volumes, can reduce wear and tear on the roading network and result in lower maintenance costs | Active modes require relatively little highway maintenance compared to motor vehicles, therefore more shorter distance trips shifting from private car will reduce impact on the road surface, especially in residential areas |
| Increasing resilience | The transport system is better able to cope with natural and anthropogenic hazards | In the event of disruption, public transport services provide a lifeline for people who do not have access to cars, and an alternative to people who do | Provides access to jobs, education, essential services and social opportunities, especially for people who do not have access to a private car or who choose not to drive |
| Reducing emissions | Transitioning to a lower carbon transport system | If well-used, buses reduce levels of Greenhouse Gas (GHG) travelled per passenger kilometre, which can be further improved by using low or zero emission vehicles | Active modes produce no Greenhouse Gases (GHG), noise, air or other pollution, and are best suited to very short distance trips which are relatively high polluting if undertaken by private car |
| Safety | To make transport substantially safer for all | Bus travel is a statistically safer mode than the private car, and so more people using public transport rather than cars can reduce the number of crashes | In an injury crash, active modes are more vulnerable to death or serious injury. Focussing attention on the needs of active modes can have a positive impact on all road users |
| Sustainable urban and regional development | People can readily access social, cultural, and economic opportunities through a variety of transport options; in resilient and productive towns and cities that have a range of low-emission transport options and low congestion | Strong public transport corridors and destinations (such as town and city centres) enable housing, employment, and retail development to be clustered around highly accessible locations, thereby reducing the need to own, and run a car | Places and spaces which are designed around active travel deliver a high quality local environment for communities, and assist with health and wellbeing |
| Integrated Freight System | Improving freight connections for economic development | Buses can transport more people than cars per unit of road space, and can therefore help to reduce traffic congestion that can impact on reliable journey times for freight | Active modes can easily replace car journeys, especially for shorter trips, and can therefore help to reduce traffic congestion that can impact on reliable journey times for freight |

Climate Change Response (Zero Carbon) Amendment Act 2019

This Act provides a framework by which Aotearoa New Zealand can develop and implement clear and stable climate change policies that:

- Contribute to the global effort under the Paris Agreement to limit the global average temperature increase to 1.5° Celsius above pre-industrial levels.
- Allow Aotearoa New Zealand to prepare for, and adapt to, the effects of climate change.

The changes do four key things:

- Set a new domestic greenhouse gas emissions reduction target for Aotearoa New Zealand to:
 - reduce net emissions of all greenhouse gases (except biogenic methane) to zero by 2050.
 - reduce emissions of biogenic methane to 24–47 per cent below 2017 levels by 2050, including to 10 per cent below 2017 levels by 2030.
- Establish a system of emissions budgets to act as stepping stones towards the long-term target.
- Require the Government to develop and implement policies for climate change adaptation and mitigation.
- Establish a new, independent Climate Change Commission to provide expert advice and monitoring to help keep successive governments on track to meeting long-term goals.

National Emissions Reduction Plan

Published in May 2022, the Aotearoa New Zealand Government Emissions Reduction Plan (ERP) is the national response to the challenge of climate change. The transport chapter starts with the following vision:

“By 2035, Aotearoa Aotearoa New Zealand will have significantly reduced transport-related carbon emissions and have a more accessible and equitable transport system that supports wellbeing.”

The Government has set four transport targets that support these focus areas. The targets aim to deliver an approximately **41% reduction in transport emissions by 2035 from 2019 levels**.

- **Target 1:** Reduce 2035 forecast total kilometres, travelled by the light fleet, by 20%.
- **Target 2:** Increase zero-emissions vehicles to 30% of the light fleet by 2035.
- **Target 3:** Reduce emissions from freight transport by 35% by 2035.
- **Target 4:** Reduce the emissions intensity of transport fuel by 10% by 2035.

For target 1, a key focus area of the ERP is reducing reliance on cars and support people to walk, cycle and use public transport including by:

- Improving the reach, frequency and quality of public transport and making it more affordable for low-income Aotearoa New Zealanders;
- Increasing support for walking and cycling, including initiatives to increase the use of e-bikes; and
- Ensuring safer streets and well-planned urban areas.

Better Travel Choices will support these objectives through development of an integrated shared and active travel network, based on linking multi-modal transport and service hubs across the region. This network will give people the confidence to know they have a genuine non-SOV choice for their journey.

Decarbonising Transport Action Plan

The Ministry of Transport (MOT) Decarbonising Transport Action Plan 2022-25 builds on the ERP and sets out in detail how the Government will implement various transport actions - in partnership with Māori, local government, businesses, and communities - to embed a long-term strategic approach to reducing transport emissions. The Action Plan identified seven “success factors” necessary to embed a long-term strategic approach to transport emissions reduction.

Table 14: Decarbonising Transport Action Plan success factors

| Success Factor | Summary |
|--|---|
| 1. Upholding Te Tiriti o Waitangi | <ul style="list-style-type: none"> Build and enduring partnership with Māori. Te Tiriti o Waitangi should underpin collaboration between Māori and the Crown to develop emissions reduction policies and interventions. Government agencies to work in partnership with Māori to maximise their Rangatiratanga over their goals, resources, and the services they use, co-design services that recognise differing Māori needs and strive to achieve equity of outcomes. |
| 2. Relevant agencies leading in their areas of expertise | <ul style="list-style-type: none"> Each government transport agency should understand its role in relation to the overall transport emissions reduction effort and drive change in the areas for which it is responsible. Transport agencies must work closely with other agencies and sectors to deliver a coordinated, systems-wide approach to emissions reductions. This may include (but not be limited to) housing, urban development, employment, energy, social development, community, and local government sectors. |
| 3. Strategically sequencing interventions | <ul style="list-style-type: none"> Significant ongoing investment needs to be managed responsibly and sequenced wisely so that early investments cumulatively contribute to, and not undermine future success. |
| 4. Delivering multiple benefits across multiple outcomes | <ul style="list-style-type: none"> Interventions should be identified and implemented based on ability both to reduce transport emissions and deliver wider benefits such as increased safety, greater equity, economic efficiencies, and long-term resilience. |
| 5. Working together and with communities | <ul style="list-style-type: none"> Government agencies should work closely with other agencies and organisations to develop and deliver interventions together, taking shared responsibility for results that span multiple sectors such as aligning land-use and transport decision making. |
| 6. Adapting swiftly when necessary | <ul style="list-style-type: none"> Engage regularly with all government transport agencies to ensure the wider transport sector is ready to respond swiftly, collaborate, and adjust plans as needed in response to emerging evidence and unforeseen changes. |
| 7. Avoiding the risks of delayed action | <ul style="list-style-type: none"> Despite some negative impacts around interventions acting now to rapidly reduce transport emissions will prevent even more damaging and far-reaching impacts in the future and maximise options when some projects prove more successful than others. |

Source: Decarbonising Transport Action Plan 2022-25, MOT

Better Travel Choices will be based on a credible and deliverable action plan to give effect to the success factors, with an emphasis on:

- Cross-government partnerships, where service providers and transport system planners identify multi-modal access needs and deliver solutions;
- Integration of transport and spatial planning, so that places are created where shared and active travel are given highest priority;
- Community development of public and active travel routes that address local need, and contribute to local economic development; and

- Partnership with Māori to develop active and shared transport routes which provide a wide range of access opportunities, links to culturally significant sites and a contribution to a locally diverse economy.

Arataki

Arataki, the Waka Kotahi 30-year view of the transport system, states that Taranaki will need to make an important contribution to reducing carbon emissions, to reach 2035 targets set in the ERP.

To meet national emissions targets, transport policies and investments must reduce forecast light vehicle kilometres travelled (VKT) in New Plymouth by 12%. While this is a relatively modest reduction compared to larger cities, achieving this target still requires significant change to how people travel in a city with an urban form and transport system focussed on private vehicle travel.

Key mode shift actions over the next ten years are clearly set out by Arataki:

- Encouraging growth and development that supports compact, mixed-use urban form, reduces trip length, and lessens car dependency;
- Planning interventions, activities, and investments are needed to achieve VKT reduction and emissions targets;
- Changes to allocation of space on existing roads and streets to enable and increase mode shift to public transport, walking, and cycling;
- Improving public transport services and exploring ways technology can deliver better services at lower costs;
- More actively managing car parking at major destinations and employment areas to increase use of public transport, walking, and cycling; and
- Identifying opportunities for smaller projects that can improve system outcomes, by getting the most from the existing network.

These actions give rise to the following key directions for mode shift:

- Begin to reduce vehicle kilometres travelled (VKT), focusing on New Plymouth, in a way that is fair, equitable, and improves quality of life;
- Improve access to social and economic opportunities, especially by public transport, walking, and cycling;
- Significantly reduce the harm caused by the region's transport system, especially through improved road safety and reduced pollutants dangerous to people's health;
- Actively support, enable, and encourage growth and development in areas that already have good travel choices and shorter average trip lengths;
- Rapidly accelerate the delivery of walking and cycling networks, predominantly through reshaping existing streets, to make these options safe and attractive;
- Explore the potential for new and emerging technologies, such as on-demand services, to improve access to social and economic opportunities;
- Better understand the impact of future economic transformation on travel patterns and freight volumes;
- Explore opportunities to move to a multimodal freight system with greater use of rail and coastal shipping.
- Continue to implement road safety plans and programmes including those focused for iwi Māori; and
- Improve or maintain, as appropriate, physical access to marae, papakāinga, wāhi tapu, and wāhi taonga.

Regional

Regional Land Transport Plan

Noting the 2024-2034 document is in development, the draft features three weighted problem statements, all of which are highly relevant to Better Travel Choices:

- The network is built and operated favouring cars and when coupled with limited alternative options results in low levels of public transport, active modes, and rail use (40%);
- Dispersed urban development with limited access to local amenities, services and schools resulting in high car dependency, compounding inequitable access for lower socio-economic communities (35%); and
- The condition of the region's primary roading network (including state highways and key local roads) is inconsistent, and in some parts poor, resulting in declining outcomes (increased operating costs and delays) for inter and intra-regional travel and freight, as well as declining safety for all road users (25%).

The Better Travel Choices integrated shared and active travel network directly addresses the first two of these problems, by re-configuring space for alternative modes to the private car and connecting people to places where they need to go. Addressing the third problem will benefit active travel users such as pedestrians and cyclists, as they can be adversely affected by poor road and footpath condition.

The 2024-27 Regional Land Transport Plan (RLTP) is currently in preparation, and Table 15 outlines the problems to be addressed and benefits to be delivered.

The first problem and benefit is specifically related to active modes. This Plan is a key document for the delivery of the benefits and KPIs.

Table 15: RLTP 2021-27 Problems, Benefits and KPIs

| Problem Statement (and weighting) | Benefit Statement (and weighting) | Key Performance Indicators (KPIs) |
|--|---|---|
| The network is built and operated favouring cars and when coupled with limited alternative options results in low levels of public transport, active modes, and rail use (40%) | Increased safe and connected active mode (walking, cycling and micro mobility) travel choices as well as reduced distances to services and amenities to achieve healthier communities (35%) | KPI 1: Transport related CO ₂ emissions KPI 2: Total vehicle kilometres travelled per capita KPI 3: Total kilometres of safe and connected separated cycleways and shared paths KPI 4: Percentage of active mode use for journey to work and school trips KPI 5: Local / regional trips average trip distance KPI 6: Transport system safety perceptions - customer surveys KPI 7: Deaths and serious injury crashes for active mode users |
| Dispersed urban development with limited access to local amenities, services and schools resulting in high car dependency, compounding inequitable access for lower socio-economic communities (35%) | Reduced reliance on private vehicles through increased use of public transport (40%) | KPI 1: Car ownership rates (Statistics NZ) KPI 2: Mode share for commuter trips for modes other than single occupancy vehicle KPI 3: Percentage of active mode and public transport use for journey to work and school trips KPI 4: Total public transport network coverage across region (kms or towns connected to network) KPI 5: Number of residents living within x km of high frequency public transport |

| Problem Statement (and weighting) | Benefit Statement (and weighting) | Key Performance Indicators (KPIs) |
|--|--|--|
| | | KPI 6: Average household spend on transport |
| The condition of the region's primary roading network (including state highways and key local roads) is inconsistent, and in some parts poor, resulting in declining outcomes (increased operating costs and delays) for inter and intra-regional travel and freight, as well as declining safety for all road users (25%) | Safe, reliable, resilient, and efficient movement goods on road and rail | KPI 1: Deaths and serious injury crashes for all users KPI 2: Average journey times for freight between key destinations (road and rail) KPI 3: Vehicle operating costs on key routes KPI 4: Travel disruption Duration and frequency of unplanned closures KPI 5: Resilience Levels of Services for key routes KPI 6: Number and length of HPMV routes KPI 7: Throughput (tonnage) and % of freight movement by road and rail |

Local

Taranaki Regional Council Long-Term Plan

Noting that work is now underway on the 2024-2034 Long-Term Plan, Taranaki Regional Council's vision, mission, and well-being aspirations in the 2021-2031 Long-Term Plan, "Riding the Tide of Change" were as follows:

Our Vision – The Taranaki Regional Council works with the Taranaki community to help make the region a fantastic place to live, play and do business.

Our mission – To work for a thriving and prosperous Taranaki by:

- Promoting the sustainable use, development and protection of our natural and physical resources.
- Safeguarding Taranaki's people and resources from natural and other hazards.
- Promoting and providing for significant services, amenities and infrastructure.
- Representing Taranaki's interests and contributions regionally, nationally and internationally.

We will do this by leading with responsibility, working co-operatively, to encourage community participation, and taking into account the Treaty of Waitangi.

Taranaki's Community Wellbeing Outcomes

Councils across the region jointly developed a series of Community Wellbeing Outcomes some time ago. These were re-validated by changes to the *Local Government Act in 2019*. Each has relevance to active modes.

- Connected Taranaki – focusing on physical and technological infrastructure.
- Prosperous Taranaki – the economic measures underpinning Future Taranaki.
- Secure and Healthy Taranaki – elements of a safe, healthy, friendly community.
- Sustainable Taranaki – focusing on environmental factors.
- Together Taranaki – measuring social inclusiveness and diversity.
- Vibrant Taranaki – the cultural and recreational well-beings.

Appendix 3: Mode shift potential

If mode shift in Taranaki is to become a reality, it is important to understand:

- Why people currently choose to travel by car;
- “Push” and “pull factors” for shared and active travel, which explain why people are put off and what might make them change; and
- Types of journeys which may be most amenable to mode shift.

To help develop the Better Travel Choices strategy, councils have sought high-level feedback from the community. Using the Social Pinpoint online engagement tools, and traditional mechanisms such as a hard copy survey, the public provided their views on the long-term vision for transport, road safety and speed management, cycling, walking and active travel, public transport, and anything else related to transport.

Travel choice of the car

The car is the most convenient, fast, and flexible mode of travel that has ever been invented. As disposable incomes have risen, and production prices fallen, owning a car has become an automatic choice for most ordinary people.

There are 0.81 light vehicles per head of population in Taranaki. Twenty years ago, it was only 0.66.

In 2018, the number of Taranaki households with a vehicle is summarised in Table 16.

Table 16: Households with access to motor vehicles in Taranaki

| Number of Cars | Household (%) |
|----------------|---------------|
| One | 6.08 |
| One | 35.96 |
| Two | 40.64 |
| Three or more | 17.30 |
| All | 100.00 |

The result is that towns and cities have been designed around the needs for the car, at the expense of other modes. In New Plymouth, there are two high-traffic State Highways which cut the city in half between north and south; and another which does the same between east and west. The other townships in the region have either State Highway 3 or State Highway 45 running through the centres.

Whilst these roads are essential for access by all modes, they can be a significant barrier to active travel because of high traffic volumes and lack of well-located crossing facilities. In the smaller townships and rural areas, there are a number of individual walkways and cycle trails which have the potential to be connected up in a regional active travel network, to serve both utility and leisure travel.

Investment in shared and active modes has historically been very low. Walking and cycling routes are not fully joined up into safe and convenient networks, and as a result there are many locations which present a barrier to travel because of concerns over safety.

Push factors

Push factors describe reasons why people are dissuaded from using shared or active travel. They are not simply about the car being better, but also revolve around under-performance of the alternatives.

The New Plymouth Integrated Transport Strategy Programme Business Case summarises a range of challenges, which are outlined in Table 17.

Table 17: Problems accessed by New Plymouth Integrated Transport Strategy

| Problem statement | Causal factors |
|---|--|
| Public transport is not competitive, convenient to access from active modes or perceived as a safe travel option resulting in low public transport use and poor customer experience. | <ul style="list-style-type: none"> Barriers to public transport are unsuitable timetabling, infrequency, unsuitable routes, easier to drive and park. Travel time for public transport from outer suburbs is twice as slow to CBD. Good coverage of bus stops and shelters but there is limited information at the stops and shelters, and they are hard to access via active modes |
| The urban areas have mainly developed in a linear form along the coast with low density residential developments resulting in high usage of private vehicles and increasing transport costs for the community, especially lower socio- economic groups. | <ul style="list-style-type: none"> Many communities have schools and shops but linear form may lead to lack of resilient access to key services e.g. healthcare. Linear form makes active mode travel times long. |
| The network is configured to prioritise private vehicles (including freight) over other modes resulting in issues across the city and towns including severance, and declining amenity. | <ul style="list-style-type: none"> Low level-of- service for other modes. Growing Average Annual Daily Traffic and freight volumes conflict with One Network Framework outcomes. Severance through town centres and across pinch points (coast, one way system etc.) from speeds and volumes conflict with ONF outcomes. |
| A fragmented network for active modes (walking, cycling and micro- mobility) with poor (unsafe) connections resulting in safety issues, poor perception of the network and low active mode uptake. | <ul style="list-style-type: none"> Gaps in cycle network (routes and facility type), particularly east to west. Poor facilities or gaps at existing intersections. |

The Future of Transport public consultation identifies reasons why people do not use the bus:

There are three reasons which elicit more responses than any others:

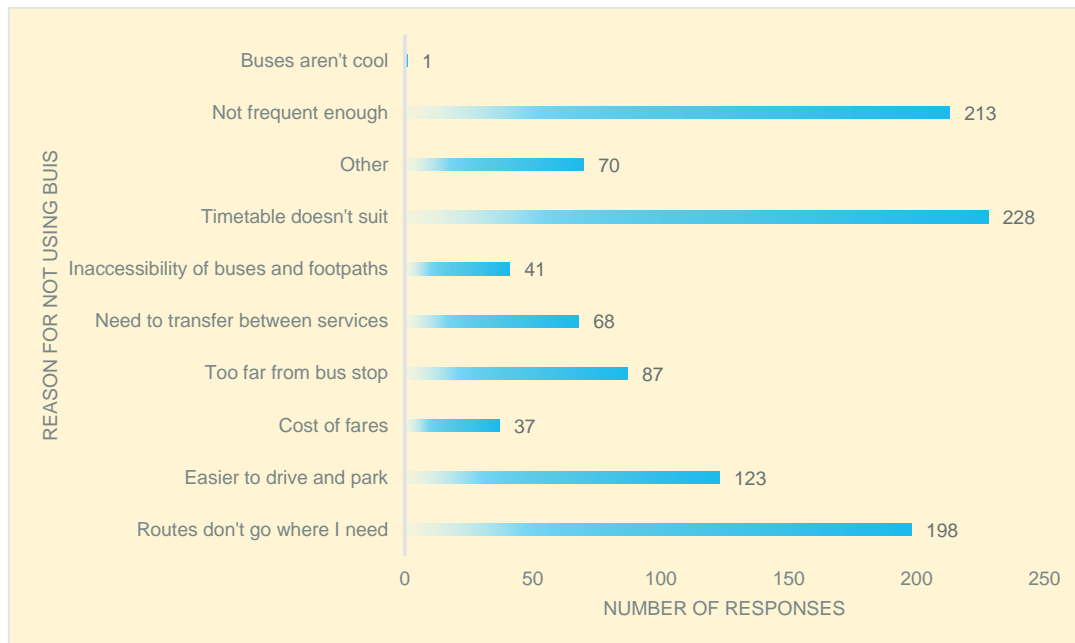
- Bus timetable don't suit people's needs;
- Services are not frequent enough; and
- Routes don't go where people need.

These are the main reasons why bus use is so low.

In most of the smaller Taranaki towns, central bus stops are hidden away in back streets whilst people can park right outside shops on the central thoroughfare. In these same towns there are very few other bus stops at all, which results in very poor access from residential areas.

Taken together these push factors make delivering mode shift a serious challenge unless they are addressed by a comprehensive and integrated transport and land use strategy which pulls people towards shared and active travel.

Figure 29: Why people don't use the bus



Pull factors

Pull factors encourage mode shift to shared and active travel for any particular journey, by demonstrating that the alternative is, or can be, much better than driving a car. If people believe this to be the case, they will choose an alternative.

The very clear message from the consultation is that **there is a genuine appetite for change towards mode shift**, strongly supported by improving overall safety and resilience of the transport system. This support encompassed:

- Reducing the number of car journeys;
- Priorities for change;
- Public Transport;
- Active travel; and
- Safety.

Reducing the number of car journeys

Survey respondents were asked:

Do you support a goal to reduce the number of car journeys in Taranaki by 25% by 2033 to help make roads safer and reduce greenhouse gas emissions?

Of the 440 respondents, 76% were strongly or generally supportive of the proposed goal.

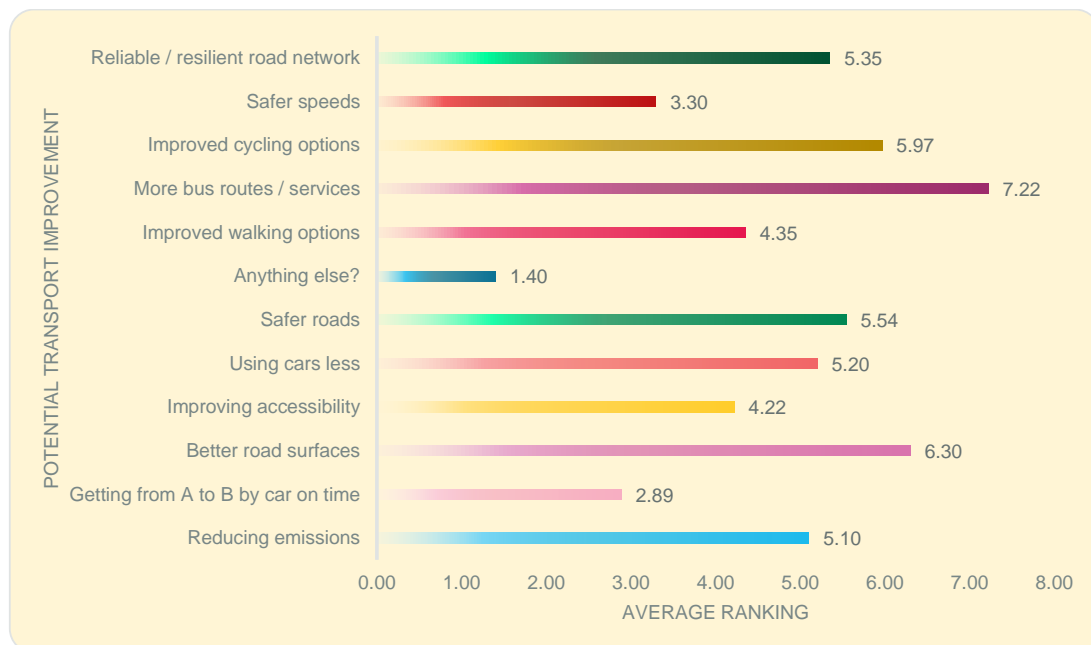
Survey respondents were also asked whether they thought that the goal was not ambitious enough, about right or too ambitious. Most online survey respondents (53%) thought it was “*about right*”; but a significant minority (21%) stated it was “*not ambitious enough*”.

Priorities for change

Survey respondents (online and hard copy) were asked to rank their top ten specified transport improvements in order of importance.

Figure 30 shows online survey results, based on the average of all individual rankings.

Figure 30: Ranking of ten transport improvements



By almost one whole ranking point, provision of more bus routes / services was the highest ranked improvement. In contrast, getting from A to B by car on time was ranked the lowest of the specific improvements (less than 4 out of 10).

Not surprisingly, better road surfaces and a reliable / resilient road network (improvements that benefit all transport system users) also rank highly. It is very encouraging to see that improved cycling options are the third highest ranked improvement, closely followed by safer roads.

Public transport

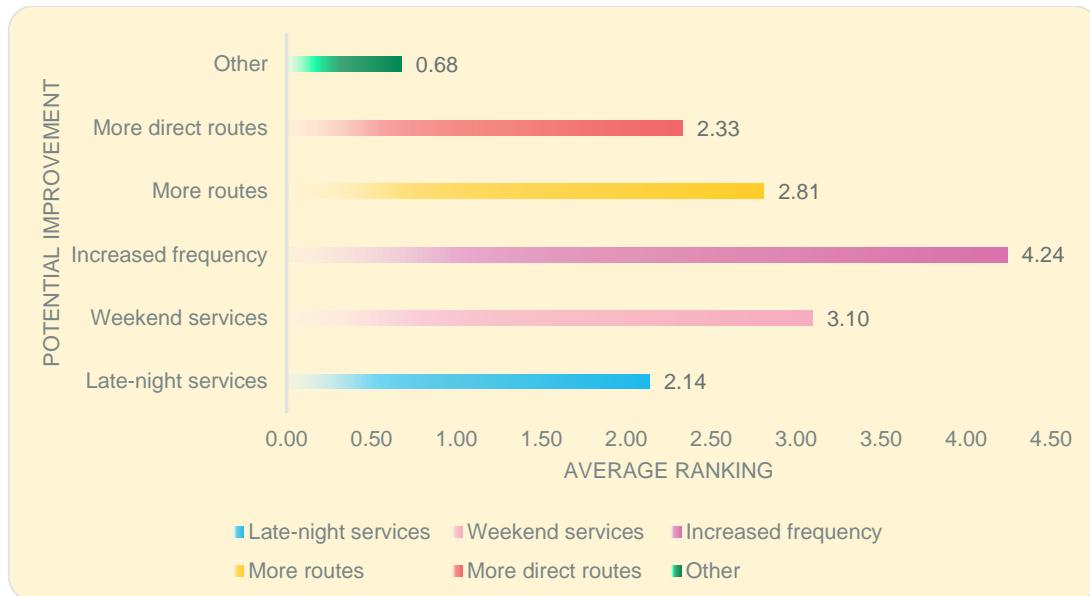
Survey respondents were asked:

“Please rank the following potential service improvements you would like to see for bus services”.

By far the most important service improvement is increasing service frequency, which reflects the fact that people want greater choice and much lower waiting times between buses.

The high ranking of weekend services (which only exist at a very low level in New Plymouth) reflect the greater importance of public transport for leisure travel, and for the growing number of people who work on Saturdays / Sundays.

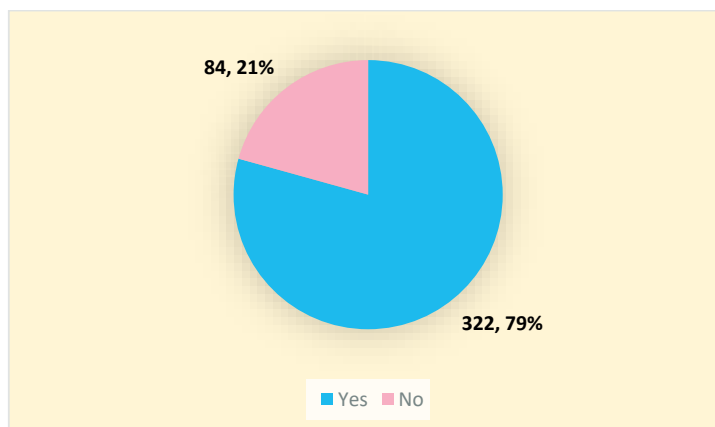
Figure 31: Ranking of public transport improvements



A follow up question asked:

"If we made these service improvements would you be more likely to start getting the bus?"

Figure 32: Likelihood of using the bus

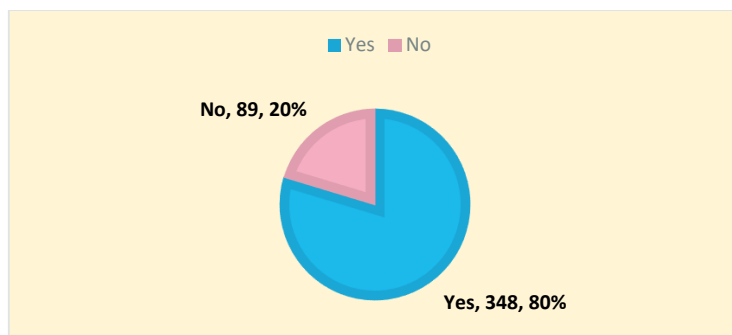


It is very encouraging to see that nearly 80% of people reply in the affirmative.

Active travel

Around 80% of online survey respondents would like to walk, cycle or travel actively more in their daily lives:

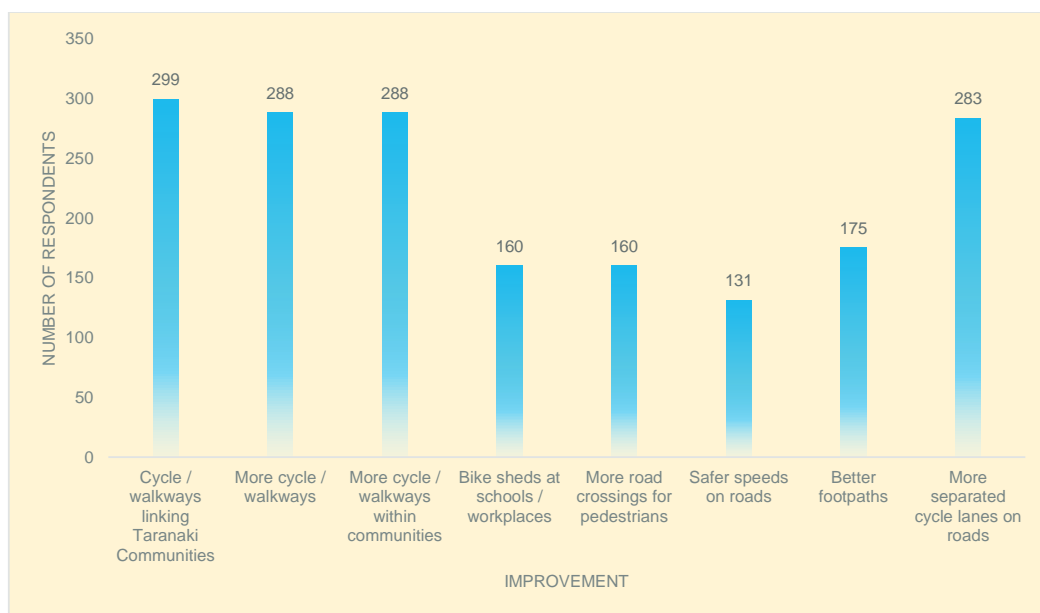
Figure 33: Desire for active travel



Respondents were then asked:

"What should the priorities be to improve active travel opportunities?"

Figure 34: Priorities for active travel improvements



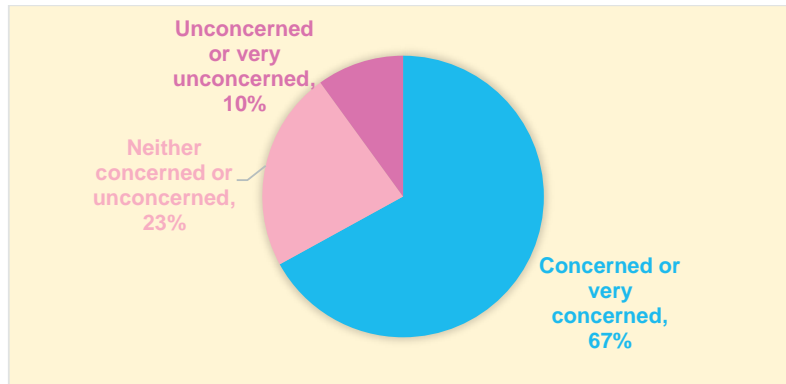
The top four improvements are all related (in various ways) to the provision of more routes through infrastructure improvements.

Safety

Survey respondents were asked:

"How concerned are you about safety on Taranaki's local roads (not including state highways)?"

Figure 35: Concern around road safety in Taranaki

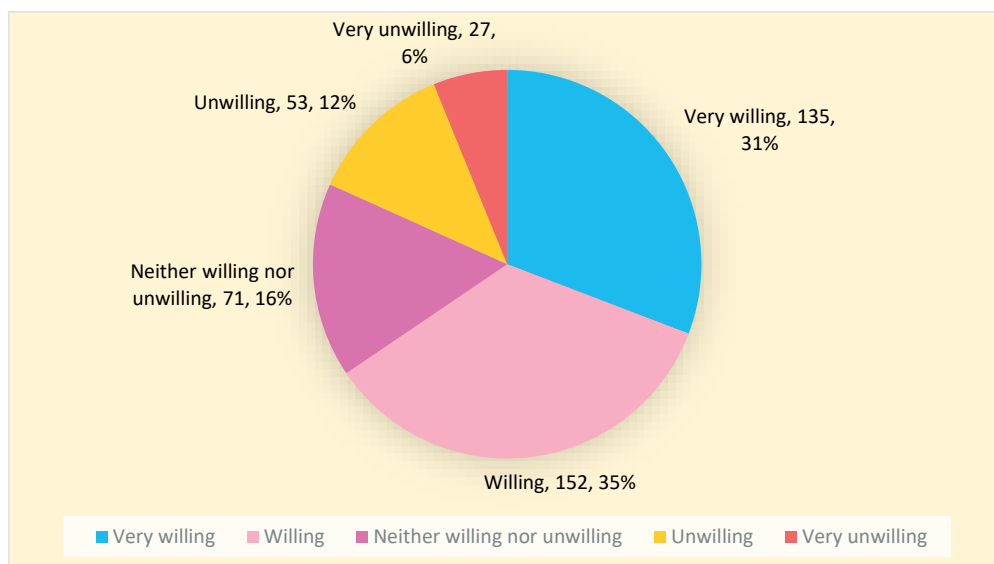


Two thirds of people express concern at road safety in the region, which is not a surprise given the relatively high level of risk of crashes.

Respondents were also asked:

"How willing would you be to accept slightly longer car journey times if this helped to make local roads safer for all people?"

Figure 36: Trade-offs between car journey times and safety



A total of 66% of online survey respondents indicated they were either very willing or willing to accept longer journey times for safety improvements.

Appendix 4: Supporting strategy objectives, targets and actions

New Plymouth City Centre Strategy

Table 7 sets out the New Plymouth City Centre strategy objectives and targets for transport, which delivery of Better Travel Choices strategic interventions will support:

Table 18: New Plymouth Accessible City Centre Strategy objectives and targets

| Objective | Targets |
|--|---|
| A city that encourages and supports people to use sustainable transport. | <ul style="list-style-type: none"> More people using other (non-private motor car) modes of transport to work in the city centre by 2030. Increase bus patronage from 2021 levels. |
| Network of paths and walkways that prioritise people and their movement. | <ul style="list-style-type: none"> More residents walking to work. Audit all significant NPDC public realm projects in the city centre against universal design principles and NPDC's Accessibility Strategy. Increase pedestrian counts at a faster rate than employment growth. |
| A range of private vehicle parking options. | <ul style="list-style-type: none"> An integrated transport plan that responds to future private vehicle use trends. Mobility car parking spaces maintained in suitable locations. Public car parking provision maintained at the current 80% occupancy levels i.e. at least 3,000 spaces until 2032. |

Stratford District Council *Connecting Our Communities* Strategy

Table 19: Stratford District Connecting Our Communities Strategy

| Investment objective | Actions |
|---|--|
| Each year an increasing proportion of Stratford's residents see alternative transport as safe, fun, and enjoyable recreational activities | <p>Action 1.1 – Encourage people to use alternative transport for daily trips, tourism, recreation, health, and the environment.</p> <p>Action 1.2 – Actively promote alternative transport as a desirable and mainstream mode of transport.</p> <p>Action 1.3 – Lead the community by example through the Council actively supporting alternative transport in its day-to-day operation.</p> <p>Action 1.4 – Encourage and support community projects and events that increase alternative transport in daily activities.</p> <p>Action 1.5 – Support safety, education and training programmes for walkers, cyclists, and motorists.</p> <p>Action 1.6 – Ensure that the District Plan and other relevant documents are consistent with this strategy.</p> <p>Action 1.7 – Ensure that our policies and plans are compatible with strategies of neighbouring districts.</p> |
| Alternative transport modes are, over time, becoming a more viable transport choice | <p>Action 2.1 – Ensure new roads and footpaths, where practical, are compatible with the needs of all vulnerable road users of all ages and abilities.</p> <p>Action 2.2 – Make existing roads and footpaths, where practical, compatible with the needs of all vulnerable road users of all ages and abilities.</p> |

| Investment objective | Actions |
|--|---|
| | <p>Action 2.3 – Ensure that Council’s safety management system for roads, such as traffic calming and local area traffic management plans, include the safety of vulnerable road users.</p> <p>Action 2.4 – Ensure that new subdivisions provide convenient and attractive linkages for vulnerable road users through and between subdivisions.</p> <p>Action 2.5 – Provide vulnerable road users with good links within Stratford’s towns.</p> <p>Action 2.6 – Monitor evolving best practice and adopt best practice guidelines and standards for design, construction, and maintenance of transport facilities.</p> <p>Action 2.7 – Ensure that all relevant strategies, policies, plans and practices include and support walking and cycling and publish, promote, implement, monitor and maintain this strategy.</p> |
| More tourists are choosing to walk, cycle and engage in outdoor activities in Stratford each year. | <p>Action 3.1 – Promote and encourage tourism opportunities that include walking and cycling.</p> <p>Action 3.2 – Develop facilities and links for walking and cycling, both on and off road that help integrate the walking and cycling networks.</p> <p>Action 3.3 – Expand and enhance and promote existing walking and cycling networks and facilities, and new facilities as they are developed.</p> <p>Action 3.4 – Provide direction signs and information for walking and cycling route options within the towns and for the wider cycle trail network.</p> |

Table 20: New Plymouth Parking Strategy principles and goals

| Principle | Goals |
|--|--|
| 1. Vibrant: designing parking so that it is attractive, sufficient and conveniently located in areas that people want to visit and spend time in | 1.1: Ensure that parking is planned and provided in a way that contributes to an attractive and functional environment |
| | 1.2: Ensure parking policies support and encourage business areas to be prosperous and vibrant, particularly in the New Plymouth central area |
| 2. Efficient: parking should not be unoccupied for long periods of time, nor should it be so busy that people struggle to find a place to park their motor vehicle | 2.1: Optimise the use of available parking to meet current and future demand for customer and business needs |
| | 2.2: Provide parking that matches the needs of users |
| 3. Equitable: ensuring that all transport options, not just motor vehicles, are catered for in the provision of parking, and that all users have fair access to parking regardless of whether they are shoppers, visitors, or commuters | 3.1: Provide parking that promotes the use of multiple transport options |
| | 3.2: Ensure a flexible parking approach that responds to user requirements |
| 4. Understood: providing the community with good quality information about parking that is current and easy to find so that they can make informed decisions about where to park | 4.1: Ensure users can easily find up to date information so they can make informed decisions about parking |
| | 4.2: Ensure parking machines are conveniently located and user friendly with multiple payment options |
| 5. Safety: Parking to be designed with safety in mind and includes the interaction between motor vehicles, pedestrians and cyclists | 5.1: Ensure parking spaces are designed to provide acceptable levels of safety |

Possible Community Transport framework for Taranaki

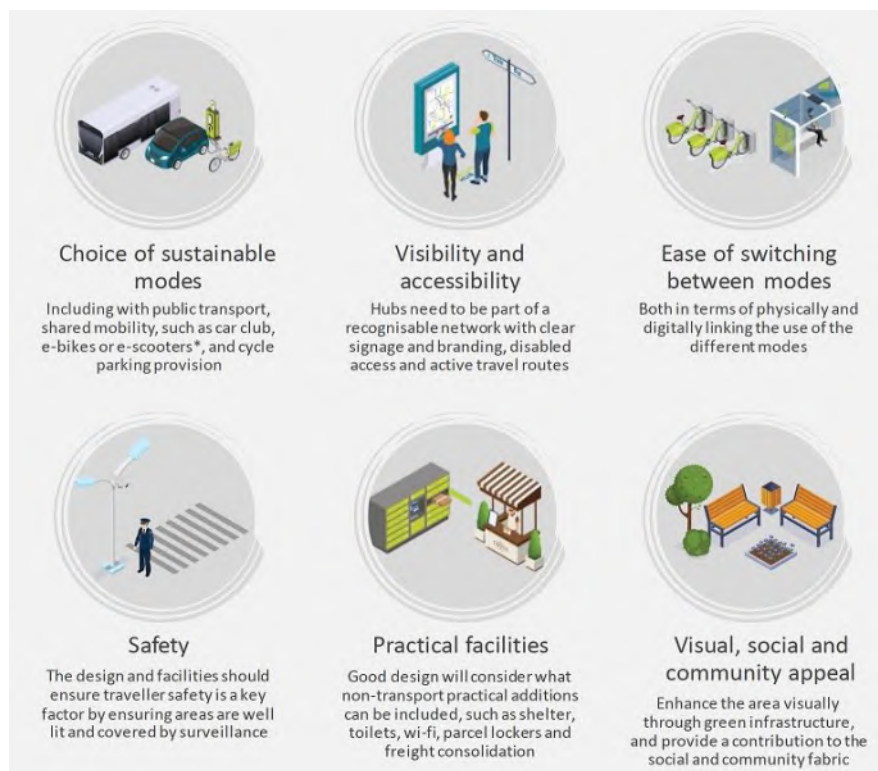
This framework could include:

- Setting out levels of service that customers can expect from the policy;
- Undertaking local area accessibility audits and community engagement to understand current challenges, and potential demand;
- Identifying areas and journey purpose markets which are not being served;
- Proposing the introduction of community transport services provided by charitable trusts;
- Working with existing community transport operators to highlight and remove barriers to more effective operations;
- Setting up a community transport forum to exchange ideas, resources, and best practice;
- Considering a dedicated fund for financial support for community transport capital investment and operations;
- Appointing a community transport liaison officer to provide advice, support, and capacity building for operators; and
- Monitoring and evaluating service demand and improvement of travel choice options over time.

Mobility hubs

Figure 37 sets out the key features of mobility hubs.

Figure 37: Key features of multi-modal mobility hubs



Source: England's Economic Heartland, Mobility Hubs Business Case Guidance

Mobility hubs are highly visible, safe, and accessible spaces where public, shared, and active travel modes are co-located alongside improvements to the public realm, along with community facilities – such as libraries and I-sites - where relevant. The redesign and reallocation of space away from the private car enhances the experience for travellers and creates a more pleasant environment for everyone.

Mobility Hubs provide an extensive menu of potential facilities to be co-located, and have the potential to regenerate local town centres and well as cement status of the more successful ones. The first major strategic intervention is to get the location right, so that the hub is visible, provides safe / convenient access and is highly visible.

Table 21: Potential actions and investigations of multi-modal transport hubs

| Location | Key Issues | Proposed Action or Investigation |
|----------------------------|---|--|
| Ariki Street, New Plymouth | Current passenger facilities are very basic, with shelters having insufficient capacity at certain times of the day. | Relatively modest investment in larger high-quality shelters with their own integral lighting. |
| | Ariki Street has great potential to become an attractive multi-modal hub | Installation of branded bus stop flags and information totems will not only provide excellent information but will also make a high visibility statement of the hub's existence in the heart of the city. |
| | There are safety issues with cars traversing the road in both directions, at the same locations where bus passengers are crossing. | Closure of Ariki Street to cars - between the Centre City car park entrance and Egmont Street - would significantly improve passenger and general pedestrian safety, as the current arrangement is not well-designed and encourages poor driver behaviour. |
| | Lack of obvious and easy to use cycle parking. | The bike hub could be opened up and integrated with the bus centre, as a means of re-introducing a human presence in that facility. The potential to move the Egmont Street stop into Ariki Street should be examined, and closing the road to cars should allow re-configuration of the bays. |
| Waitara | Waitara will receive higher frequency services on current route 20, which will be extended through New Plymouth city centre to the Base Hospital. Well-located bus stop, but very basic facilities. | Main requirement is for a higher capacity and quality facility with modern weather-proof shelters, information points, and picking up on both sides of the road. |
| | There is no secure cycle parking adjacent to the bus stop, except for a small metal hoop on the corner of McLean Street. | Introduction of secure high quality cycle parking is also necessary, so that people can leave their bike and catch the bus to New Plymouth. There is the potential to provide electric bicycle and scooter docking stations so that people can complete their journey. |
| Bell Block | In Bell Block, the bus network review proposes a new routing along Nugent Street which makes the existing poorly located bus stops on Bell Block Court redundant. | New weather-proof shelters, linked by a safe and direct zebra crossing point, should be located as close to the local shopping area as possible. |

| Location | Key Issues | Proposed Action or Investigation |
|-----------|--|---|
| Inglewood | The current bus stops for the Connector and Inter City services on Moa Street are located well away from the main shopping area, the New World supermarket, and key facilities such as the library and post office. | Investigate location of a new active and public transport hub on State Highway 3 Matai Street, to make town centre access much more convenient without the need for a car, and is a 10-minute walk Windsor walkway. A site adjacent to the exiting public toilets, post office, and currently disused train station, will create the potential for a truly multi-modal service hub if passenger services are eventually restored. |
| Stratford | The existing bus stops in Stratford are located on Miranda Street, one block back from the main shopping and commercial street on State Highway 3. Although well-located for the library, the stops are not as close to the shops as car parking, and the back-street location gives the impression that public transport users are second class citizens. | Investigate a mobility hub being developed directly on State Highway 3 in the centre of Stratford, adjacent to the library and central clock tower. Buses will be able to serve passengers on both sides of the road without needing a detour to Miranda Street. Secure cycle parking should be provided, to enable people to bike to the hub from residential areas of the town. |
| Eltham | As in Stratford, the central area bus stops are located in back streets away from the main shopping area on State Highway 3. This results in sub-optimal access – especially for disabled and elderly people who have further to walk. | Investigate re-locating the bus stops to State Highway 3 in the centre of Eltham, including new weatherproof shelters. |
| Pātea | Although a bus stop is identified on Google Maps (on the corner of SH3 Egmont Street and Oxford Street) it does not appear to exist on the ground. | There is the potential to locate a combined bus and community hub close to the library and museum, with a second pair of stops adjacent to the shopping area and toilets. Both locations would benefit from secure cycle parking and electronic charging equipment. |
| Waverley | Bus stops already exist on both sides of the main road (SH3) but are located about 100 metres from each other. There are no shelters or timetable information. | Investigate both bus stops being re-located adjacent to the library and Four Square supermarket, where there is already a crossing point. Shelters, cycle parking and charging should be provided. |
| Ōpunake | A single bus stop is located in Napier Street, just off the main SH45 Surf Highway. There is no bus shelter or timetable, only a sign mounted on a rusty pole. | Bus stops and cycle parking / charging on both sides of SH45 Surf Highway should be located adjacent to the shopping area, tourist information and library. There is a zebra crossing that can be used to cross the road at this point. |

Appendix 5: Summary overview of guiding framework

The following is a synthesis of key guiding framework aspects of Sections 3-6 for ease of reference.

| | | |
|---|--|---|
| Barriers to change (issues and challenges to address) | Barrier 1: Concerns about safety result in people not using active travel modes as much as they would like to. | |
| | Barrier 2: Existing networks are not connected or integrated, reflecting a built environment that is predominantly car-based, resulting in low mode share for active modes. | |
| | Barrier 3: Scale of access and mobility need is not reflected within the built environment, which is designed around the needs of motor vehicles. | |
| | Barrier 4: The public transport system in Taranaki provides a basic service for people who have no choice, but is not an attractive mode for people who have access to a car. | |
| Vision statements | Overall vision: <i>Increasing wellbeing and environmental sustainability of Taranaki communities by enabling people to safely and conveniently travel by public transport and active travel.</i> | |
| | VS1. Every member of society, irrespective of their personal circumstances and level of mobility, will be able to safely travel to meet their needs and wants. | |
| | VS2. Our local streets will be spaces and places that are safe, shaded, and sustainable hubs of social and community activity; where people from all walks of life and cultures can connect to share experiences face to face. | |
| | VS3. Low-traffic school streets will enable our children to experience arrival and departure in an environment that welcomes their participation in both education and play. | |
| | VS4. An accessible, integrated and customer-focussed public transport system that enhances our wellbeing and environment, and becomes the preferred mode of transport within and between urban areas. | |
| | VS5. A regional active and shared travel network, bound together by integrated multi-modal and service hubs, will enable local people and visitors to travel across the region confidently and sustainably for work, education, shopping, and leisure. | |
| Area | Strategic objectives | Outcomes sought |
| Public transport | PT1 – Improve public transport accessibility and equity | Provide safe and accessible public transport services and infrastructure that supports an efficient and connected transport network, and multi-modal travel. |
| | PT2 – Improve customer experience of the public transport system | Provide high quality information and branding that enables passengers to easily understand and navigate services |
| | PT3 – Improve environmental and economic performance | Contribute to reductions in carbon emissions from transport, improved air quality and reduced traffic congestion through mode shift public transport and decarbonising the bus fleet. |
| | PT4 – Deliver affordable and value for money services | Provide a fares and ticketing system that is simple, affordable and attracts and retains customers while balancing user contribution with public funding. |
| | PT5 – Manage service improvements optimally | Undertake an approach to planning, procurement and monitoring of services that supports the efficient and effective delivery of services while providing good value for money. |
| Active travel | AT1 – Improve personal safety | Reduce the scale of crash trauma for vulnerable road users. |
| | AT2 – Deliver high quality networks | Provide high quality networks that enable safe walking, wheeling and cycling within existing areas and as part of new developments. |
| | AT3 – Improve physical and mental health | Increase levels of active travel, both for utility journeys (i.e. work and school) and also leisure (in particular to reserves, beaches, wilderness areas, and Taranaki Maunga). |

| | | |
|---|---|---|
| | AT4 – Support economic development through tourism | Support regional economic development through creation of a wide range of new leisure and tourism opportunities for active travel, both in terms of support to walking / cycling companies and access to cafes, shops and local businesses. |
| Mode shift | MS1 – Increase use of active, public and shared transport | Provide frequent, reliable, and punctual urban and inter-urban public transport networks that attract new customers and retain existing ones. |
| | MS2 – Reduce Greenhouse Gas emissions | Contribute to reductions in carbon emissions from car-based private transport through mode shift and increased levels of walking, wheeling and cycling regionwide. |
| | MS3 – Improve local air quality | Contribute to reductions in local air pollutants from car-based private transport through mode shift and increased levels of walking, wheeling and cycling regionwide. |
| | MS4 – Reduce car traffic and congestion | Contribute to reductions in traffic demand and congestion resulting from car-based private transport through mode shift and increased levels of walking, wheeling and cycling regionwide. |
| Strategic interventions | | |
| Shaping urban form | 1a – Designing for public transport and active travel | <p>What is the intervention? Prioritisation of street space for active modes and public transport, before cars.</p> <p>What is currently being done? Transport Choices and active travel projects in New Plymouth and Stratford.</p> <p>What more can be done? Roll out of active travel projects to more locations across the region, based on city and town centre master plans.</p> |
| | 1b – Location and design of new development areas | <p>What is the intervention? Putting development in locations where it can be served by public transport and active travel, and ensuring the street design supports this.</p> <p>What is currently being done? Development areas identified by the New Plymouth District Plan, and structure planning being undertaken in Bell Block.</p> <p>What more can be done? Progression of location and design policies / practices through forthcoming Regional Spatial Strategies and Natural and Built Environment (NBE) Plans.</p> |
| | 1c – Low traffic neighbourhoods | <p>What is the intervention? Removing rat-running through traffic from local neighbourhoods, by use of traffic calming and selective road closures.</p> <p>What is currently being done? Streets for People projects across Aotearoa New Zealand.</p> <p>What more can be done? Work with communities to identify potential projects which address clear needs, and introduce pilots to test impact.</p> |
| Providing alternatives to private car travel | 2a – Regional active and public transport network | <p>What is the intervention? Development of an integrated active and public transport network, connecting key destinations across the region, including town / city centres, hospitals, leisure / tourist destinations.</p> <p>What is currently being done? Territorial Authorities and organisations such as the Open Access Commission are planning and promoting both local and longer distance</p> |

| | | |
|--------------------------|--|--|
| | | <p>active travel routes. Taranaki Regional Council is proposing to improve frequency and coverage of public transport.</p> <p>What more can be done?</p> <p>Various project proposals can be consolidated and expanded into a regional network, based on a series of connections between multi-modal hubs and significant destinations.</p> |
| | 2b – Improved public transport and shared services | <p>What is the intervention?</p> <p>Bus and community transport services which run more frequently, and for more hours of the day / week, both in New Plymouth and across the region.</p> <p>What is currently being done?</p> <p>Network review in New Plymouth, and of Connector, has identified improvements.</p> <p>What more can be done?</p> <p>Draft Regional Public Transport Plan proposes doubling frequency on New Plymouth Citylink and Regional Connector; expanding evening, weekend, and Sunday services, and introducing new or amended routes to increase number of origins / destinations served.</p> |
| | 2c – Improved public transport infrastructure | <p>What is the intervention?</p> <p>Bus stop accessibility for passengers (in particular disabled people), multi-modal hubs, and priority measures to enable more reliable journeys (including bus lanes and priority at traffic signals).</p> <p>What is currently being done?</p> <p>Bus stop infrastructure is being provided and maintained by the Territorial Authorities.</p> <p>What more can be done?</p> <p>Audits of bus stops and hubs, and bringing forward proposals to increase multi-modal accessibility improvements, with particular focus on active travel. Bus priority will be investigated and identified to address impacts of traffic congestion on bus service reliability.</p> |
| Travel demand management | 3a – Travel planning | <p>What is the intervention?</p> <p>Working with schools and workplaces to identify practical measures to reduce car travel for commuting.</p> <p>What is currently being done?</p> <p>Let's Go is a long-standing programme in New Plymouth which undertakes an extensive range of travel planning activity.</p> <p>What more can be done?</p> <p>Extending travel planning work throughout the region, and undertaking more detailed engagement within communities.</p> |
| | 3b – Information, marketing and publicity | <p>What is the intervention?</p> <p>Provision of information on active travel and public transport options, and setting out the potential benefits for both individuals and society as a whole.</p> <p>What is currently being done?</p> <p>Territorial Authorities and organisations such as the Taranaki Trails Trust provide web-based information on active travel. Taranaki Regional Council provides both paper-based and online public transport information, including timetables.</p> <p>What more can be done?</p> <p>Development of consolidated information, marketing and publicity at a regional level, including a one-stop shop web site.</p> |

| Targets | | |
|---|---|---|
| Headline target: <i>Reduce the number of car journeys in Taranaki by 25% by 2035</i> | | |
| | Proposed target | Key Performance Indicator to monitor |
| Public transport | <i>Total short-term passenger numbers on regional services (up to mid-2025)</i> | Increase total passenger numbers by 10% over 2023/24 baseline |
| | <i>Total long-term passenger numbers on regional services</i> | Increase total passenger numbers between 200% and 300% by 2035, compared to the 2023/24 baseline |
| | <i>Public transport mode share for journeys to work</i> | Increase public transport mode share to 10% by 2035, compared to the 2018 baseline |
| | <i>Public transport mode share for journeys to school</i> | Increase public transport mode share to 30% by 2035, compared to the 2018 baseline |
| | <i>Punctuality of bus services</i> | 99% of services arrive at timing points between 1 minute early and 4 minutes 59 seconds late |
| | <i>Reliability of bus services</i> | 99% of services run as scheduled as per the operating contract |
| | <i>Accessibility of urban bus services</i> | 90% of residents in New Plymouth, Bell Block and Waitara living within 400 metres of a bus service at a minimum hourly frequency by 2026 |
| | <i>Accessibility of regional and rural bus / community transport services</i> | 90% of residents outside of New Plymouth with access to a weekday bus or community transport service to their nearest township |
| | <i>Accessibility for disabled people</i> | 100% of bus stops accessible for people with disabilities, including wheelchairs and mobility scooters, by 2028 |
| | <i>Bus passenger satisfaction</i> | 90% of surveyed customers and community stakeholders are satisfied with the public transport service and total mobility scheme |
| | <i>Greenhouse Gas emissions from public transport</i> | At least 70% reduction in greenhouse gas emissions per kilometre travelled for public transport bus services by 2035 |
| | <i>Farebox recovery</i> | Increase farebox recovery to a minimum 40% of operating costs by 2028 |
| Active travel specific | <i>No vulnerable road user is killed or seriously injured across the region by 2035</i> | <ul style="list-style-type: none"> KPIs need to align to those of the District Councils, and may include the following: Zero deaths or serious injuries involving cyclists or pedestrians 100% of key commuter cycle routes (including routes to schools) have dedicated cycle facilities (cycle lanes, shared path or separate path) 5% increase in cycle and pedestrian counts on the previous year at key locations 100% of streets in urban areas have a footpath on one side, and 80% on both sides on key routes |
| | <i>All built assets regionwide (streets, centres, open spaces and buildings) are made accessible for people of all mobilities based on Universal Design Principles.</i> | |
| | <i>Double the number of people walking, wheeling or cycling to get to school or work by 2035</i> | |

Appendix 6: Active mode networks in development by Territorial Authorities and others

South Taranaki District Council



CONTACT



← Our Community

Home > Our Community

Alerts

Business and Enterprise Support

Community Groups and Organisations

Events

Funding and Grants

Hāwera Water Tower

Mayors Taskforce for Jobs (MTFJ)

Our District

Pathways

Denby Road Loop Pathway

Manaia Walkway Loop

Manawapou Viaduct

Nowell's Lakes Walkway

Ōhawe Beach to Waihi Beach Coastal Walk

Ōpunakē Loop Pathway

Pātea Riverside Walkway

Rotokare Walkways

Rotorangi Walkway

Safe to swim?

School Holiday Programme

South Taranaki Community Awards

Pathways



Denby Road Loop Pathway



Manaia Walkway Loop



Manawapou Viaduct



Nowell's Lakes Walkway



Ōhawe Beach to Waihi Beach Coastal Walk



Ōpunakē Loop Pathway



Pātea Riverside Walkway



Rotokare Walkways



Rotorangi Walkway

Eltham MasterPlan

SOUTH TARANAKI TOWNSHIPS
CONCEPT DESIGN - ELTHAM TOWN CENTRE
ILLUSTRATIVE MASTERPLAN



Manaia Masterplan

SOUTH TARANAKI TOWNSHIPS
CONCEPT DESIGN - MANAIA TOWN CENTRE
KEY MOVES



Opunake Masterplan

SOUTH TARANAKI TOWNSHIPS
CONCEPT DESIGN - ŌPUNAKÉ TOWN CENTRE
KEY MOVES



Ōpunaké Township Key

- 'Create A Heart'
- Wayfinding Signage / Identity / Public Art
- Town Centre arrival / gateway improvements
- Main Street Enhancements and Greening
- Safer cycle/walking connections to beach

- State Highway 45 - 50km/h zone
- Establish Town Loop
- Site Plan



www.landlab.co.nz

South Taranaki Townships - Opunake Town Centre, Concept V1, August 2019, LandLab, page 11

Patea Masterplan

SOUTH TARANAKI TOWNSHIPS
CONCEPT DESIGN - PATEA TOWN CENTRE
PROPOSED WIDER INTERVENTIONS



Patea Township Key

- 400m walking distance
- Town Loop - Extend Patea River Historic walkway
- Connections to beach / river / walkway
- Create 'A Heart'
- State Highway 3 Speed Change
- Site Plans
- Revitalize Beach + Boating Club Facilities
- Gateway Entrance Improvements
- Wayfinding + Interpretive signs
- Main Street Greening

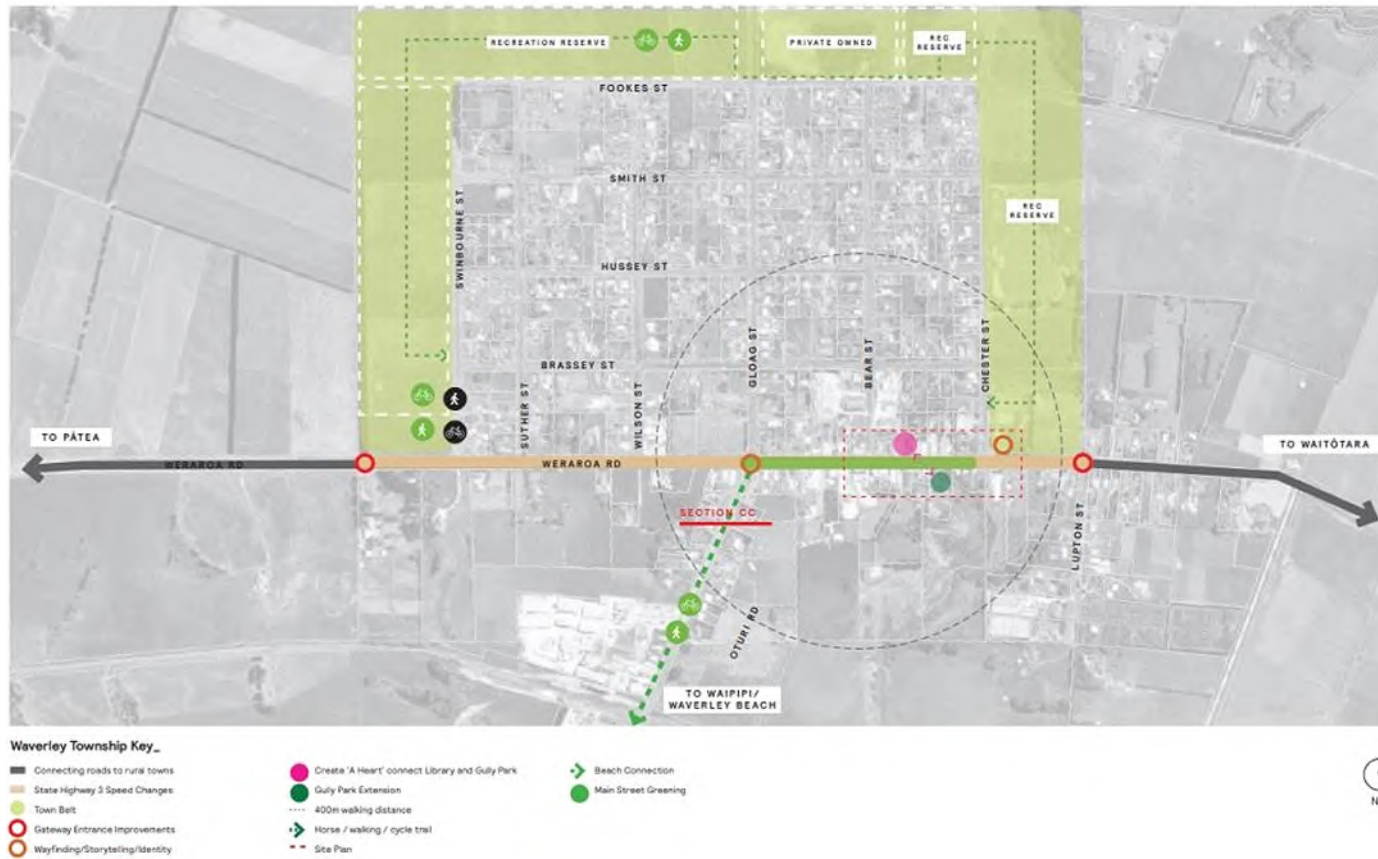


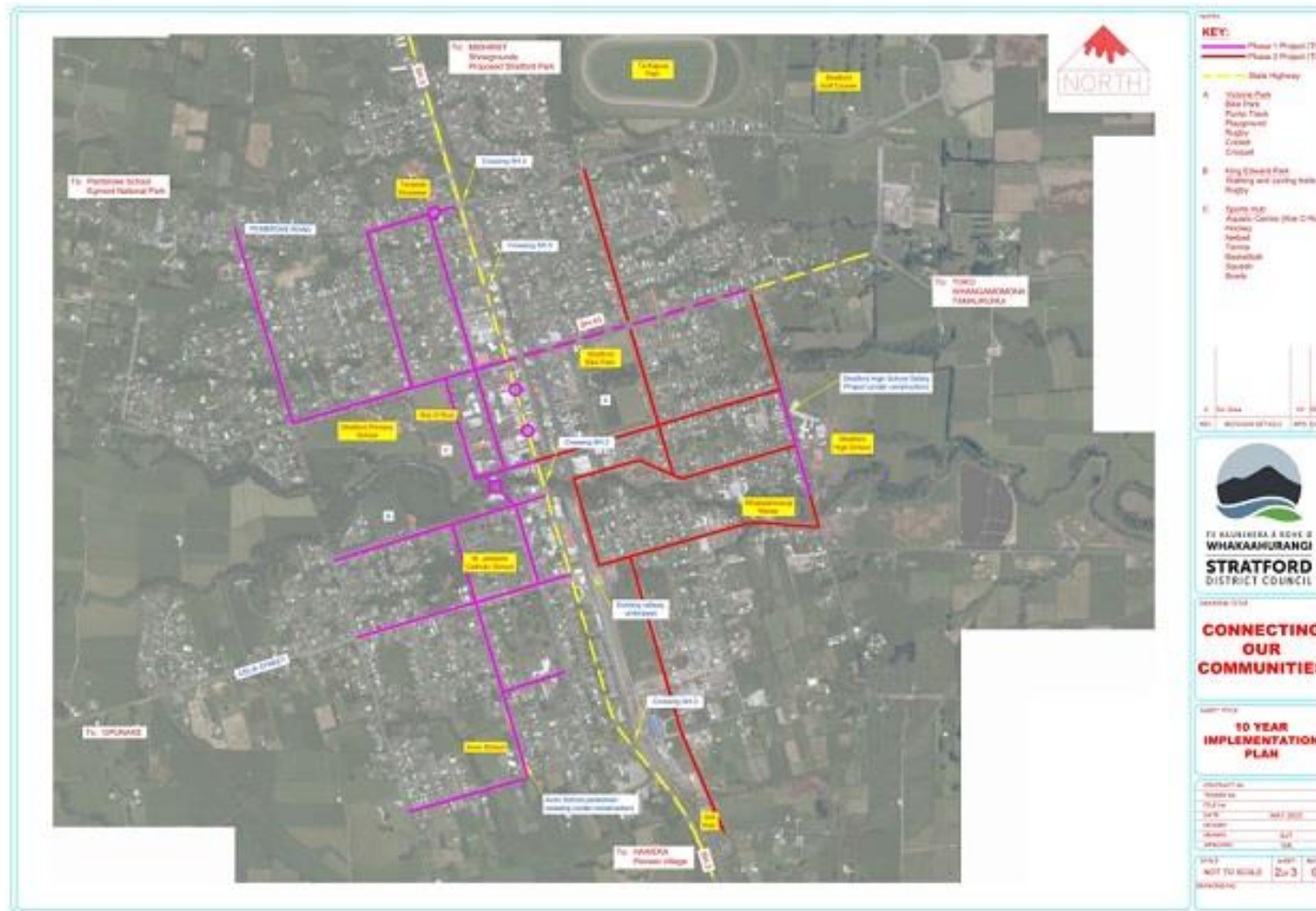
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South Taranaki Townships - Patea Town Centre, Concept V.1, August 2019, LandLab, page 9

Waverley Masterplan


SOUTH TARANAKI TOWNSHIPS
CONCEPT DESIGN - WAVERLEY TOWN CENTRE
KEY MOVES







New Plymouth District Council


NPDC

Ratonga Services

**Te Kāinga me ngā Taonga
Home and property**

**Whakatā me te Ahurea
Leisure and culture**

**Hapori
Community**

**Te whakamahere i tō mātou a meake nei
Planning our future**

**Kaunihera
Council**

Find by A–Z

A

B

C

D

E

F

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H

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L

M

N

O

P

Q

R

S

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U

V

W

X

Y

Z

Te eke me te hīkoi

Riding and walking

[Home](#) > [Leisure and culture](#) > [Riding and walking](#)
**Whakatā me te Ahurea
Leisure and culture**

- Attractions map
- Brooklands Zoo
- Can I swim?
- Coastal Walkway
- > Community swimming pools
- > Events calendar
- Submit your event
- Freedom camping
- Guided walks
- Horse riding
- > Museums, libraries and galleries
- > Parks, gardens and reserves
- > Pukekura Park
- ✓ **Riding and walking**

Barrett Domain Walkway →

Coastal Walkway →

Huatoki Walkway →

Mangaotuku Walkway →

Te Henui Walkway →

Waiwhakaiho Walkway →

Bike tracks →

Herekawe Walkway →

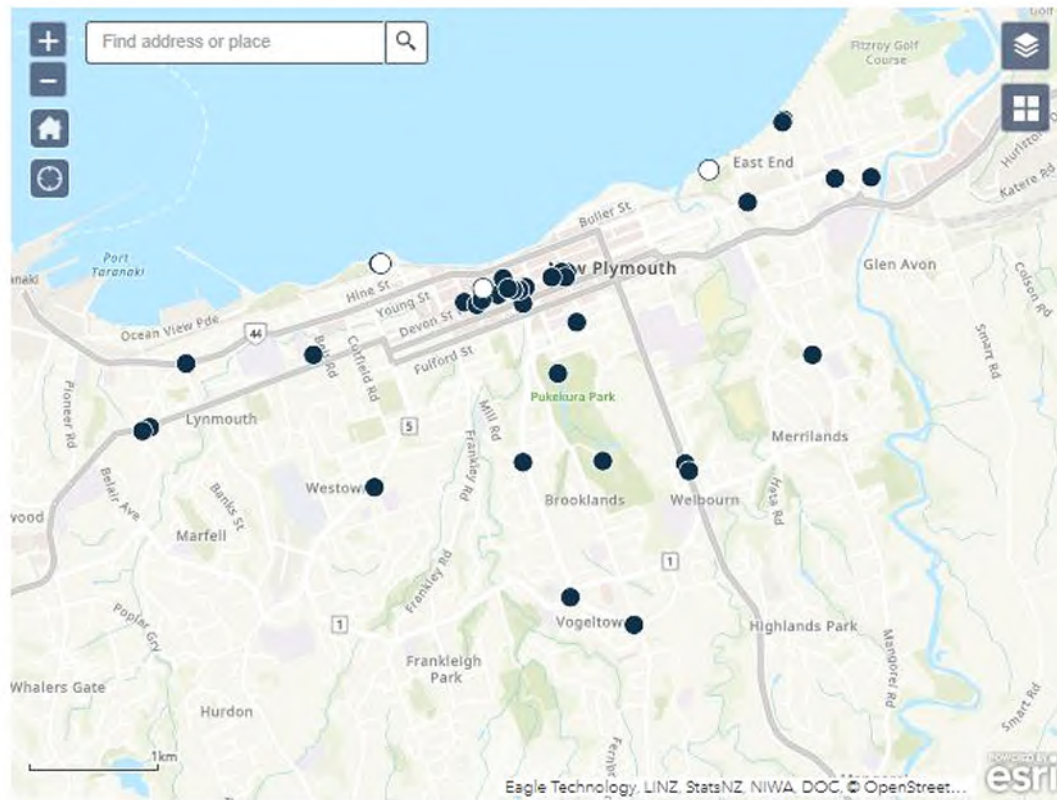
Lake Mangamahoe →

Mangati Walkway →

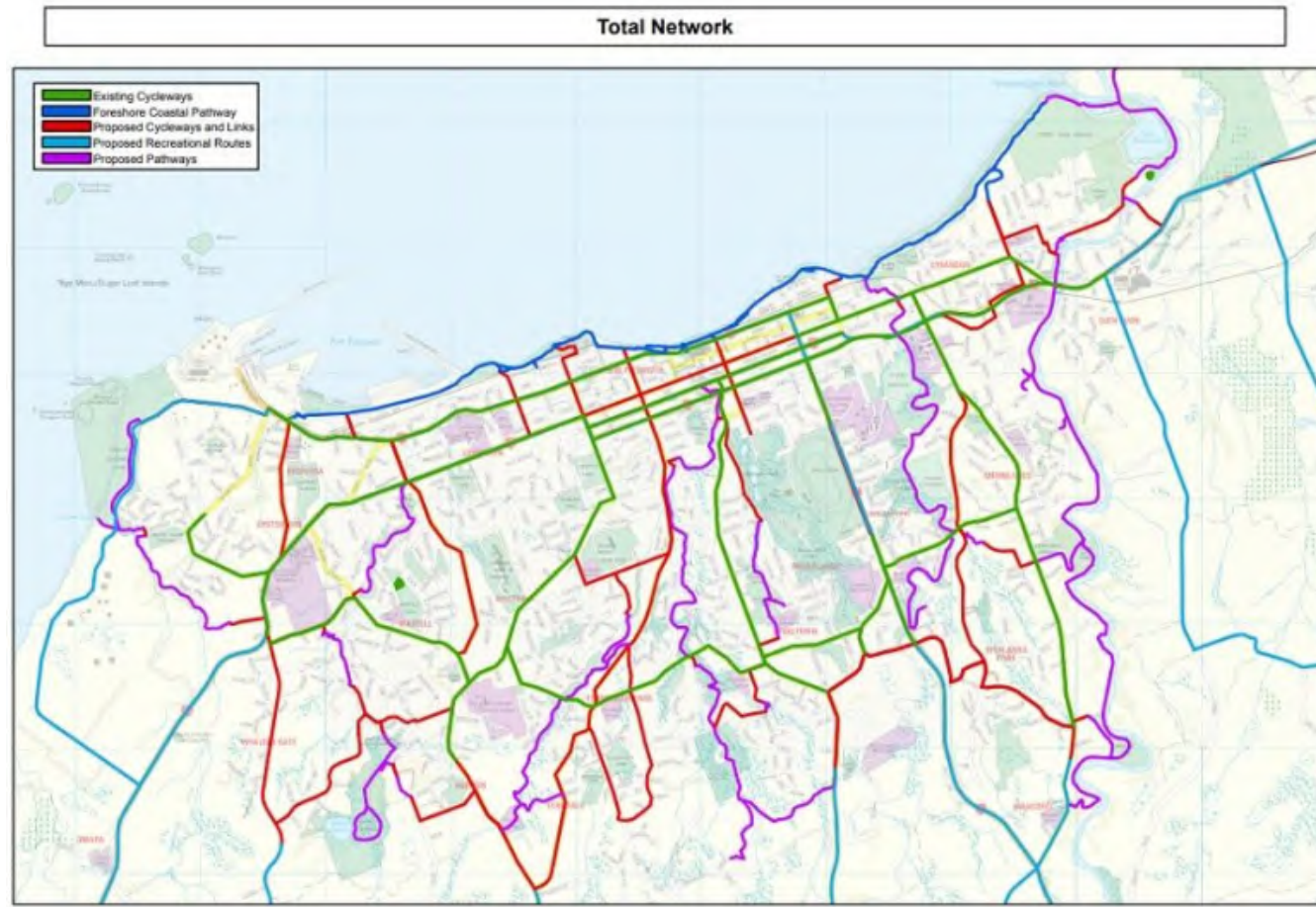
Waitara Heritage Trail →

New Plymouth bike rack map

Bike rack map



New Plymouth Cycle Network



Taranaki Trails Trust

FIND YOUR ADVENTURE

Whatever your adventure, a rewarding trail awaits you in Taranaki. From the iconic coastal walkway, to the extensive mountain bike park at Lake Mangamahoe – there's plenty to explore.

Search:

Use the filters below, or the map to refine your search.

Region close

Taranaki

Subregion close

Activity Type

Select

Advanced Search

Reset Filters

Show Results


Powered by the NZ Walking Access Commission

Results:

Showing 50 of 74 search results

Sort by: North - South

Ascending Descending




Waiataunga South Road to Te Rerepupupahu Falls Track

Taranaki, New Plymouth

☆☆☆☆☆ (0)

11.1 km | Hard

4 hr 30 min




Whitecliffs Walkway

Taranaki, New Plymouth

☆☆☆☆☆ (0)

10.2 km | Easy

8 hr one way




Kiwi Road Loop

Taranaki, New Plymouth

☆☆☆☆☆ (0)

55.2 km | Hard

9-11 hr return




Forgotten World Highway

Taranaki, New Plymouth

☆☆☆☆☆ (0)

116.2 km | Hard


2 to 3 days cycling



Mt Damper Falls Walk

Taranaki, New Plymouth


☆☆☆☆☆ (0)



Mt Damper to Te Rerepupupahu Falls track

Taranaki, New Plymouth


☆☆☆☆☆ (0)



Rerepape Track

Taranaki, New Plymouth, Stratford

☆☆☆☆☆ (0)




Urut Valley Loop Trail

Taranaki, New Plymouth

☆☆☆☆☆ (0)

View Satellite Map

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Part B: Regional Public Transport Plan 2024-2054

Consultation draft

September 2023

Taranaki Regional Council

Contents

| | |
|---|----|
| List of figures | 3 |
| List of tables | 3 |
| 1. Introduction | 4 |
| Background | 4 |
| Achievements since the last RPTP | 4 |
| Purpose | 4 |
| Better Travel Choices | 5 |
| 2. Legislative, regulatory and policy framework | 6 |
| Introduction | 6 |
| Legislation | 6 |
| Regulatory system | 6 |
| Policy context | 7 |
| 3. The public transport system in Taranaki | 10 |
| Bus services | 10 |
| Passenger numbers | 13 |
| Punctuality and reliability | 16 |
| Infrastructure | 17 |
| Fares | 17 |
| Information | 18 |
| 4. Vision and strategic objectives for public transport | 19 |
| Vision | 19 |
| Strategic objectives | 19 |
| Strategic case for change | 20 |
| 5. Strategic framework | 28 |
| Policies and potential initiatives | 28 |
| Key Performance Indicators and targets | 30 |
| Appendix A: Services integral to the public transport network | 32 |
| Appendix B: Unit establishment principles | 34 |
| Appendix C: Significance policy | 36 |
| Appendix D: Land Transport Management Act 2003 requirements | 38 |

List of figures

| | |
|---|--------------------|
| Figure 1: Structure of Better Travel Choices for Taranaki | 5 |
| Figure 2: New Plymouth Citylink urban route map..... | 11 |
| Figure 3: Connector service and timetable..... | 12 |
| Figure 4: Summary of RPTP 2024 policies..... | 20 |
| Figure 5: Potential route changes in New Plymouth | 22 |
| Figure 6: Carbon and space footprint of different modes | 25 |

List of tables

| | |
|---|--------------------|
| Table 1: Contribution of public transport system to GPS priorities..... | 7 |
| Table 2: RLTP 2024 problems, benefits and KPIs | 8 |
| Table 3: New Plymouth Citylink urban services | 10 |
| Table 4: Citylink school network..... | 12 |
| Table 5: Southlink services..... | 13 |
| Table 6: Taranaki region patronage and revenue comparison - March 2022 and March 2023 | 13 |
| Table 7: Patronage on New Plymouth Citylink | 14 |
| Table 8: Citylink average passengers per journey (March 2023) | 14 |
| Table 9: Connector group of services | 15 |
| Table 10: Connector and Your Connector passenger numbers (March 2023) | 16 |
| Table 11: Southlink services and passenger journeys (March 2023) | 16 |
| Table 12: Base fare levels in 2023 | 17 |
| Table 13: RPTP 2024 objectives and outcome statements | 19 |
| Table 14: Public transport network review proposals within existing budgets..... | 21 |
| Table 15: Potential future service improvements requiring additional investment | 22 |
| Table 16: Policies and potential initiatives for RPTP 2024 | 28 |
| Table 17: Key Performance Indicators and proposed aspirational targets | 30 |
| Table 18: Public Transport Units - Current and future options..... | 35 |
| Table 19: Summary of how the RPTP delivers against the LTMA..... | 38 |

1. Introduction

Background

The current Taranaki Regional Public Transport Plan (RPTP) was published in October 2020, seven months after the arrival of the COVID-19 pandemic – an event which has changed the way that people think and feel about travel, and life in general.

As a result of COVID-19, public transport patronage across the country has suffered significantly and has yet to recover even to pre-pandemic levels. There may be no such thing as “returning to normal”; public transport now lives in a different world to which it will have to adapt.

There is cause for optimism, and also a compelling need to do better. The recent Taranaki Regional Council (TRC) consultation on transport reveals strong support for significant improvements to the public transport network, as a means of tackling a range of issues including access to jobs / education, social isolation, sustainable economic regeneration, and climate change. The current public transport mode share for journeys to work is very low, at less than 0.5%. In contrast, for journeys to school the figure is well over 10%, which is higher than the national average.

Achievements since the last RPTP

The 2020 RPTP was about consolidation in a highly uncertain world. The focus was very much on ensuring that people were able to travel safely and affordably. To that end, the Government introduced half price fares for all passengers between April 2022 and June 2023. This resulted in a significant boost to bus patronage – for example a 35% increase between March 2022 and March 2023.

The Government has now funded free fares for children under 13 years of age, and half price fares for adults up to the age of 24 and Community Services Card (CSC) holders. Bus travel has never been so affordable.

Demand for bus travel is driven strongly by children and young people accessing education, and TRC has been proactive by introducing additional urban school routes in New Plymouth and the Your Connector service from Hawera, Eltham, Stratford, and Inglewood into the city.

Compared to many parts of the country, local operators Tranzit, Pickerings and Weir Brothers have managed to provide sufficient numbers of drivers to keep services going to the current timetable. This achievement has enabled adverse impacts on patronage to be minimised.

Purpose

This 2024 RPTP is very much about looking forward with a renewed sense of ambition, and improving the Taranaki public transport network to meet the challenges of a world where single occupancy car travel – especially for shorter urban journeys – is reduced to meet our climate change obligations.

A statutory document under the *Land Transport Management Act* (LTMA), the purpose of the RPTP is to identify public transport services integral to the region’s network, and develop objectives, policies and actions which deliver improvements for passengers, both existing and future.

In Taranaki public transport services and infrastructure require significant improvement to meet the challenges of climate change. In many instances, bus services are an under-used resource which are primarily patronised by people who do not have access to a private car. Adult passenger numbers are generally low, compared with other modes of travel – especially the private car. Only school services are busy. Infrastructure – in the form of bus waiting facilities and on-road priority measures – is patchy in terms

of coverage and quality. The system is not consistently accessible to disabled people, which is a breach of United Nations charter commitments that Aotearoa New Zealand signed 15 years ago.

This RTPP intends to start the transformation of public transport into a modern, environmentally conscious, integrated, accessible, and customer-focussed service which becomes the mode of choice for a range of utility and leisure travel, whether people have a car or not. Transformation starts by understanding the current strengths and weaknesses of the system, and making better use of available short-term investment. In the medium to longer term, the aim is to build further service frequency and capacity into the system, so that using public transport becomes convenient, intuitive, and excellent value for money. All this will be backed up with consistently high-quality infrastructure which will be the shop window for this modern system.

Better Travel Choices

The RTPP 2024 is part of the TRC "Better Travel Choices" initiative, which is integrating public transport planning with the wider context of mode shift to a range of shared and active travel modes. Better Travel Choices is structured as shown in Figure 1.



Figure 1: Structure of Better Travel Choices for Taranaki

Better Travel Choices is a 30-year strategy to change the way people travel in the region, promoting healthy and environmentally friendly modes of transport.

Bus services in the region have changed little in over 15 years. If mode shift is to be realised, something different has to happen. The Regional Public Transport Plan (RTPP) is an integral part of Better Travel Choices and sets out a visionary ten-year strategy for bus-based mode shift, based on a clear understanding of target markets.

2. Legislative, regulatory and policy framework

Introduction

The RPTP exists within a legislative, regulatory and policy framework, and this section sets out the key requirements against which public transport must be planned and delivered.

Legislation

In section 117 of Land Transport Management Act (LTMA), the purpose of the RPTP is stated as being:

- a) A means for encouraging Regional Councils and public transport operators to work together in developing public transport services and infrastructure;
- b) An instrument for engaging with the public in the region on the design and operation of the public transport network; and
- c) A statement of:
 - i. The public transport services that are integral to the public transport network;
 - ii. The policies and procedures that apply to those services; and
 - iii. The information and infrastructure that support those services.

Section 126 of the LTMA states the RPTP must, at all times, be kept current for a period not less than three years in advance, but not more than ten years in advance. The Council may review the Plan from time to time but the Plan must be reviewed and, if necessary, renewed or varied, after the public transport service components of a RLTP are approved or varied.

Appendix D summarises how the RPTP delivers against the LTMA.

Regulatory system

The previous RPTP was prepared under the Public Transport Operating Model (PTOM), a system for planning, procuring, and funding public transport, which aimed to increase patronage with less reliance on public subsidies, through improved collaboration between operators and Regional Councils.

Appendix B sets out the unit design principles. Services which do not form part of the core public transport network (outlined in Appendix A) are exempt from operating under contracts. This currently includes long distance services provided by Inter City.

PTOM has been replaced by the Sustainable Public Transport Framework (SPTF), which is underpinned by new objectives prioritising mode-shift, fair and equitable treatment of employees, and improved environment and health outcomes. The basic structure of PTOM has been retained, whereby all bus services are divided into units and provided under contracts to TRC.

An amended LTMA will enable Regional Councils to operate public transport services in-house or to continue to outsource the operation of services to private operators. This change acknowledges that outsourcing of services to private operators may not always align with wider objectives for public transport services, for example, improving the terms and conditions of employees or accelerating the decarbonisation of the bus fleet. At this point in time, TRC is not looking to assume direct responsibility for a large number of services, but reserves the right to use its new powers if necessary.

The amended act will also establish a new requirement for public transport services to be planned, procured, and operated in an open and transparent manner - in relation to operating costs, service

performance, vehicles used to deliver services, aggregate employee terms and conditions, and financial performance of operators.

Regional and local councils are required to prepare RTPs in collaboration with Territorial Authorities, in particular to identify the infrastructure (such as bus stops, hubs and priority measures) necessary to support public transport services.

Under the SPTF, the definition of public transport includes on-demand and shuttle services which do not run to a fixed schedule. Therefore Regional Councils are able to provide any form of passenger transport service through any mode, other than air transport, whether delivered to a timetable or not. Regional Councils can procure, contract, and deliver on-demand services separately to timetabled services, by amending the definition of a unit, and removing the requirement for every unit to be contracted on an exclusive basis.

"Exempt services", which are not integral to the public transport network, include commercially operated buses, on-demand, and shuttles. Some exempt on-demand, and all exempt shuttle services, can be operated without being registered with TRC. A smaller subset of commercially operated passenger transport services will be subject to registration requirements - limited to those services more likely to affect public transport services provided by Regional Councils.

Inter-regional bus services, which cross a boundary between two Regional Councils, are no longer automatically classed as "exempt", and treated the same as services within a region. Inter-regional services would only be automatically exempt if they are not identified as integral in an RTP and operate without a subsidy, or if the regions that they operate between are not required to have RTPs. Subsidised inter-regional services that are identified as integral in an RTP would need to be provided in a specified unit.

Policy context

Draft Government Policy Statement on Land Transport 2024/27

The draft Government Policy Statement (GPS) 2024/27 sets out the government's desired outcomes and funding priorities for the land transport sector, and is the policy document that directly influences decisions on how funding from the National Land Transport Fund (NLTF) is invested for the next three-year period.

Table 1 summarises how the public transport system contributes to the six draft GPS priorities.

Table 1: Contribution of public transport system to GPS priorities

| Priority | Description | Contribution of Public Transport |
|--------------------------------------|--|---|
| Maintaining and operating the system | The condition of the existing transport system is maintained at a level that meets the current and future needs of users | Mode shift from private car to bus, and reduction in traffic volumes, can reduce wear and tear on the roading network and result in lower maintenance costs |
| Increasing resilience | The transport system is better able to cope with natural and anthropogenic hazards | In the event of disruption, public transport services provide a lifeline for people who do not have access to cars, and an alternative to people who do |
| Reducing emissions | Transitioning to a lower carbon transport system | If well-used, buses reduce levels of Greenhouse Gas (GHG) travelled per passenger kilometre, which can be further improved by using low or zero emission vehicles |

| Priority | Description | Contribution of Public Transport |
|--|--|--|
| Safety | To make transport substantially safer for all | Bus travel is a statistically safer mode than the private car, and so more people using public transport rather than cars can reduce the number of crashes |
| Sustainable urban and regional development | People can readily access social, cultural, and economic opportunities through a variety of transport options; in resilient and productive towns and cities that have a range of low-emission transport options and low congestion | Strong public transport corridors and destinations (such as town and city centres) enable housing, employment, and retail development to be clustered around highly accessible locations, thereby reducing the need to own and run a car |
| Integrated freight system | Improving freight connections for economic development | Buses can transport more people than cars per unit of road space, and can therefore help to reduce traffic congestion that can impact on reliable journey times for freight |

Regional Land Transport Plan (RLTP)

The 2024 Regional Land Transport Plan (RLTP) is currently in preparation, and Table 2 outlines the problems to be addressed and benefits to be delivered.

Table 2: RLTP 2024 problems, benefits and KPIs

| Problem Statement (and weighting) | Benefit Statement (and weighting) | Key Performance Indicators (KPIs) |
|--|---|---|
| The network is built and operated favouring cars and when coupled with limited alternative options results in low levels of public transport, active modes, and rail use (40%) | Increased safe and connected active mode (walking, cycling and micro mobility) travel choices as well as reduced distances to services and amenities to achieve healthier communities (35%) | KPI 1: Transport related CO2 emissions KPI 2: Total vehicle kilometres travelled per capita KPI 3: Total kilometres of safe and connected separated cycleways and shared paths KPI 4: Percentage of active mode use for journey to work and school trips KPI 5: Local / regional trips average trip distance KPI 6: Transport system safety perceptions - customer surveys KPI 7: Deaths and serious injury crashes for active mode users |
| Dispersed urban development with limited access to local amenities, services and schools resulting in high car dependency, compounding inequitable access for lower socio-economic communities (35%) | Reduced reliance on private vehicles through increased use of public transport (40%) | KPI 1: Car ownership rates (Statistics NZ) KPI 2: Mode share for commuter trips for modes other than single occupancy vehicle KPI 3: Percentage of active mode and public transport use for journey to work and school trips KPI 4: Total public transport network coverage across region (kms or towns connected to network) KPI 5: Number of residents living within x km of high frequency public transport KPI 6: Average household spend on transport |

| Problem Statement (and weighting) | Benefit Statement (and weighting) | Key Performance Indicators (KPIs) |
|--|--|---|
| The condition of the region's primary roading network (including state highways and key local roads) is inconsistent, and in some parts poor, resulting in declining outcomes (increased operating costs and delays) for inter and intra-regional travel and freight, as well as declining safety for all road users (25%) | Safe, reliable, resilient, and efficient movement goods on road and rail | <p>KPI 1: Deaths and serious injury crashes for all users</p> <p>KPI 2: Average journey times for freight between key destinations (road and rail)</p> <p>KPI 3: Vehicle operating costs on key routes</p> <p>KPI 4: Travel disruption Duration and frequency of unplanned closures</p> <p>KPI 5: Resilience Levels of Services for key routes</p> <p>KPI 6: Number and length of HPMV routes</p> <p>KPI 7: Throughput (tonnage) and % of freight movement by road and rail</p> |

The second problem and third benefit are specifically related to public transport, and therefore this RTP is the key policy document for delivering against those benefits and KPIs.

3. The public transport system in Taranaki

Before any changes to public transport services can take place, there is a need to understand what currently exists, and how it is performing. This section therefore provides a comprehensive overview of the current public transport system in Taranaki Region.

Bus services

Types of Service

Public transport services funded by TRC are currently divided into four types:

- **New Plymouth:** Citylink and school services;
- **Regional Connector:** services from Ōpunake, Hāwera and Stratford to New Plymouth;
- **Rural Southlink:** covering routes in South Taranaki district; and
- **Total Mobility:** for disabled people who are not able to use conventional public transport.

Appendix A lists all current services which are integral to the public transport network.

In addition there are:

- Extensive rural school services funded directly by Ministry of Education (MoE);
- Community transport services run by local charities such as the Ironside Society;
- Long-distance coach services to Auckland and Wellington operated by Inter City.

New Plymouth

Ten New Plymouth Citylink urban services operate Monday to Friday until around 6pm, with two Saturday routes which follow a different circular route around the city. There is currently no Sunday or Public Holiday service. Table 3 summarises the Citylink urban services:

Table 3: New Plymouth Citylink urban services

| Service number | Route | Number of services per day |
|----------------|---|----------------------------|
| 1 | City Centre - Moturoa | 14 |
| 2 | City Centre - Whalers Gate | 14 |
| 3 | City Centre - Lynmouth - Marfell | 14 |
| 4 | City Centre - Westtown - Hurdon | 14 |
| 5 | City Centre - Frankleigh Park - Ferndale | 14 |
| 6 | City Centre - Vogeltown - Brooklands | 14 |
| 7 | City Centre - Welbourn - Highlands Park | 14 |
| 8 | City Centre - Merrilands - Highlands Park | 14 |
| 9 | City Centre - The Valley - Glen Avon | 14 |
| 10 | Western loop of city – Saturday only | 2 |
| 11 | Eastern loop of city – Saturday only | 2 |
| 20 | City Centre - Bell Block - Waitara | 6 |

The current New Plymouth urban network has been largely unchanged for nearly 15 years. As shown in Figure 2, services 1 to 9 depart from the Ariki Street central hub, and then fan out across the different suburbs before returning around 30-35 minutes later. Services 1 to 9 run as a “pulse” timetable, where they

all depart at same time and run to an identical frequency. Service 20 is a longer but less frequent route to the satellite settlements of Bell Block and Waitara.

Citylink service weekday frequencies are variable, with anything between 30- and 85-minute gaps between departures at different times of day. Long gaps in the service restrict choice, fail to make best use of available resources, and do not provide a good product which is easily understood by passengers. The number of people who transfer between services in the city centre is relatively small, which means that most passengers do not currently use buses to undertake suburb to suburb trips.

Saturday services 10 and 11 (shown by the red and black dotted lines on the map) perform two very long one-way loops around the western and eastern halves of the city respectively.

TRC is aware the network has idiosyncrasies and needs an overhaul. Examples are where some services use different roads in opposite directions along the route, creating long one-way loops which result in slow journey times, as passengers often have to travel in the opposite direction to get to where they want to go. On service 3 the route runs to different patterns before and after 10.00am, which can cause confusion.

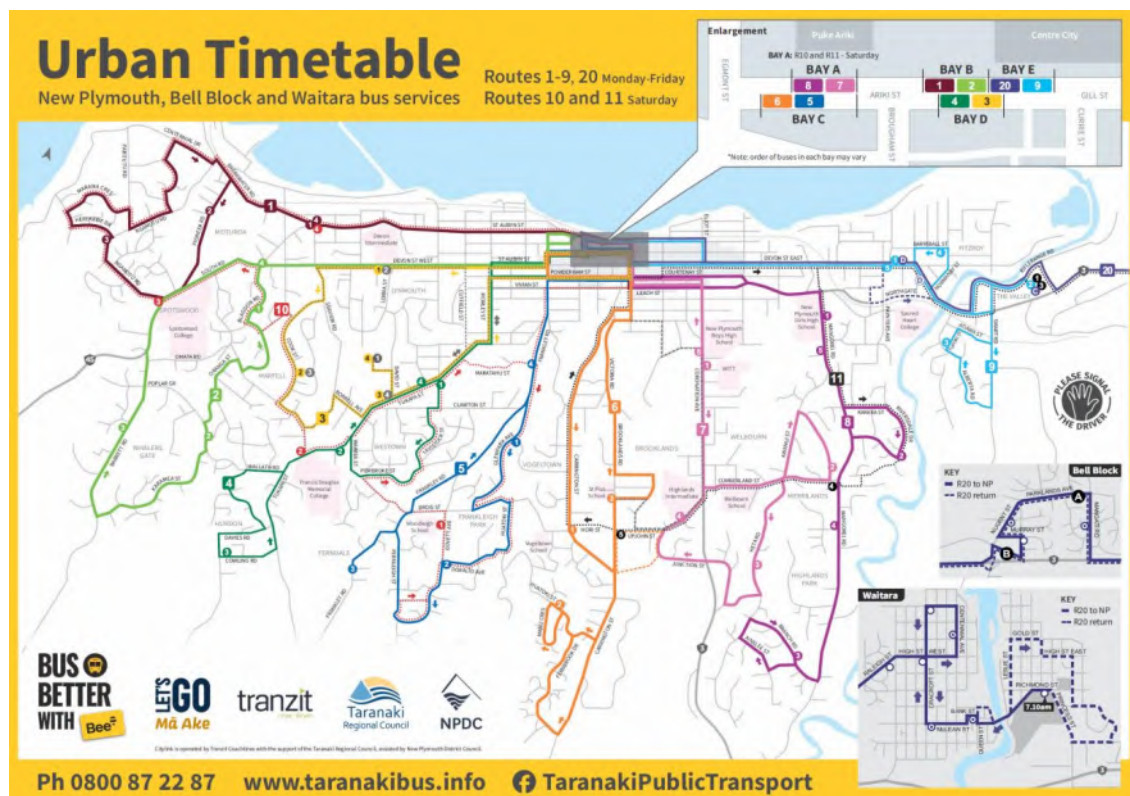


Figure 2: New Plymouth Citylink urban route map

The Citylink school network comprises a total of 27 individual services as shown in Table 4. A complete list is shown in Appendix A. Each service performs one weekday morning and one afternoon journey in school term time only. In between operating times, school buses are not being utilised as well as they could be.

Table 4: Citylink school network

| Service Numbers | Area(s) Served |
|-------------------|---|
| 12 | Merrilands to Spotswood College, via New Plymouth Boys High School and Devon Intermediate |
| 21-24 | Waitara / Urenui / Motunui / Tikorangi / Lepperton to various schools |
| 21 and 30-34 | Bell Block to various schools |
| 40 and 42-45 | Oākura to various schools |
| 41 | Omata to Highlands Intermediate |
| Orbiters 51 to 54 | Clockwise and anticlockwise services linking all New Plymouth secondary and intermediate schools |
| 91-93 and 95 | Direct, afternoon-only services from New Plymouth Girls High School, New Plymouth Boys High School, Sacred Heart, and Highlands Intermediate to the Ariki Street Bus Centre |
| 98 | Inglewood High School |

Passenger numbers show that school services are well loaded, with standing or additional buses required in some cases.

Connector

Introduced in 2014, the Opunake / Hawera to New Plymouth Connector service links a series of townships four times per day in each direction along State Highway 3, as shown in Figure 3.

The current Connector service pattern has loops being operated at both ends of the route, in different directions at different times of day and this arrangement can be confusing for new users. At the Hawera end, one journey each way per day is extended to / from Opunake.

Connector also features two school services – branded “Your Connector” which travel from Hawera to various schools in New Plymouth in the morning, and the return again in the afternoon.

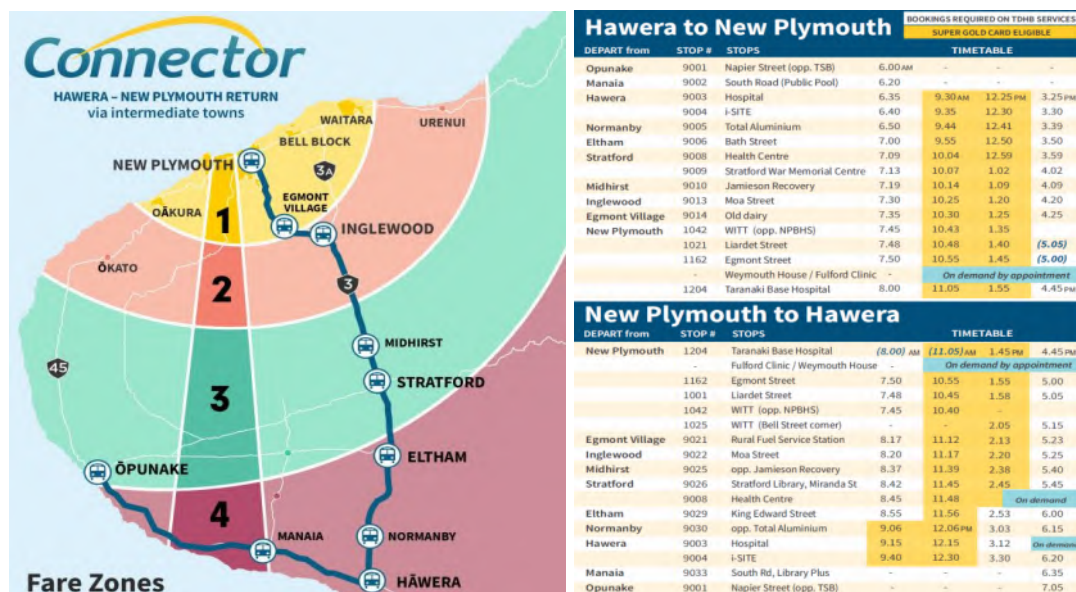


Figure 3: Connector service and timetable

Connector is an increasingly popular option, especially for students travelling into New Plymouth.

Southlink

South Taranaki is served by three Southlink services, as summarised in Table 5:

Table 5: Southlink services

| Service | Frequency |
|---|--|
| Ōpunake – Kaponga – Manaia – Ohawe (on-demand) – Hāwera | One return journey per week (Thursday only) |
| Waverley – Pātea – Hāwera | Two return journeys per week (Tuesday and Thursday only) |
| Ōpunake – Ōākura – New Plymouth | One return journey per week (Friday only) |

These services provide a very basic access option for people who have no other choice of travel mode.

Passenger numbers

Regional Picture

The region's public transport network has withstood challenges of the COVID-19 pandemic and driver shortages relatively well, with the main dip in passenger numbers being in financial year 2021/22.

There has been considerable growth in passenger journey numbers when comparing March 2022 with March 2023 (March is the busiest month of the year). The March 2022 figure is likely to be lower than normal because of COVID-19 pandemic impact. Therefore growth in the year to March 2023 will be partly the result of more people having the confidence to return to public transport.

Passenger growth will also be partly the result of the Government half price fare scheme, introduced in April 2022. Inevitably passenger growth has been accompanied by a sizeable (34%) reduction in farebox revenue. Table 6 compares key performance metrics for the months of March 2022 and March 2023.

Table 6: Taranaki region patronage and revenue comparison - March 2022 and March 2023

| Performance Metric | March 2022 | March 2023 | Change (%) * |
|---|------------|------------|--------------|
| Total number of passenger journeys | 60,928 | 82,447 | +35 |
| Total farebox revenue (\$) | 161,510 | 106,952 | -34 |
| Total number of adult passenger journeys | 8,894 | 17,131 | +93 |
| Total number of child passenger journeys | 42,246 | 49,938 | +18 |
| Total number of Super Gold passenger journeys | 3,800 | 4,731 | +25 |

* Percentage changes rounded up to nearest whole number.

An assessment of changes by type of route (i.e. urban versus schools) show that passenger increases and fare revenue decreases between March 2022 and March 2023 have been:

- 54% increase in passengers on urban services, with a 32% decrease in revenue; and
- 16% increase in passengers on school services, with a 42% decrease in revenue.

School route passenger trips have increased by a smaller percentage as they were already well used. The revenue decrease is greater on school routes as there were previously larger numbers of child passengers paying a full fare.

The passenger and revenue figures between March 2022 and March 2023 for the Connector Connector group of routes are influenced by the introduction of the Your Connector services between the two dates. This means that additional patronage is at least partly the result of additional services being introduced.

New Plymouth Citylink

Table 7 summarises the annual number of passengers on the Citylink network for the last five financial years.

Table 7: Patronage on New Plymouth Citylink

| Financial year | Number of passengers | Change from previous year (%) |
|----------------|----------------------|-------------------------------|
| 2018/19 | 211,591 | - |
| 2019/20 | 239,396 | +13 |
| 2020/21 | 240,765 | < +1 |
| 2021/22 | 219,709 | -9 |
| 2022/23 | 296,390 | +35 |

Passenger numbers increased by 40% between 2018/19 and 2022/23, with most of that being between 2021/22 and 2023/23 (again reflecting impact of the Government half price fare policy). It is possible that passenger numbers may reduce following the end of universal half price fares, although various concessions will remain.

Looking back to the previous years, another notable feature is that the "COVID-19 years" of 2019/20 and 2020/21 actually show a patronage increase on 2018/19 (the last full year before the pandemic). Furthermore, the 2021/22 financial year shows a decline back to 2018/19 levels before the Government half price fare policy was introduced.

Table 8 depicts variable passenger numbers on each service, both in total and average load per journey. The busiest weekday service is the number 20 from Waitara and Bell Block. The quietest weekday service is the number 5 to Frankleigh Park. Services 10 and 11 run on Saturdays only, two round journeys per day, which means the total number of services is much lower than the weekday routes.

Table 8: Citylink average passengers per journey (March 2023)

| Service | Total passengers | Average passengers per journey | Rank by total passengers |
|---------|------------------|--------------------------------|--------------------------|
| 1 | 3,361 | 10.91 | 4 |
| 2 | 3,838 | 12.46 | 3 |
| 3 | 2,643 | 8.58 | 7 |
| 4 | 4,065 | 13.20 | 2 |
| 5 | 1,801 | 5.85 | 10 |
| 6 | 3,054 | 9.92 | 6 |
| 7 | 2,583 | 8.39 | 8 |
| 8 | 3,386 | 10.99 | 5 |
| 9 | 2,391 | 7.76 | 9 |

| Service | Total passengers | Average passengers per journey | Rank by total passengers |
|---------|------------------|--------------------------------|--------------------------|
| 10 | 101 | 12.63 | 11 |
| 11 | 85 | 10.63 | 12 |
| 20 | 4,154 | 15.73 | 1 |
| All | 31,462 | 10.31 | - |

An average load of just over ten passengers per trip, with some routes showing lower performance than this, is not a satisfactory situation given that the buses can accommodate around 50 people at any one time. Significantly increasing the number of bus passengers has potential to remove car trips from the road network, and contribute towards both reducing congestion and Greenhouse Gas (GHG) emissions.

This RPTP proposes actions which aim to deliver a short-term increase in bus patronage of at least 25% over current levels - based on immediate improvements to services that can be accommodated within existing budgets. From the start of the next contract in mid-2025, significant improvements are proposed for service frequency, time of day / week coverage and available destinations across the city. Depending on conclusions of a business case, target increases in patronage could be between 200% and 300% over the next ten years.

New Plymouth Schools

In contrast to the Citylink network, school services are well-used. In March 2023, the network – which comprises 27 routes each running no more than one return journey every school day – carried 42,697 passengers (over 11,000 more than the twelve Citylink urban routes, which have over 60% more bus journeys).

For all New Plymouth school routes the average number of passengers per journey is just under 40. This is four times higher than the average for Citylink urban routes. The next contract provides an opportunity to review how school and urban services could better work together, and make more efficient use of resources. This could include encouraging more students to use urban services to get to school, reducing the large Peak Vehicle Requirement (PVR) for operation as a whole.

Children and young people embrace the bus, and the challenge is to enable them to continue using public transport as they get into adulthood.

Connector

Connector is the region's main inter-town service, running from Hāwera to New Plymouth along State Highway 3. Table 9 summarises the services currently provided:

Table 9: Connector group of services

| Service | Details |
|----------------|--|
| Connector | Four return trips (two morning and two afternoon) per weekday: Hāwera – Eltham – Stratford – Inglewood – New Plymouth (both city centre and Base Hospital) First and last single trip is extended to / from Ōpunake |
| Your Connector | Two weekday morning outbound trips (school days only) from Hāwera, one to New Plymouth Boys High School and one to New Plymouth High Girls School; returning in the afternoon Two daily journeys are for Dialog employees |

Table 10 summarises passenger numbers in March 2023 for the Connector group of services.

Table 10: Connector and Your Connector passenger numbers (March 2023)

| Service | Total Passengers | Average Passengers per Journey |
|-----------------------------------|------------------|--------------------------------|
| Connector | 3,036 | 17.25 |
| Your Connector (Dialog) | 514 | 9.73 |
| Your Connector (School / College) | 4,396 | 49.95 |
| All | 8,288 | 23.55 |

The Your Connector routes – predominantly used by school and college students – have very high numbers, and the operator is now providing additional vehicles because of overcrowding. The Connector has a higher average passengers per journey than any Citylink urban service, albeit spread over a long route.

Connector supports a relatively high number of passengers for the relatively low level of frequency, which indicates significant potential for further service improvement both on weekdays, and possibly weekends.

Southlink

The rural Southlink services are made up of three routes:

- **Ōpunake - Kaponga - Manaia - Hāwera** (serves Ohawe on-demand): one return journey on Thursdays only;
- **Waverley - Pātea - Hāwera**: one return journey on Tuesdays and Thursdays; and
- **Ōpunake - Okato - Oakura** - New Plymouth city centre – The Valley Megacentre: one return journey on Fridays only.

The three services all carry small numbers of passengers. Table 11 shows the figures for March 2023.

Table 11: Southlink services and passenger journeys (March 2023)

| Service | Number of service journeys | Number of passenger journeys | Average number of passengers per journey |
|------------------------|----------------------------|------------------------------|--|
| Opunake – New Plymouth | 10 | 130 | 13.00 |
| Opunake – Hawera | 10 | 42 | 4.20 |
| Waverley - Hawera | 18 | 119 | 6.61 |
| All | 38 | 291 | 7.66 |

Southlink only carries a small number of passengers, which results in a high subsidy per journey. However, for the people who use it the service is priceless. This RPTP will set out how TRC intends to improve the provision of rural transport services across the region, and drive better service provision for passengers as well as value for money.

Punctuality and reliability

Citylink routes in New Plymouth are currently able to complete their journeys and arrive back in time for the start of the next service. However, increasing levels of traffic congestion on State Highway 3 between New Plymouth, Bell Block and Waitara are starting to impact on journey speeds, with the potential to result in

punctuality challenges. Another challenge is the presence of roadworks, which can result in detours that add time on to the schedule.

The New Plymouth Integrated Transport Framework recognises this situation and forecasts that this congestion will get worse in future. Therefore bus priority in the form of traffic signal detection and dedicated lanes may be required in future.

The Connector appears to have insufficient time for the buses to complete their journeys on time because of over-ambitious scheduling. This situation can be rectified by adjusting service timetables and speeding up services through considering re-location of bus stops in the main towns – Inglewood, Stratford, and Eltham – to the State Highway. This latter action will reduce diversions on to side streets and bring passengers closer to where they want to be.

Infrastructure

Infrastructure covers the physical assets such as bus stops and interchanges (hubs) as well as any on-road bus priority (which is addressed above).

Bus stops are the responsibility of the relevant Territorial Authority. Each stop should include a sign and yellow box road markings as a minimum, with shelters to provide passenger protection from the elements (both rain and sun) highly desirable.

New Plymouth District Council and TRC have a constructive and collaborative working relationship which focuses on improving communities' access to public transport with the development of a working party for bus shelter maintenance and infrastructure. Most bus stops have standard facilities consisting of a sign, road markings, shelter, and timetable case.

Waka Kotahi NZ Transport Agency has produced bus stop design guidance which will be used to identify locations where improvements to passenger access and facilities are required.

Fares

Base levels of adult and child bus fares across the region have remained the same over the last seven years, which means that with the effect of inflation they have become significantly cheaper over time.

Table 12 sets out the current base adult fare levels in Taranaki, and concession rates for children (0-12 years of age), youths (13-24 years of age) and Super Gold card holders. With the exception of WITT students, concessionary fares only apply to people who have a registered Bee Card.

Table 12: Base fare levels in 2023

| Fare type | Payment | 1 Zone (\$) | 2 Zone (\$) | 3 Zone (\$) | 4 Zone (\$) |
|---|----------|-------------|-------------|-------------|-------------|
| Adult (Over 24 years of age) | Cash | 3 | 4 | 5 | 6 |
| | Bee Card | 2 | 3 | 4 | 5 |
| Child (5 to 12 years of age) | Cash | 0 | 0 | 0 | 0 |
| | Bee Card | 0 | 0 | 0 | 0 |
| Youth (13-24 years of age) | Cash | 3 | 4 | 5 | 6 |
| | Bee Card | 1.50 | 2 | 2.50 | 3 |
| Super Gold Card (off-peak travel only*) | Bee Card | 1.50 | 2 | 2.50 | 3 |
| Community Services Card | Bee Card | 1.50 | 2 | 2.50 | 3 |

| Fare type | Payment | 1 Zone (\$) | 2 Zone (\$) | 3 Zone (\$) | 4 Zone (\$) |
|---------------|------------|-------------|-------------|-------------|-------------|
| WITT Students | Student ID | 0 | 0 | 0 | 0 |

* For adults over 65 years of age. Half fare concession applies between 9am to 3pm and after 6pm weekdays, and all-day Saturdays. At other times the full adult fare is paid.

Total Mobility customers receive a 75% discount on their one-way subsidised taxi fare. Taranaki has a \$40 cap per trip, so the maximum contribution TRC provides per one way trip is currently \$30. Any cost beyond that level is met fully by the passenger.

Information

TRC provides a mix of paper and online information on bus services.

Paper information consists of individual route timetables and maps for public buses, along with a summary map of the urban services in New Plymouth city. A useful aspect of the individual route maps in New Plymouth is that they show stop and shelter locations. Timetables have other information such as fare zones, Bee Card operation, customer etiquette and how to use the bus, which is important for people who are not regular users of public transport.

A refresh of timetables will create a common and user-friendly format and address current issues such as timings which are referred to in the leaflet as “approximate” (with the exception of the start of each route). Therefore new timetables will set realistic intermediate timing points. Differences in format between the timetables of the Connector and Citylink services will also be rectified.

The online offering – at [Buses & Transport / Taranaki Regional Council \(trc.govt.nz\)](https://trc.govt.nz) – provides comprehensive information on urban / school services, Total Mobility timetables, fares / concessions, new updates, and other essential information such as lost property. Real-time tracking is provided by the Transit app, based on data feeds provided by TRC and the operators.

The transport planning page of the web site contains the current RTP and RLTP. There is currently no information on key performance metrics for the public transport service, including:

- Total public transport boardings;
- Passenger kilometres travelled;
- Proportion of residents within 500 metres walk of a stop on the rapid and frequent service network;
- Patronage growth on all bus services;
- Service improvements delivered to schedule within agreed budgets;
- Customer satisfaction ratings for public transport services;
- Customer rating of public transport value for money;
- Reliability: very late running and cancelled services;
- Punctuality: proportion of services “on time” (i.e. percentage of scheduled trips between 59 seconds before, and four minutes and 59 seconds after, scheduled departure time at the selected points);
- Proportion of services with disability access;
- Operating subsidy per passenger kilometres; and
- Farebox recovery ratio.

The amended LTMA will require this information to be published and regularly updated.

4. Vision and strategic objectives for public transport

Vision

Developed with assistance from a stakeholder workshop, the vision for public transport in the Taranaki region is as follows:

An accessible, integrated and customer-focused public transport system that enhances community wellbeing and environment, and becomes the preferred mode of transport within and between urban areas.

Strategic objectives

There are six strategic objectives and outcome statements which contribute to the vision:

Table 13: RPTP 2024 objectives and outcome statements

| Objective | Outcome statement |
|---|--|
| Deliver mode shift from car to bus. | Provide frequent, reliable, and punctual urban and inter-urban public transport networks that attract new customers and retain existing ones. |
| Improve public transport accessibility and equity. | Provide safe and accessible public transport services and infrastructure that supports an efficient and connected transport network, and multi-modal travel. |
| Improve customer experience of the public transport system. | Provide high quality information and branding that enables passengers to easily understand and navigate services. |
| Improve environmental and economic performance. | Contribute to reductions in carbon emissions from transport, improved air quality and reduced traffic congestion through mode shift to public transport and decarbonising the bus fleet. |
| Deliver affordable and value for money services. | Provide a fares and ticketing system that is simple, affordable and attracts and retains customers while balancing user contribution with public funding. |
| Manage service improvements optimally. | Undertake an approach to planning, procurement and monitoring of services that supports the efficient and effective delivery of services while providing good value for money. |

These form the basis of policies and initiatives which aim to deliver a system transformation for public transport. These policies are summarised in Figure 4, and detailed in Section 5.

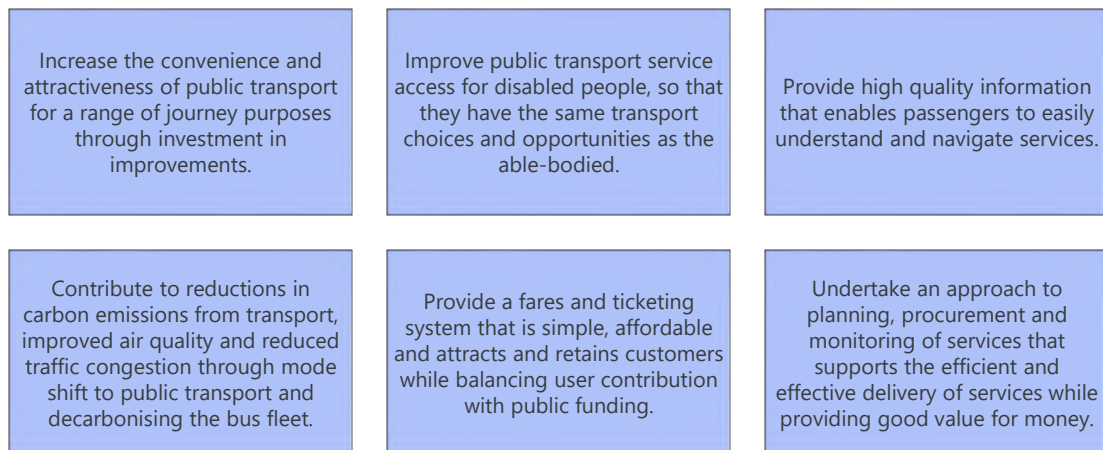


Figure 4: Summary of RPTP 2024 policies

This RPTP strongly supports key government objectives around reducing carbon emissions, increasing resilience improving accessibility, and promoting safety. By reducing traffic levels and congestion, investing in public transport can also benefit people and businesses for whom car, van and truck use is essential.

Strategic case for change

Mode shift from car to bus

Mode share for local bus services is currently low – less than 1% of work trips across the region. If the bus is to play a genuine role in mode shift, services must become much more attractive for people who have a choice of driving a car, and this will expand demand for services which benefit everyone.

Evidence from around the world, including Aotearoa New Zealand, demonstrates that people will use bus systems which are:

- **Accessible:** with high quality bus stops located close to where people live;
- **Intuitive:** with direct routes and good levels of information throughout the journey;
- **Frequent:** every 20 minutes or less in urban areas, and hourly on longer distance inter-urban routes;
- **Efficient:** taking the most direct route to minimise in-vehicle journey time;
- **Punctual and reliable:** services which turn up and arrive on time, day in day out;
- **Modern:** equipped with comfortable seats and wifi, with an excellent ride quality;
- **Safe and secure:** with skilled drivers who look after their customers' needs; and
- **Value for money:** with fares that compare favourably with the cost of parking.

After frequency and direct routes, bus service punctuality (turning up on time) and reliability (turning up at all) are the most significant factors to attract or dissuade use. Therefore the Taranaki service will aspire to be on time, every time.

New Plymouth Citylink services are generally punctual and reliable and, whilst traffic levels are growing, levels of congestion are at a point where serious delays occur over an extended period of time. However, if traffic levels continue to increase bus services, which cannot avoid congestion by changing their route, could become adversely affected.

TRC is aware that Connector services suffer from poor punctuality because current timetables are not realistic and in need of updating.

TRC has undertaken a review of the public transport network, to assess potential service improvements within existing budgets and therefore to provide a firm foundation for improvements as part of the next contract. Table 14 summarises changes that could be implemented within existing budgets.

Table 14: Public transport network review proposals within existing budgets

| Service Area | Possible Changes |
|----------------------------------|---|
| New Plymouth Citylink routes | <ul style="list-style-type: none"> Re-routing and combining services to make better use of available resources (see Figure 4.2 below). Cross-city route between Waitara, Bell Block, The Valley, city centre and hospital. Withdrawal of Saturday routes 10 and 11, and replacement with services on routes 1, 2, 4, 6, 7, 8, 9 and 20. |
| New Plymouth Citylink timetables | <ul style="list-style-type: none"> Hourly weekday clockface timetable from 7am to 6pm on routes 1, 2, 4, 6, 7, 8 and 9. Six weekday return journeys per day on service 5. Hourly weekday service 20 from city centre to The Valley, with alternate journeys going to Bell Block and Waitara. Six Saturday return journeys on routes 1, 2, 4, 6, 7, 8 and 9. |
| Connector route | <ul style="list-style-type: none"> Buses routed via New Plymouth city centre before hospital. Change to route in Hāwera to provide a local service (serving the town centre in both directions). |
| Connector timetables | <ul style="list-style-type: none"> Minor timetable changes to improve punctuality. |
| Your Connector route | <ul style="list-style-type: none"> Extension of services to New Plymouth city centre. Withdrawal of Dialog service. |
| Southlink route | <ul style="list-style-type: none"> Extension of services terminating at Hāwera town centre to the hospital. |
| Southlink timetable | <ul style="list-style-type: none"> Provision of a transfer at Hāwera with the Thursday Connector service to New Plymouth. |

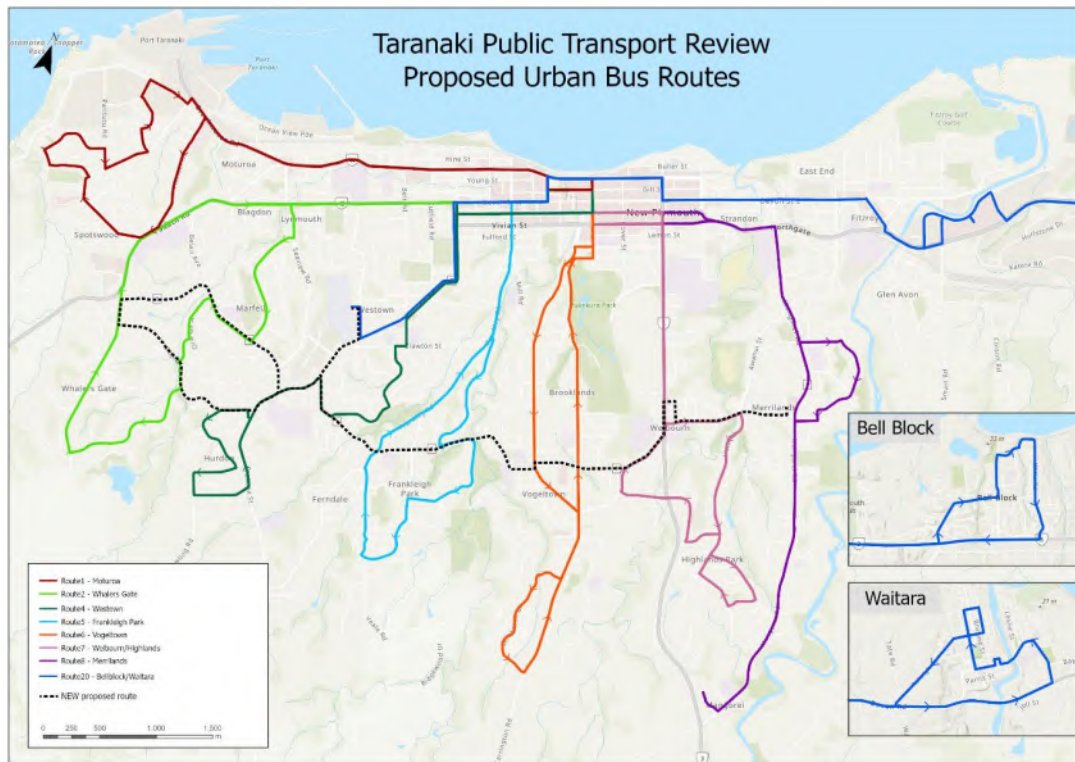


Figure 5: Potential route changes in New Plymouth

Table 15 outlines number of other potential improvements that could be funded through additional investment, possibly on a trial basis.

Table 15: Potential future service improvements requiring additional investment

| Service | Potential Improvement |
|-----------------------|--|
| New Plymouth Citylink | Increase weekday urban services to half-hourly. |
| | More through routes that provide cross-city travel. |
| | Greater range of journey possibilities through convenient transfer at city centre or local hubs. |
| | Extend urban weekday services into the evenings. |
| | Improve Saturday service frequency. |
| | Introduce Sunday and Public Holiday services. |
| | Increase the number of cross-city services which avoid the city centre. |
| | Introduce express service from Waitara. |
| | Introduce airport service. |
| New Plymouth Schools | Review of provision to increase capacity. |
| | Better integration with more frequent urban services. |

| Service | Potential Improvement |
|-----------------|--|
| Connector | Increase weekday service to hourly, and extend operating hours later in the day. |
| | Introduce weekend and public holiday services. |
| Southlink. | Higher frequency services around the coast. |
| Inter-regional. | Introduce service to Whanganui and Palmerston North |

All service improvement proposals will be assessed and prioritised through a business case. Proposals which are deemed to be value for money and affordable through TRC budgets will be implemented as part of new service contracts in 2025.

Accessibility and equity

It is recognised that support is needed for people who cannot use public transport to travel, all or some of the time, due to disability as a result of physical or mental impairment.

An impairment may prevent people from having the confidence to travel at all, getting to a public bus stop, getting onto the bus, riding safely and securely, getting off the bus or getting to their final destination. Most modern buses are well-designed for physically disabled people, as they can kneel to the kerb for level boarding and have space for accommodation of wheelchairs.

Key provisions are in relation to:

- Personal choice for disabled people that is no different to the able-bodied;
- Designing services and information that give confidence to people with conditions such as autism and anxiety; and
- Affordability of service provision for people who are on limited budgets.

Total Mobility services provide an option for disabled people who cannot use standard buses, with staff who are trained to deal with the needs of their customers. There is a 75% subsidy for the first \$40, with any remaining fare over that amount paid for by the passenger.

For conventional public transport, there can be no discrimination against people because of their disability, which means that vehicles on TRC funded services must comply with disability access standards. Although urban bus services are compliant with Requirement for Urban Buses (RUB) provisions, Connector and Southlink are not required to meet the same standards. This results in a difference between accessibility of urban and rural buses which is increasingly hard to justify when disabled people should be treated equally. Addressing this issue will require either variations to existing Connector and Southlink contracts, or introduction of fully accessible vehicles as part of new contracts.

The other major challenge for disabled people, and those with temporary mobility impairments, is access to and from bus stops. Many stops, and routes getting to / from them, are not compliant with modern accessibility design standards including:

- Shelters, with sufficient waiting space away from the footpath;
- Optimum height hard standing for level boarding;
- Safe crossing points close to the stop;
- Tactile paving for blind / partially sighted people; and
- Dropped kerbs for wheelchairs / mobility aids.

A full bus stop location, passenger facility and accessibility audit will enable current challenges and priorities for improvement to be identified.

Customer experience

For occasional and new public transport system users in particular, advance journey planning is an important feature of making services more accessible and intuitive. Even for regular users, the ability to learn of issues such as service disruption in advance of commencing a journey is very important.

The Transit app went live in November 2022 and is currently able to provide real time information from the TRC General Transit Feed Specification (GTFS).

A more sophisticated approach to provision of advance journey planning would encompass enhancements such as:

- Real-time accurate information on service punctuality and availability;
- Real-time capacity to facilitate social distancing for people with concerns around COVID-19;
- Real-time disruption information before arrival at the station or stop;
- Guaranteed transfer connections between services; and
- Journey planning tools that allow more variables or preferences, such as choice of different modes or routes.

The format of timetable information in Taranaki is inconsistent. For example the New Plymouth urban bus timetables are laid out differently to Connector, with times being read across the page rather than down. Timetables refer to timing points, other than the first departure, as "approximate". Timetables must be kept regularly updated.

Once passengers have made their journey planning choice, the importance of information during the whole journey does not diminish. For occasional and new users in particular, information provision is essential for providing confidence to use what may be an unfamiliar system.

Key requirements for customers include:

- High visibility of the bus stop;
- Appropriate wayfinding and signage to / from the stop;
- Static and real-time information provided at the stop; and
- Information on-board the bus in relation to the end destination, and each stop along the route.

It should be easy for anyone to communicate with a bus operator and the council. Full contact information should be available at stops, on board the bus, on apps and online.

Accurate and easy-to-follow timetables should be available and accessible at bus stops, stations, in public buildings, online and via apps. Timetables should be clearly displayed so they can be seen by wheelchair users and, where possible, there should be real-time audio-visual announcements and use of braille.

Proper notice should be given of any planned changes to services or routes with notices on buses and at stops, in the local press, on radio, on social media and via apps. Drivers should also communicate changes directly to passengers, particularly regular users.

At present bus stops in Taranaki have limited public profile, sometimes limited to the standard legal sign affixed to a lamp post or telegraph pole. Stops with shelters are more visible. There are few, if any signs, to direct people to their local bus stop or interchanges. Provision of printed timetable information is generally reasonable in New Plymouth, and real-time information has commenced. Buses are currently not set up to provide in-vehicle announcements or information on screens.

Environmental and economic performance

From July 2025, the Government has mandated that no new diesel vehicles can be introduced into local bus contracts. From July 2035, all buses on TRC contracts must be zero emission.

The current diesel bus fleet in Taranaki makes only a very small contribution to total levels of Greenhouse Gas (GHG) emissions. However TRC continues to investigate options for delivering a lower public transport carbon footprint such as an increase level of mode share, electric and / or hydrogen fleets.

Increasing mode share of public transport at the expense of the private car is one of the most effective ways of reducing Greenhouse Gas Emissions.

Walking, cycling and public transport trips are inherently more efficient travel modes as they take up less space on roads and increase the movement of people without increasing the number of vehicles, as well as extending the life and reducing maintenance cost of existing infrastructure. Figure 6 shows the carbon footprint of different transport modes, along with the amount of road space required for each vehicle occupant, in the state of Victoria in Australia.

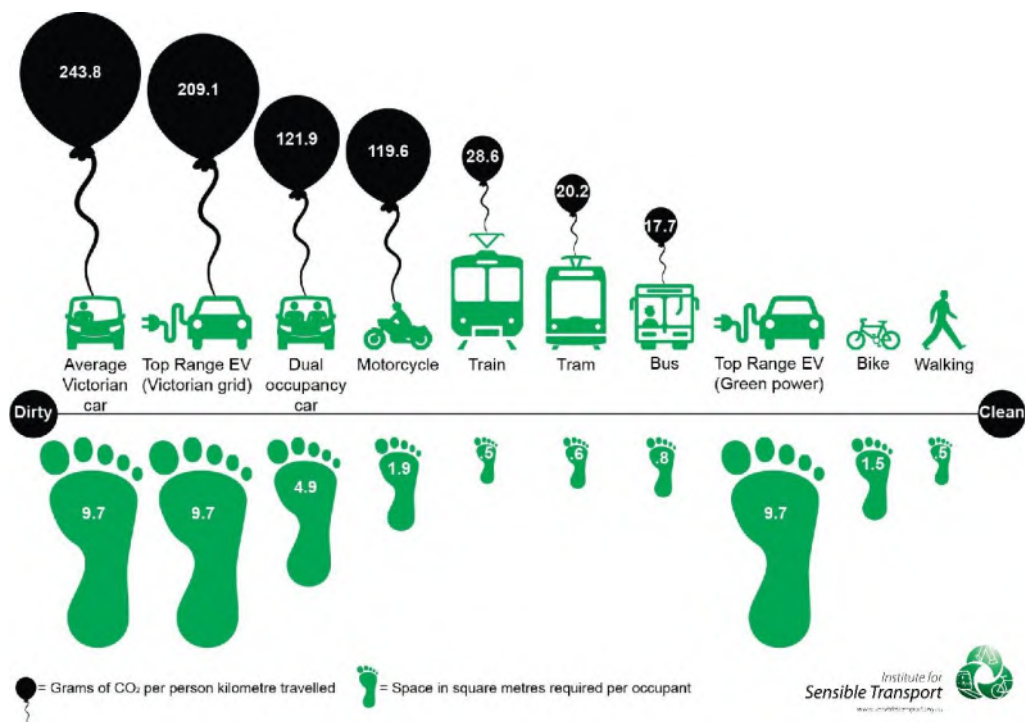


Figure 6: Carbon and space footprint of different modes

TRC therefore intends to deliver mode shift primarily through improving service coverage and frequency so that public transport becomes a compelling alternative to the private car. The next service contract in July 2025 will be let using modern diesel buses, which have superior environmental performance to older models.

TRC will introduce Zero Emission Buses in advance of the 2035 deadline, when there are technology and funding opportunities / incentives to do so.

Fares and Ticketing

Bus fares in Taranaki have not increased for a number of years, and are now significantly cheaper in real terms compared to 2016. The Government funded half price fares for all people between April 2022 and June 2023, and now provides concessions for children, young adults, Community Services Card holders and Super Gold card holders.

Fare setting is a balance between making services affordable for people on lower incomes (accessibility), providing an attractive savings compared with running a private car (mode shift) and ensuring that services are as (financially) sustainable as possible. Services in the region currently only cover around 25% of their operating costs. Increasing the level of fare revenue would enable more investment in improve services that will benefit everyone.

Increasing the number of people using the bus can be achieved both by gaining new passengers and increasing journey frequency by existing passengers. In both cases, the use of innovative fares and ticketing products can increase customer loyalty.

At present, there is no reward for frequent usage by people who pay the full fare and contribute most (in financial terms) to the service. Regular passengers pay the same single fare as occasional users. In order to encourage more regular usage, it is proposed to reward frequent full fare passengers with a weekly or monthly cap on the fares they pay. This means that any usage over the cap level is effectively discounted and then free for the remainder of the period.

The current Bee Card is being replaced by a national ticketing system, which enables passengers to use one single method of payment for council-operated public transport journeys across Aotearoa New Zealand. The aim is to introduce the national ticketing system in Taranaki at the time of new service contracts in 2025.

A longer-term aspiration is to develop integrated planning, booking and fare payment products for public transport across the region, and potentially in conjunction with other regions. This “Mobility as a Service” concept would enable people to request a journey anywhere in the region or country, and receive a range of options for undertaking it by different modes of travel - including walk, cycle, bus, rail, community transport, on-demand, taxi, ride share, and long-distance coach.

Service Planning and Procurement

The Sustainable Public Transport Framework (SPTF) is the new approach for planning, procurement, and delivery of public transport services, and is underpinned by new objectives prioritising mode shift, fair and equitable treatment of employees, and improved environment and health outcomes.

The SPTF will enable Regional Councils to:

- Operate public transport services in-house or continue to outsource the operation of services to private operators;
- Directly own public transport assets, such as buses and depots;
- Plan, procure and operate public transport services (including inter-regional services) in an open and transparent manner;
- Prepare RPTPs in collaboration with Territorial Authorities;
- Provide any form of passenger transport service through any mode, other than air transport, whether delivered to a timetable or not; and
- Procure, contract, and deliver on-demand services separately to timetabled services.

In the short to medium term, TRC is not intending to make fundamental changes to its basic approach to service procurement, and will therefore continue to tender services to private operators who own and operate assets for the duration of a contract. However, in the longer term the potential for TRC to own assets and operate at least some services – where there are compelling reasons for doing so – will be considered during regular operational and performance reviews.

With the need to significantly improve overall service performance, including increasing passenger numbers, TRC will regularly review operations in order to identify enhancements or, in some cases, service reductions if justified by the data. The review process will be based on robust data which includes:

- Total passenger numbers;
- Average passenger numbers per journey;
- Passenger numbers of sections of route;
- Customer feedback;
- Levels of subsidy per passenger;
- Value of access for people who have no other means of transport;
- Farebox recovery; and
- Punctuality and reliability.

Future bus contracts will be based on a range of Key Performance Indicators (KPIs) which operators will be obliged to deliver against, including:

- **Service punctuality:** buses running to time (not late or early);
- **Service reliability:** buses running to the timetable; and
- **Customer service:** measured by numbers of complaints and compliments.

When any new services are proposed within a contractual unit, incumbent operators will have an opportunity to bid. However, TRC will give other operators an equal opportunity to bid, so barriers to market entry are reduced over time. Zero emission vehicles will provide an opportunity for TRC to consider its appetite to own assets such as buses, depots and infrastructure. Key criteria for decision making will relate to long term value for money and ensuring competitive markets.

5. Strategic framework

Policies and potential initiatives

The objectives and outcome statements outlined at the start of Section 4 will be delivered by a series of policies and initiatives:

Table 16: Policies and potential initiatives for RPTP 2024

| RPTP Policy | Potential initiatives to deliver policy |
|---|--|
| Increase the convenience and attractiveness of public transport for a range of journey purposes through investment in improvements. | <ul style="list-style-type: none"> • Optimise existing investment in bus services, and identify short term improvements within current budgets to be implemented in 2024. • Engage with communities and local service providers to establish and design public transport services around passenger needs. • Produce business case for bus services and infrastructure to secure long term investment. • Procurement of new bus contracts in 2025 provide the opportunity to fund service improvements, supported by upgraded infrastructure. • Investigate and prioritise delivery of: <ul style="list-style-type: none"> ○ Higher frequency urban services in New Plymouth to provide more choice and opportunities for service transfer. ○ Greater integration between New Plymouth urban and school services to make best use of available resources. ○ Higher frequency Ōpunake / Hāwera to New Plymouth Connector services to support mode shift on State Highway 3. ○ More evening and weekend services to support shift workers and the leisure economy. ○ New or improved bus services to provide greater coverage of the region, for example around the coast and to neighbouring regions. ○ Inter-regional passenger rail services from New Plymouth to Whanganui and beyond to Palmerston North (and onward connections to Auckland and Wellington). ○ Provision of Community Transport services in rural areas which currently have little or no public transport options. • Identify locations where bus priority will be required to protect bus services from the impact of traffic congestion, and secure investment to deliver projects. • Stay abreast of Territorial Authority District Plan policies for location of new development to ensure future public transport network includes new routes or extensions. |
| Improve public transport service access for disabled people, so that they have the same transport choices and opportunities as the able-bodied. | <ul style="list-style-type: none"> • Continue to support Total Mobility provision across the region. • Introduce accessible buses on Connector and Southlink services as part of new contracts. • Work with Territorial Authorities to improve accessibility for disabled people at bus stops, and on active travel routes to bus stops. |

| RPTP Policy | Potential initiatives to deliver policy |
|--|---|
| | <ul style="list-style-type: none"> • Ensure that Community Transport services are supplied with accessible vehicles where feasible. |
| Provide high quality information that enables passengers to easily understand and navigate services. | <ul style="list-style-type: none"> • Provide online and paper timetables for all public transport services, and disseminate through a wide range of outlets. • Promote the Transit-app as the short to medium source of real-time passenger journey planning information. • Roll out of real time passenger information at bus stops, as funding permits. • Work with Territorial Authorities to realise opportunities to increase visibility and information provision at bus stops, including flags at all locations and totems at major hubs. • Investigate an integrated "Active Travel Taranaki" web site, potentially as part of a wider inter-regional collaboration, to provide a one-stop shop for all public transport, walking, cycling, and disability access information. |
| Contribute to reductions in carbon emissions from transport, improved air quality and reduced traffic congestion through mode shift to public transport and decarbonising the bus fleet. | <ul style="list-style-type: none"> • Deliver and implement a business case which makes a strong investment case for higher bus service frequencies to encourage mode shift away from the private car. • Register and promote exempt services which are provided on a commercial basis. • Investigate options for future bus service contracts using alternative fuels or modern diesel vehicles which have the highest environmental standards. • Evaluate and progress Climate Emergency Response Fund (CERF) funding opportunities for trialling of hydrogen buses on services with high daily vehicle kilometres. • Take advantage of funding opportunities for acceleration of zero emission bus implementation into the urban fleet. |
| Provide a fares and ticketing system that is simple, affordable and attracts and retains customers while balancing user contribution with public funding. | <ul style="list-style-type: none"> • Review fares on an annual basis and implement any changes in response to passenger numbers and financial performance. • Encourage and prioritise payment for bus travel by electronic card-based methods - especially groups benefitting from concessions, who will be required to use a Bee card for their journey, or else pay cash. • Continue to provide concessionary fares for children, young adults, Super Gold, and Community Services card holders, in line with national government policy. • Investigate fare capping to reward frequent public transport usage. |
| Undertake an approach to planning, procurement and monitoring of services that supports the efficient and effective delivery of services while providing good value for money. | <ul style="list-style-type: none"> • Review and update contract units in response to service improvement proposals approved following a business case. • Implement the requirements of the Sustainable Public Transport Framework (SPTF). • Undertake regular monitoring and evaluation of service, unit, and system performance. • RPTP Programme Working Group (PWG) with the Territorial Authorities to meet on a regular basis to review progress against actions, and agree revised or further actions as required. |

Key Performance Indicators and targets

To measure delivery of the RPTP, a number of Key Performance Indicators (KPIs) and targets are proposed for further investigation. The targets are currently aspirational, and depend on the ability of TRC and Territorial Authority partners obtaining sufficient funding to deliver the necessary service and infrastructure improvements. Therefore all KPIs and targets will be re-visited and fully tested as part of a forthcoming business case.

The targets are designed to signal the desire to elicit change in the public transport system in Taranaki. These targets will be treated in a transitional manner until new contracts are introduced in mid-2025. During the next 18 months, the appropriateness of baseline data will be confirmed, and a monitoring and reporting framework set up.

Table 17: Key Performance Indicators and proposed aspirational targets

| Key Performance Indicator | Proposed target |
|--|--|
| Total short-term passenger numbers on regional services (up to mid-2025) | Increase total passenger numbers by 10% over 2023/24 baseline |
| Total long-term passenger numbers on regional services | Increase total passenger numbers between 200% and 300% by 2035 |
| Public transport mode share for journeys to work | Increase public transport mode share to 10% by 2035 |
| Public transport mode share for journeys to school | Increase public transport mode share to 30% by 2035 |
| Punctuality of bus services | 99% of services arrive at timing points between 1 minute early and 4 minutes 59 seconds late |
| Reliability of bus services | 99% of services run as scheduled as per the operating contract |
| Accessibility of urban bus services | 90% of residents in New Plymouth, Bell Block and Waitara living within 400 metres of a bus service at a minimum hourly frequency by 2026 |
| Accessibility of regional and rural bus / community transport services | 90% of residents outside of New Plymouth with access to a weekday bus or community transport service to their nearest township |
| Accessibility for disabled people | 100% of bus stops accessible for people with disabilities, including wheelchairs and mobility scooters, by 2028 |
| Bus passenger satisfaction | 90% of surveyed customers and community stakeholders are satisfied with the public transport service and total mobility scheme |
| Greenhouse Gas emissions from public transport | At least 70% reduction in greenhouse gas emissions per kilometre travelled for public transport bus services by 2035 |
| Farebox recovery | Increase farebox recovery to a minimum 40% of operating costs by 2028 |

The final range of KPIs and targets will be monitored using data collected from:

- Ticketing system;
- Passenger surveys;
- Real-time service monitoring;
- Use of GIS software;
- School and workplace travel plans; and
- National census.

Appendix A: Services integral to the public transport network

New Plymouth Citylink

| Type | Days of operation | Service number | Route |
|--------|-------------------|----------------|---|
| Urban | Monday to Friday | 1 | City Centre - Moturoa |
| | | 2 | City Centre - Whalers Gate |
| | | 3 | City Centre – Lynmouth - Marfell |
| | | 4 | City Centre - Westtown - Hurdon |
| | | 5 | City Centre - Frankleigh Park - Ferndale |
| | | 6 | City Centre – Vogeltown - Brooklands |
| | | 7 | City Centre - Welbourn - Highlands Park |
| | | 8 | City Centre – Merrilands - Highlands Park |
| | | 9 | City Centre - The Valley - Glen Avon |
| | Saturday | 10 | Western loop of city |
| | | 11 | Eastern loop of city |
| | Monday to Friday | 20 | City Centre - Bell Block - Waitara |
| School | School days only | 12 | Merrilands to Spotswood College |
| | | 21 | Waitara to Spotswood College |
| | | 22 | Lepperton / Motunui to New Plymouth Boys High School |
| | | 23 | Urenui / Tikorangi to Highlands Intermediate School |
| | | 24 | Waitara to Francis Douglas Memorial College |
| | | 30 | Bell Block to Highlands Intermediate School |
| | | 31 | Lepperton / Bell Block to Highlands / Vogeltown / Woodleigh |
| | | 32 | Bell Block to New Plymouth Girls High School |
| | | 33 | Bell Block to Francis Douglas Memorial College |
| | | 34 | Bell Block to Francis Douglas Memorial College |
| | | 35 | Bell Block to New Plymouth Boys High School |
| | | 40 | Ōkato to New Plymouth Boys High School |
| | | 41 | Ōmata to Highlands Intermediate |
| | | 42 | Oākura to Francis Douglas Memorial College |
| | | 43 | Oākura to New Plymouth Girls High School |

| Type | Days of operation | Service number | Route |
|------|-------------------|----------------|--|
| | | 44 | Oākura to Highlands Intermediate |
| | | 45 | Oākura to New Plymouth Boys High School |
| | | 51 | Orbiter |
| | | 52 | Orbiter |
| | | 53 | Orbiter |
| | | 54 | Orbiter |
| | | 91 | New Plymouth Girls High School to city centre* |
| | | 92 | New Plymouth Girls Boys School to city centre* |
| | | 93 | Sacred Heart Girls College to city centre* |
| | | 95 | Highlands Intermediate School to city centre* |
| | | 98 | Inglewood High School |

* Operates afternoons only

Regional Services

| Type | Days of operation | Route |
|----------------|----------------------|--|
| Connector | Monday to Friday | Hāwera, Eltham, Stratford, Inglewood, New Plymouth |
| Your Connector | School Days | Hāwera, Eltham, Stratford, Inglewood, New Plymouth (various schools) |
| Southlink | Thursday | Ōpunake to Hāwera via Kaponga & Manaia (& Ohawe on demand) |
| | Tuesday and Thursday | Waverley – Pātea - Hāwera |
| | Friday | Ōpunake – Oakura - New Plymouth |

Total Mobility

| Area | Approved provider | Wheelchair facilities |
|--------------|-----------------------------------|-----------------------|
| New Plymouth | Driving Miss Daisy | Ramp |
| | Energy City Cabs | None |
| | Freedom Companion Driving Service | Ramp |
| | Ironside Vehicle Society | Hoist |
| | New Plymouth Taxis | None |
| Hāwera | STOPS | Ramp |

Appendix B: Unit establishment principles

TRC manages bus service contracts according to a number of principles, as detailed below.

Network and service review

Before identifying units, the Council defines routes and services that are integral to the region's public transport network (see Appendix A above). The proposed unit design considers Council's ability to undertake future service reviews in consultation with operators and stakeholders. Changes to services aim to meet foreseeable local community needs to be delivered within a unit.

Marketable whole

Units should be potentially deliverable by operators either as stand-alone operations, or as part of a wider suite of services. Under the Sustainable Public Transport Framework there is no automatic exclusivity for a single operator within each unit.

Customer market

Units should have readily identifiable customer markets for services, enabling operators and the Council to apply the right commercial behaviours to growing the market. A customer market might generally be thought of as a geographic area, but could also be generated by a particular activity or use – for example, an airport, shopping precinct, hospital, major employer, or university.

Whole-route operation

Each unit must comprise a service or group of services that operates on the entire length of one or more routes.

Unit attractiveness

Units should be attractive to a tenderer, and enable competition from a range of operators. Units should be efficient groups of services in terms of management, vehicle utilisation, operational feasibility, service efficiency etc.

Opportunities to group units in tenders

Opportunities for operators to tender for units in groups to encourage efficiencies and, therefore value for money, will be considered.

Mode specific

Units must be single-mode specific, so a unit cannot include both a bus and a ferry or train route.

School services consideration

School services not provided by the Ministry of Education will be arranged into units. School services operating on a timetabled route are logically allocated to that unit.

Wider network consideration

This includes considering connections between routes and achieving higher frequencies by services overlapping on parts of a trunk route.

Current units and future options

Table 18: Public Transport Units - Current and future options

| Current unit | Current arrangement | Future options |
|-----------------------|---|--|
| New Plymouth Citylink | Combined contract for urban and school services. 10 weekday urban services. 2 Saturday urban services. 27 school services. | Retain a single unit, and better integrate urban and school services. Split urban and schools into separate units. Split urban services into separate units. |
| Connector | One contract. Four weekday services per day. | Retain separate units. Combine into a single unit for all regional services. Replacement of some services with Community Transport. |
| Your Connector | One contract. Two weekday services per day. | |
| Southlink | Three contracts. Four return journeys per week. | |

Appendix C: Significance policy

Purpose

TRC's significance policy is required to determine whether any proposed variation to the RPTP is significant for the purpose of section 126 (4) of the LTMA, which refers to the level of consultation that is required before a variation can be adopted.

A more streamlined process may be adopted for matters not considered significant.

For the purpose of this policy:

- Significance is a continuum, from variations of high significance through to variations of low significance. The policy sets a significance threshold, relating to a high degree of significance.
- If a variation is not significant then the consultation requirements under section 125 (1) of the LTMA do not apply. This does not imply that the variation is unimportant or that no consultation will take place.
- The Regional Council fully intends to undertake targeted consultation on matters that affect specific communities and stakeholders, including operators, even when these matters do not invoke the significance threshold outlined in this policy.

Significant variations

A significant variation is likely to have more than minor impact on any of the following:

- The Council's ability to achieve its vision.
- The Council's ability to achieve the strategic direction and policies of the RPTP.
- The Council's ability to achieve the objectives of the RPTP, or the Regional Land Transport Plan.
- The reallocation of the funding available for public transport in the region.

When assessing the significance of any proposed variation, the Council will consider:

- The reasons for the variation, and the alternatives available.
- The magnitude of the variation in terms of its financial cost to the region.
- The extent to which the proposed variation departs from the strategic direction and guiding principles contained within the RPTP.
- The proportion of the regional community that would be affected to a moderate or greater extent by the variation.
- The likely effect on the overall level, quality, and use of public transport services in the region.
- The extent to which the variation is consistent with the Regional Land Transport Plan, and the Government Policy Statement.
- The implications for the present and future economic development and efficiency of the region, safety and personal security, access and mobility, environmental sustainability, or public health.
- The likely effect on the Council's Long Term Plan.

Any variation that amends this significance policy is deemed to be significant and must follow the consultation requirements in section 125 (1) of the LTMA.

Targeted engagement

When the Council finds that a proposed variation is not significant, the Council will undertake targeted stakeholder engagement.

As service reviews affect only a part of the region, full consultation will not generally be required. Key stakeholders will be included in preliminary engagement as service plans are developed, and targeted public engagement will follow when options have been identified.

Minor changes in service delivery that are required to improve efficiency (such as adding or removing trips, and minor route changes) have only a local impact. In these cases, engagement will generally be undertaken on a low level with the operator(s) involved, the relevant Territorial Authority, and communities who benefit from the services.

Any proposals for changes that affect only a sector of the community or the industry (such as a change to the Total Mobility scheme, or a change to specific vehicle quality standards) will be worked through with those most likely to be affected, as well as other relevant stakeholders.

This policy does not preclude the Council from a more comprehensive consultation process for a variation, that does not meet the significance threshold, if the benefits of that consultation are considered to outweigh the costs.

Appendix D: Land Transport Management Act 2003 requirements

Table 19: Summary of how the RPTP delivers against the LTMA

| Purpose | Provision | Contribution |
|-------------------------|--|---|
| 3 Purpose | The purpose of this Act is to contribute to an effective, efficient, and safe land transport system in the public interest. | <ul style="list-style-type: none"> The Plan's contribution to the purpose of the LTMA, and the efficiency and effectiveness of the overall strategic approach to public transport in the Taranaki region has been assessed through the RLTP process. A range of strategic options were developed and evaluated as part of the RLTP process. |
| 114A Principles (1) (a) | Regional councils and public transport operators should work in partnership and collaborate with territorial authorities to deliver the regional public transport services and infrastructure necessary to meet the needs of passengers. | <ul style="list-style-type: none"> The RPTP includes a section on working together which covers both our relationship with operators and Territorial Authorities. |
| 114A (1) (b) | The provision of public transport services should be coordinated with the aim of achieving the levels of integration, reliability, frequency, and coverage necessary to encourage passenger growth. | <ul style="list-style-type: none"> Enhanced levels of service on the urban service in New Plymouth, Bell Block and Waitara will contribute to improved journey times, reduced congestion, and better use of existing transport capacity. The coverage provided by the regional public transport network as a whole will provide better access to education, health, employment, and areas that contribute to economic growth. |
| 114A (1) (c) | Competitors should have access to regional public transport markets to increase confidence that public transport services are priced efficiently. | <ul style="list-style-type: none"> The establishment of units is designed to enable regular entrance to the market for a range of operators. |
| 114A Principles (1) (d) | Incentives should exist to reduce reliance on public subsidies to cover the cost of providing public transport services. | <ul style="list-style-type: none"> Development of units, establishing a partnership approach and regular monitoring aligned with Waka Kotahi's Key Performance Indicators will provide the framework for reducing reliance on public subsidies. Specific incentives for performance will be incorporated into contract relationships with operators. |
| 115 Principles (1) (e) | The planning and procurement of public transport services should be transparent. | <ul style="list-style-type: none"> The RPTP clearly sets out both the planning and procurement approach for the Council's public transport services. |
| 124 (a) (ii) | Has been prepared in accordance with any relevant guidelines that the Transport Agency has issued. | <ul style="list-style-type: none"> Waka Kotahi's Requirements for Urban Buses (2011) have been taken into account and referenced in this Plan. |

| Purpose | Provision | Contribution |
|----------------------|---|---|
| 124 (a) (iii) | Is, if it includes a matter that is not within the scope of the regional land transport plan, otherwise consistent with that plan. | <ul style="list-style-type: none"> The purpose of this Plan is to give effect to the public transport components of the current RLTP. The RLTP was assessed against the regional policy statement and regional plans, and was found to be consistent with them. District plans were also taken into account during the development of the RLTP. Future versions will be revised to be consistent with the RLTP |
| 124 (c) (i) | Take into account any national energy efficiency and conservation strategy. | <ul style="list-style-type: none"> The national energy efficiency and conservation strategy was taken into account in the development and assessment of the preferred strategic option in the RLTP. |
| 124 (c) (ii) | Take into account any relevant regional policy statement, regional plan, district plan, or proposed regional plan or district plan under the Resource Management Act 1991 | <ul style="list-style-type: none"> The purpose of this Plan is to give effect to the public transport components of the RLTP. The RLTP was assessed against the regional policy statement and regional plans, and was found to be consistent with them. District plans were also taken into account during the development of the RLTP. Future versions will be revised to be consistent with RLTP. |
| 124 (c) (iii) | Take into account the public transport funding likely to be available within the region. | <ul style="list-style-type: none"> The Investment and Funding section of the Plan provides a detailed assessment of the funding likely to be available within the region. |
| 124 (c) (iv) | Take into account the need to obtain the best value for money, having regard to the desirability of encouraging a competitive and efficient market for public transport services. | <ul style="list-style-type: none"> The Council has a procurement strategy for transport activities. The objective of the strategy is to procure public transport services in a way that: <ul style="list-style-type: none"> Achieves value for money, Encourages competitive and efficient markets, and Sustains those markets. |
| 124 (c) (v) | Take into account the views of public transport operators in the region | There has been detailed engagement with public transport operators to enable their views to be taken into account during the development of the Plan. |
| 35 and 120 (1) (vii) | Consider the needs of persons who are transport-disadvantaged | The Accessibility and Equity section of the Plan considers the needs of the transport-disadvantaged. |

Better Travel Choices
Community Engagement
DRAFT REPORT

11 September 2023 – 29 October 2023



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Contents

| | |
|---|--------------------|
| Purpose..... | 5 |
| Background..... | 5 |
| Key Themes | 6 |
| Results..... | 11 |
| Total responses..... | 11 |
| Public transport | 12 |
| Active and shared travel..... | 28 |

Figures

| | |
|---|----|
| Figure 1 Survey: Bus service prioritisation..... | 12 |
| Figure 2 Survey: Preferred services for higher weekday frequency | 12 |
| Figure 3 Survey: Preferred new services | 13 |
| Figure 4 Survey: Preferred evening weekday services | 14 |
| Figure 5 Survey: Preferred weekend/public holiday services..... | 15 |
| Figure 6 Survey: Waitara Express trial..... | 16 |
| Figure 7 Survey: Southlink service – Ōpunake to New Plymouth trial | 17 |
| Figure 8 Survey: Frequency of buses and increased patronage | 18 |
| Figure 9 Survey: Use of a Citylink weekend service | 19 |
| Figure 10 Survey: Preferred weekend bus routes | 19 |
| Figure 11 Survey: Public transport on public holidays..... | 20 |
| Figure 12 Survey: Preferred bus routes on public holidays | 21 |
| Figure 13 Survey: Weekend Connector service..... | 21 |
| Figure 14 Survey: Use of proposed new services..... | 22 |
| Figure 15 Survey: Additional route changes to consider..... | 22 |
| Figure 16 Survey: Frequent user discounts..... | 23 |
| Figure 17 Survey: Multi-modal transport and service hubs..... | 25 |
| Figure 18 Survey: New and improved active travel route suggestions..... | 28 |
| Figure 19 Survey: Usage for new and improved active travel routes | 29 |
| Figure 20 Survey: Challenges faced by parents at school drop-off to switch from a vehicle to active travel..... | 32 |
| Figure 21 Survey: Enablers to aid parents at school drop-off to switch from a vehicle to active travel | 33 |
| Figure 22 Survey: Challenges faced by commuters to switch from a vehicle to active travel | 34 |
| Figure 23 Survey: Enablers to make more work journeys using active travel | 35 |
| Figure 24 Survey: Schools and work places developing transport plans | 36 |

Tables

| | |
|---|----|
| Table 1 Engagement approach: key dates and phases | 9 |
| Table 2 Engagement approach: level of community participation..... | 9 |
| Table 3 Summary of communication reach by channel | 10 |
| Table 4 Number of responses by response channel..... | 11 |
| Table 5 Survey: Sample of comments for preferred services for higher weekday frequency..... | 13 |
| Table 6 Written submission: Inglewood Community Board in support of higher frequency bus services | 13 |
| Table 7 Survey: Sample of comments about new services | 14 |
| Table 8 Written submission: Horizons Regional Council in support of inter-regional services..... | 14 |
| Table 9 Survey: Sample of comments from evening weekday services..... | 15 |
| Table 10 Written submission: Sport Taranaki in support of evening weekday services | 15 |
| Table 11 Survey: Sample of comments from new weekend /public holiday services..... | 15 |
| Table 12 Written submission: Sport Taranaki in support of new weekend services..... | 16 |
| Table 13 Benefits and drawbacks of proposed bus route changes..... | 17 |
| Table 14 Additional comments for Citylink weekend services | 20 |
| Table 15 Written Submission: NPDC on weekend bus services..... | 20 |

| | |
|---|----|
| Table 16 Additional comments for bus services on public holidays | 21 |
| Table 17 Written submission: NPDC on cross-town links | 22 |
| Table 18 Additional comments for route proposals | 23 |
| Table 19 Community-run transport locations | 24 |
| Table 20 Community-run transport broad communities | 24 |
| Table 21 Multi-modal transport hub themes | 26 |
| Table 22 Written submission: The Future is Rail - Taranaki on multi-modal transport hubs | 26 |
| Table 23 Written submission: Sport Taranaki on multi-modal transport hubs | 27 |
| Table 24 Multi-modal transport hub townships | 27 |
| Table 25 Survey: Additional initiatives to consider | 27 |
| Table 26 Written submission: Ministry of Education on rural connections | 28 |
| Table 27 Survey: Additional comments on new and improved active travel routes | 29 |
| Table 28 Written submission: North Taranaki Cycling Advocates on improved active travel routes | 29 |
| Table 29 Survey: Themes for how active travel routes will benefit respondents and Taranaki | 29 |
| Table 30 Survey: Sample of comments regarding benefits of active travel routes | 30 |
| Table 31 Survey: Areas identified for new and improved active travel routes | 30 |
| Table 32 Survey: Sample of comments regarding areas where more road space could be given to active travel | 30 |
| Table 33 Survey: Areas where more road space can be given to active travel | 31 |
| Table 34 Survey: Sample of comments where road space could be given over to active travel | 31 |
| Table 35 Survey: Neighbourhoods identified as benefiting from reductions in traffic levels | 31 |
| Table 36 Survey: Sample of comments on reductions in traffic levels | 32 |
| Table 37 Survey: Sample of comments on challenges faced by parents at school drop-off to switch from a vehicle to active travel | 33 |
| Table 38 Survey: Sample of comments on enablers to aid parents switch from a vehicle to active travel for school drop-off | 33 |
| Table 39 Survey: Sample of comments on Survey: Challenges faced by commuters to switch from a vehicle to active travel | 34 |
| Table 40 Survey: Sample of comments on challenges faced by commuters to switch from a vehicle to active travel | 35 |
| Table 41 Written submission: North Taranaki Cycling Advocates on bike and bus connectivity | 35 |
| Table 42 Survey: Sample of comments on schools and work places developing transport plans | 36 |

Purpose

The purpose of this report is to present the methodology and high-level findings of the Taranaki Regional Council's (the Council) community engagement on:

- Public transport
- Active and shared travel.

This report will inform policy development of a Better Travel Choices for Taranaki strategy.

This consultation follows previous engagement with the community to develop Better Travel Choices in Taranaki and ran concurrently with the consultation on speed management plans by the three Territorial Authorities. All of the above plans will feed into the Regional Land Transport Plan (RLTP). The public will be consulted about the RLTP between February to March 2024 before hearings on the plan are held in March 2024. This document will be submitted to Waka Kotahi/NZ Transport Agency and comes into effect on 1 July 2024.

Background

The Council plays a key role in regional transport in Taranaki, both in service delivery and in planning and advocacy. The Council administers the Regional Transport Committee for Transport (the Committee) which is made up of representatives from the Council, the three Territorial Authorities and Waka Kotahi/NZ Transport Agency. Under the Land Transport Management Act 2003, the Committee has to develop a regional land transport plan (RLTP) every six years, setting out the region's land transport objectives, policies and measures as well as providing a statement of transport priorities for the region. This is reviewed every three years.

The Council has previously developed strategies for cycling and walking and public transport. The Regional Walkways and Cycleways Strategy provided a framework for developing and implementing walking and cycling initiatives but has not been updated since 2007. The Taranaki Regional Public Transport Plan sets out the objectives and policies for public transport in the region and was last updated in 2020. The Better Travel Choices for Taranaki strategy will replace both strategies and will guide the region's public transport network and development plans for the next 10 years.

The three Territorial Authorities are responsible for developing speed management plans that outline a 10-year vision and a three-year implementation plan for a whole of network approach to speed management. It should address safe and appropriate speed limits, infrastructure and speed cameras. The new framework was established in the new Land Transport Rule: Setting of Speed Limits 2022 (new Speed Rule) and came into effect on 19 May 2022.

Consultation on the Better Travel Choices for Taranaki was open between 11 September and 29 October 2023. Using online engagement tools and traditional feedback mechanisms such as a hard copy survey, feedback was sought on public transport priorities, proposed bus routes, multi-modal transport hubs, community-run transport and active and shared travel via a survey, featuring 35 questions. We provided the hosting platform and homepage for the three Territorial Authorities to conduct their consultation on their speed management plans. Better Travel Choices consultation was accompanied by a multi-media promotional campaign featuring social media, print media, digital media and radio to drive people to take the survey.

Feedback from the consultation will be considered prior to Better Travel Choices for Taranaki being approved by committee.

Key Themes

Community feedback was gathered in a number of key areas and a number of common themes were identified across all responses and these are outlined below.

Public Transport – Priorities

- Respondents express a need for increased frequency and convenience in various bus routes, particularly during peak hours and for commuting purposes.
- The emphasis is on staggered start times, with buses starting as early as 7am and extending until at least 7pm.
- A common request was for at least two services per hour, no more than 30 minutes apart, to reduce wait times.
- Respondents also highlight the importance of higher frequency during work and school start times and more services between suburbs and the New Plymouth CBD throughout the day. Requests for weekend and public holiday services, as well as a desire for increased services in South Taranaki, were also prevalent.

Overall, the consensus is on making bus services more frequent and accessible across various routes to encourage greater public transport usage.

Public Transport – Bus route proposals

Positive Responses:

- Some respondents express enthusiasm for the new across-town route, highlighting the convenience it brings for connecting different areas of town.
- The Waitara Express is appreciated by some, with a desire for it to connect to the airport.
- The potential for an airport link service is welcomed by those living in the Summerset Village at Bell Block.
- The possibility of an on-demand bus to the airport is suggested for better coordination with flight schedules.

Negative Responses:

- Criticisms include the meandering nature of the routes, particularly with a focus on the city centre. Some respondents feel the routes should be more bidirectional and direct, addressing concerns about the lack of services to specific areas.
- Accessibility issues are raised, with some respondents mentioning that they have to drive to bus stops and that bus travel is not a viable option for them due to specific schedules and commitments.
- Concerns are raised about the removal of certain stops or routes, particularly in Glen Avon, with residents expressing the importance of these services for school children and the community.

Neutral/Other Responses:

- Some respondents express no impact on them personally, either because they live outside the city or have their own means of transportation.
- A few respondents express uncertainty or state that the changes do not affect them directly.

In summary, while there is some support for the proposed changes, there are also notable concerns about route design, accessibility, and the potential impact on specific communities.

Public Transport – Community-run transport

- **Opposition to Ratepayer Funding:** There is a sentiment that ratepayers should not be funding community-run transport.
- **Desire for Accessibility:** Calls for improved accessibility, especially for those without cars, people with disabilities, low-income individuals and the elderly.
- **Unserved Areas:** Concerns about areas, especially north of Waitara, being completely unserved by public transport. Mention of specific locations like Ōkato, Oākura, Bell Block, Whangamomona and Inglewood that lack transportation options.
- **Diverse Beneficiaries:** Identification of various groups that would benefit, such as elderly, disabled, low-income individuals, commuting students and sports event attendees.
- **Wider Regional and Inter-Regional Coverage:** Calls for services to cover a broader range of communities, including Pātea, Ōpunake, Whanganui, and Manaia.

In summary, respondents' answers had a common thread of concern for the accessibility and well-being of various communities in Taranaki, especially in rural and remote areas.

Public Transport – Multi-modal transport hubs

- **Facilities and Amenities:** People emphasise the importance of various facilities, including food and drink options, picnic tables, bike kitchens, mobility parking, playgrounds, gender-neutral toilets and visibility from the road.
- **Information Accessibility:** Respondents stress the need for well-lit, easily accessible information about arrival times, lock-ups for bikes and extended operating hours.
- **Connectivity and Integration:** The desire for well-coordinated connections between buses and potential future passenger rail services is evident.
- **Safety and Security:** Safety considerations include well-lit walkways and bus stops, shade and secure services for bikes.

In summary, the responses indicate a diverse set of preferences and needs for multi-modal transport hubs, emphasising the importance of accessibility, safety, amenities and community-specific considerations.

Active and Shared Travel – Active travel routes

- **Independence and Autonomy:** Active travel is seen as a means to provide independence, autonomy and safe options for those who cannot drive, such as individuals on medication.
- **Tourism Potential:** Proposed cycle routes, like the Oākura to Pukeiti route, are viewed as having significant tourism potential and adding reasons for people to visit the region.
- **Health and Fitness:** Benefits include improved community health, reduced emissions and increased fitness due to less reliance on cars.
- **Safety and Infrastructure:** The importance of safe routes away from traffic, wider paths, and proper crossings is emphasised to encourage more people to walk and cycle.
- **Reduced Traffic and Congestion:** Active travel is seen as a way to reduce congestion, traffic and the overall dependence on private vehicles.

While there is broad support for active travel routes, concerns and preferences vary among respondents, highlighting the importance of a well-thought-out and inclusive approach to transportation planning.

Active and shared travel - Switching private vehicles for active travel

- Distance and Time: Many people find the distances too far or the time constraints too tight, especially when balancing work commitments.
- Weather: Bad weather, rain and wind were frequently cited as deterrents to active travel.
- Safety Concerns: Issues with unsafe crossings, pathways and roads, as well as concerns about the safety of walking or biking, were prevalent.
- Infrastructure: Lack of proper infrastructure, such as bike lanes, bus shelters and safe road crossings, was a common theme.
- Convenience: Parents and commuters often cited convenience, habit and time constraints as reasons for using private vehicles.
- Rural Challenges: Rural areas faced specific challenges, including unsafe rural roads, lack of bus services and difficulties in arranging school bus stops.
- Public Transport Issues: Infrequent and unreliable bus services, especially during early mornings, late evenings, weekends and public holidays, make it difficult for some to rely on public transportation. Challenges related to the lack of direct bus routes, connectivity issues and inconvenient transfer points contribute to the reliance on private vehicles.
- Financial Constraints: The cost of alternative transportation, such as e-bikes, was a barrier for some.
- Road Safety: Concerns about road safety, high-speed limits, and the behavior of drivers were frequently mentioned.
- Preference for Flexibility: Some respondents value the flexibility and convenience that private vehicles provide, allowing them to manage work, social activities and home life more effectively.
- Resistance to Change: Resistance to changing habits, coupled with a preference for the convenience of cars, is expressed by some respondents.

Improving safety infrastructure, providing better public transport scheduling and addressing weather-related concerns are key factors that could encourage a shift towards active travel.

Active and shared travel – Schools and workplaces developing travel plans

There was a generally positive response to the idea of schools and workplaces developing transport plans, with a focus on infrastructure improvement, education and a cultural shift toward sustainable transportation.

Table 1 Engagement approach: key dates and phases

| Project phase | Key dates | Level of participation |
|---|-------------------|------------------------|
| Phase 1: Pre consultation | 15 Mar-30 Apr 23 | Involve |
| Phase 2: Options consultation | Oct-Dec 23 | Consult |
| Phase 3: Public hearing | 4 Dec 2023 | |
| Council deliberations on submissions | 19 Feb 2024 | |
| Finalisation and approval process | Mar 2024 | |
| Better Travel Choices comes into effect | 1 May 2024 | |

Aiming for best practice engagement, the engagement project used the IAP2 spectrum for public participation when designing the engagement methods and tools. The level of participation for this phase of the project is "Consult" as highlighted in bold in Table 2 below:

Table 2 Engagement approach: level of community participation

| Level of Participation | Definition | Promise to the Community |
|------------------------|---|---|
| Inform | To provide the public with balanced and objective information to assist them in understanding the problems, alternatives, opportunities and/or solutions. | We will keep you informed |
| Consult | To obtain public feedback on analysis, alternatives and/or decisions. | We will keep you informed, listen to and acknowledge your concerns and provide feedback on how public input influenced the decision. |
| Involve | To work directly with the community throughout the process to ensure that public concerns and aspirations are consistently understood and considered. | We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how the public influenced the decision. |
| Collaborate | To partner with the community in each aspect of the decision including the development of alternatives and the identification of the preferred solution. | We will look to you for direct advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible. |

Communication and Engagement Channels

Table 3 Summary of communication reach by channel

| Channel | Reach | Target audience |
|--|----------------|-------------------------|
| Daily News – 2x front page solus adverts | 75,000 | General Public |
| More FM – Mike Nield interview | 13,000 | General Public |
| North Taranaki Midweek – Advert | 45,000 | General Public |
| Stratford Press – Advert | 22,500 | General Public |
| South Taranaki Star – Advert | 45,000 | General Public |
| Ōpunake & Coastal News – Advert | 7,500 | General Public |
| Facebook/Instagram [15 organic posts] | 4,887 | General Public |
| Facebook/Instagram [6 paid adverts] | 39,392 | General Public |
| Digital - Stuff | 310,160 | General Public |
| Website – Social Pinpoint | 3,755 | General Public |
| Email – Talking Taranaki | 8,500 | General Public |
| Email – People's forum | 20 | Special Interest Groups |
| Email – Transport | 5,500 | Special Interest Group |
| Radio – NZME | 122,000 | General Public |
| Radio – MediaWorks | 122,000 | General Public |
| TOTAL* | 824,214 | |

* The reach number is cumulative across channels and accordingly includes duplicates where individuals saw messages on more than one channel.

Results

Total responses

Across all channels 403 responses were received, generating approximately a total of 5,791 individual pieces of feedback. Table 4 shows a breakdown by response channel. It should be noted that the depth and richness of feedback varies between response channels: the online survey contained 35 questions and generated an estimated 5,500 individual pieces of feedback, while social media comments were single comments, generating 35 pieces of feedback.

Table 4 Number of responses by response channel

| Response channel | Description | Total |
|-----------------------|--|------------|
| Social media comments | Individual comments provided via Facebook. | 35 |
| Youth engagement | Individual comments provided by discussing transport with students at Merrilands, Ngāere and Kaimata schools | 104 |
| Online survey | Survey completed by respondents via the Social Pinpoint online engagement tool. | 250 |
| Hard copy survey | A shorter version of the online survey available at various locations around Taranaki such as libraries and public transport service hubs. | 2 |
| Written submissions | Bespoke submissions made by individuals or organisations via email or hard copy correspondence. | 12 |
| TOTAL | | 403 |

Public transport

This section of the report summarises results from all response channels relating to bus usage and preferences for rail.

Public transport priorities

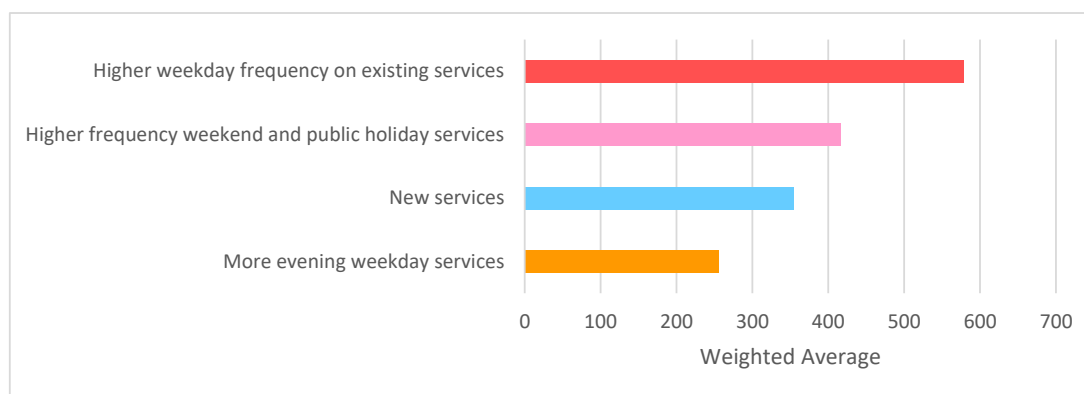
Survey respondents (online and hard copy) were asked to rank four specified transport improvements in order of importance.

Figure 1 shows online and hard copy survey results.

Respondents ranked their top three priorities (in order) as:

1. Higher weekday frequency on existing services
2. Higher frequency weekend and public holiday services
3. New services

Figure 1 Survey: Bus service prioritisation



Survey question (P1 Q3): If you ranked higher weekday frequency on existing services as the most important, please specify which one(s):

The Connector and Southlink services, along with route 9 were mentioned most frequently.

Figure 2 Survey: Preferred services for higher weekday frequency

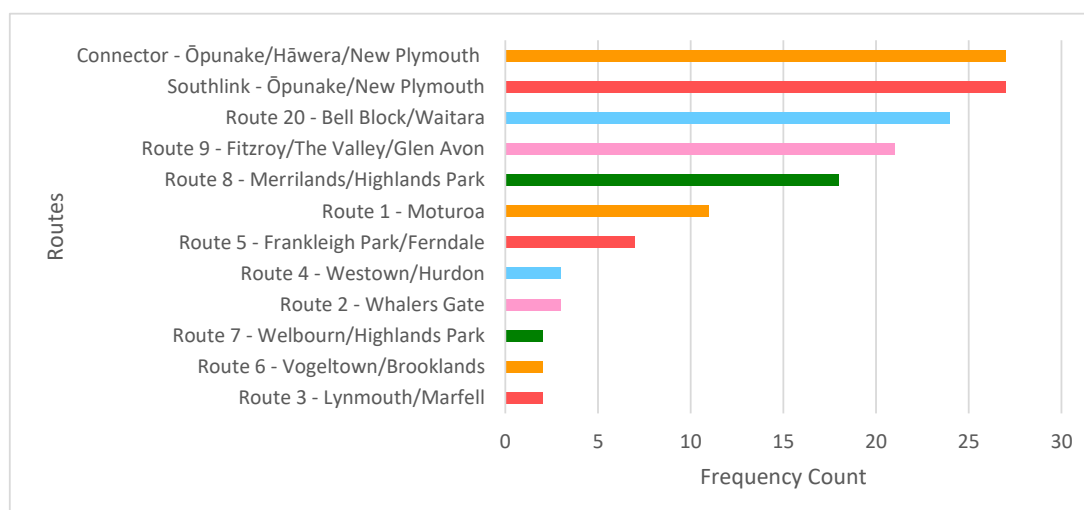


Table 5 below provides a sample of comments.

Table 5 Survey: Sample of comments for preferred services for higher weekday frequency

- All services for regular commuting to allow workers into the city in time to walk to their work places with staggered start times, 7am, 7:30, *am, 8:30am, 9am and then to get home with at least 2 services per hour no longer than 30 min apart that go through to 7pm at least.
- Between New Plymouth CBD and the suburbs throughout the day at a higher frequency would be better so that wait times are around 15mins.
- Instead of every hour, every half-hour would be better. An hour is a long time to wait!
- Number 5 particularly around work/school start times and school end times.

Table 6 below is an excerpt from the Inglewood Community Board's submission in support of higher frequency services.

Table 6 Written submission: Inglewood Community Board in support of higher frequency bus services

We note the six times daily service for Bell Block and Waitara has been highly successful. We urgently implore TRC to investigate a similar frequency service for Egmont Village and Inglewood. Such a service would reduce pressure on the Connector as well as increase connectivity for our town and surrounds.

Survey question (P1 Q4): If you ranked new services as the most important, please specify which one(s):

An airport route, inter-regional transport and a direct Coastal route were the highest requested services, as shown in figure 3.

Figure 3 Survey: Preferred new services

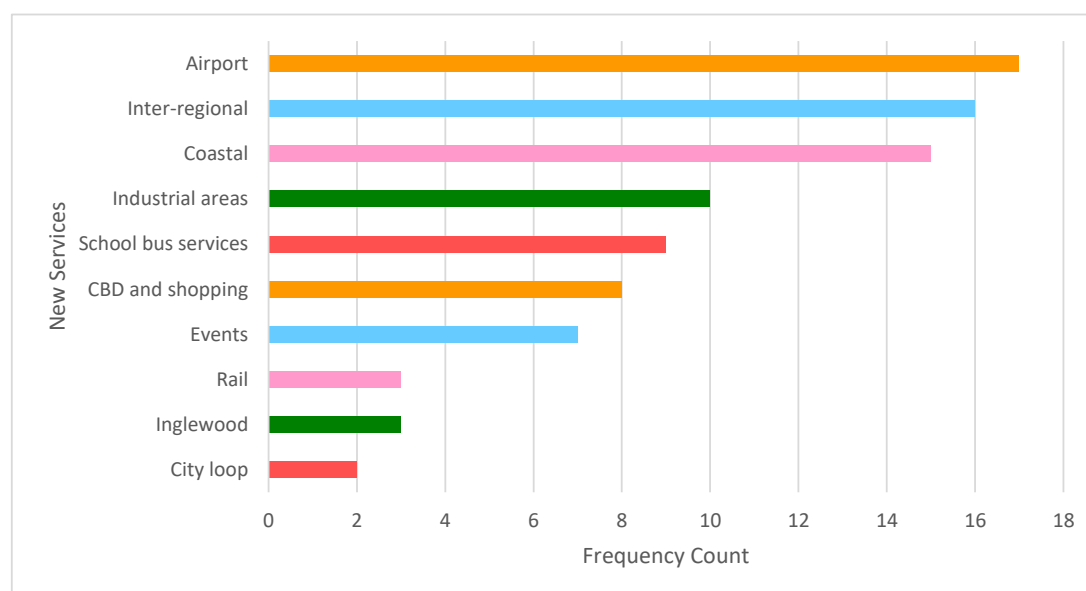


Table 7 below provides a sample of comments.

Table 7 Survey: Sample of comments about new services

| |
|--|
| <ul style="list-style-type: none"> • A hop on/hop off circular inner city route that goes past a range of commuter offices such as Council, WITT/Te Pukenga, Ministry of Education building, OMV/Shell Todd etc • Passenger rail from New Plymouth to Palmerston North and on to Wellington and Auckland • Need something that connects North Taranaki with NP • A school bus connection from Glen Avon direct to local feeder schools - Girls High, Boys High, Fitzroy, Highlands • NP to Bell Block and return (not in conjunction Waitara) • Extend route in Bell Block to Summerset at Pohutukawa Place; also have public transport via Bell Block to/from the airport • Have more direct routes, so you don't spend 20min on the bus if it could be a 5min car ride. • Airport shuttle bus service for all flights to Waitara, new Plymouth and Hāwera • Cross-town options that don't go through CBD • Service to the industrial areas |
|--|

Table 8 below is an excerpt from the Horizons Regional Council submission in support of inter-regional services.

Table 8 Written submission: Horizons Regional Council in support of inter-regional services

| |
|---|
| <p>Horizons supports regional and inter-regional services which link core urban networks to other core urban networks. They will reach smaller rural communities like Waitōtara, Waverley and Pātea where they sit along a route.</p> <p>Connecting communities along the corridor from Whanganui to New Plymouth is supported.</p> |
|---|

Survey question (P1 Q5): If you ranked more evening weekday services as the most important, please specify which one(s):

Figure 4 shows route 5, route 4, and route 7 were the highest mentioned services.

Figure 4 Survey: Preferred evening weekday services

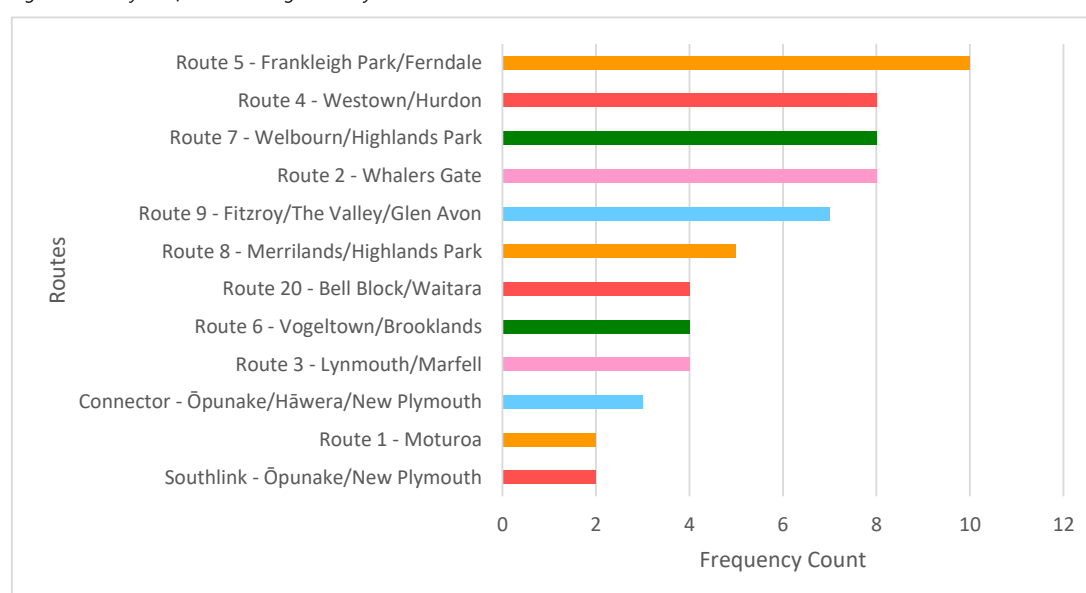


Table 9 below provides a sample of comments.

Table 9 Survey: Sample of comments from evening weekday services

| |
|---|
| <ul style="list-style-type: none"> All areas in New Plymouth should have evening bus services every day of the week, including weekends. Lack of these services is preventing people from accessing work, health, education, business and recreational options. The lack of a comprehensive bus service in New Plymouth and greater Taranaki causes extreme hardship and massive social costs. It obstructs people from raising their living standards and social conditions. Proper (not drop-off only) services until at least 7pm weekdays/Sunday and 10pm Friday and Saturday. As a working solo parent with no transport the times specified are irrelevant for us but with summer night markets happening more in town it would be an opportunity to get to those. Buses on a Friday night after the movies or the footy at Yarrow Stadium. |
|---|

Table 10 below is an excerpt from the Sport Taranaki submission in support of evening weekday services.

Table 10 Written submission: Sport Taranaki in support of evening weekday services

| |
|---|
| <p>We support the extension of public transport frequency, cross route links and later in the day public transport. This will support more children and young people with opportunities to participate in physical activity after school and supports them being less reliant on their parents for transport.</p> |
|---|

Survey question (P1 Q6): If you ranked higher frequency or new weekend/public holiday services as the most important, please specify which one(s):

The Connector, route 9 and Southlink were the most commonly requested changes as shown in figure 5.

Figure 5 Survey: Preferred weekend/public holiday services

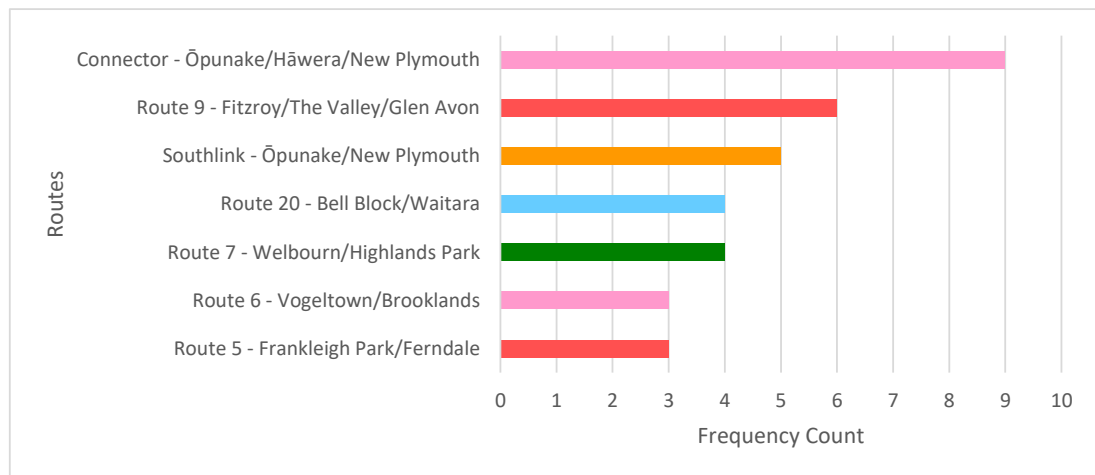


Table 11 below provides a sample of comments.

Table 11 Survey: Sample of comments from new weekend /public holiday services

| |
|--|
| <ul style="list-style-type: none"> Regular and high frequency buses on weekdays, evenings and weekends. Too few buses going at the moment and makes it difficult to rely on the bus. 6pm is way too early for the last bus, no busses on the weekends is super limiting for non-drivers. New weekend services. No weekend buses to Bell Block is especially hard for PIHMS students. I believe there should be buses available across the whole city in weekends, but especially Merrilands/ Welbourn. I'm not too concerned about public holidays. Let the bus drivers have the day off. I think all services deserve weekend coverage. I mostly use the #9/#20, but would love to see more weekend services designed to cater to recreational opportunities (e.g. Pukekura Park, the pools, mountain, beaches, walkways etc.) |
|--|

Table 12 below is an excerpt from the Sport Taranaki submission in support of new weekend services.

Table 12 Written submission: Sport Taranaki in support of new weekend services

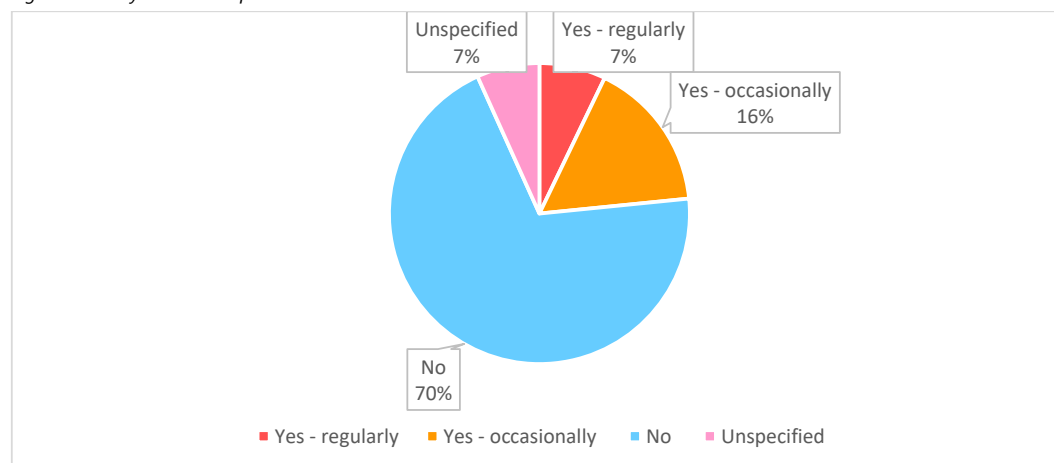
| |
|--|
| <p>We support Saturday bus services in New Plymouth because they can potentially save families money. While sport and recreation are enjoyed throughout the week, for winter sport Saturday remains the busiest day of the week.</p> <p>For New Plymouth, the significant Saturday winter venues are:</p> <ul style="list-style-type: none"> • Yarrow Stadium (rugby and football) • Sanders Park (rugby) • Vogeltown Park (rugby) • Sutherland Park (football) • Merrilands Domain (football) • Pukekura Racecourse (rugby) • Hobson Street Hockey Turf • Peringa Park (football) • Waiwhakaiho netball courts <p>For Saturday winter mornings we would like to see a trial of a loop bus that connects Ariki Street with sports hubs, like circuit bus routes for school traffic. At TSB Stadium, basketball is played on weeknights, and volleyball on Sunday/afternoon evening, so the council could consider public transport for these options.</p> <p>Summer sport is more distributed and can be played throughout the weekend. Summer venues are:</p> <ul style="list-style-type: none"> • Western Park and Lynmouth Park (Friday and Saturday cricket) • Pukekura (Saturday cricket) • Tennis Clubs (Various locations – primarily Saturday) • East End, Fitzroy and Oākura Beaches (surf lifesaving, skate sports, general beach recreation) • Touch Rugby at Hickford Park in Bell Block |
|--|

Bus route proposals

Feedback from earlier consultation rounds shows strong support for a Waitara express service from Waitara residents. This graph depicts responses from all districts, and is likely skewed by non-residents. Data in this survey only collects district of residence, not township, so no further breakdown is available.

Survey question (P1 Q7): We propose to trial changes to the current Citylink service - Route 20 with a 'Waitara Express' service. Would you use this service?

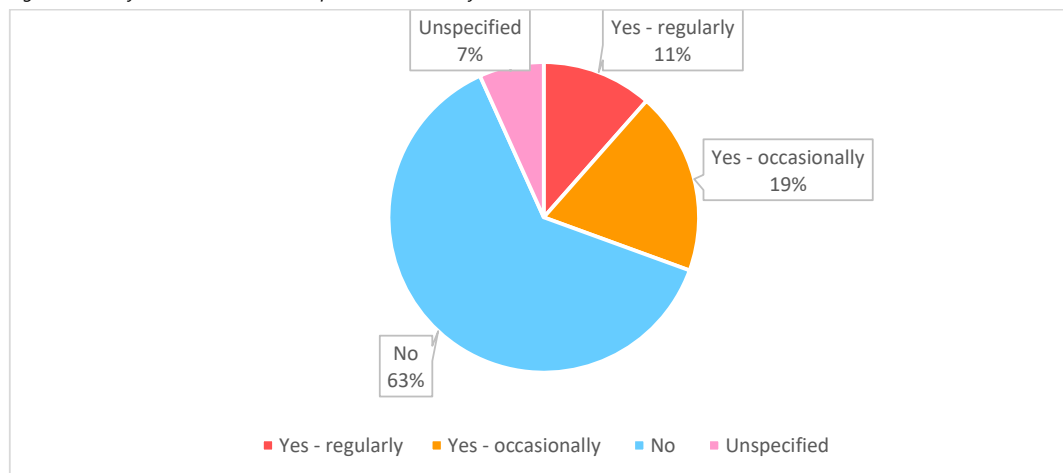
Figure 6 Survey: Waitara Express trial



Feedback from earlier consultation rounds shows strong support for a Waitara express service from Waitara residents. This graph depicts responses from all districts, and is likely skewed by non-residents. Data in this survey only collects district of residence, not township, so no further breakdown is available.

Survey question (P1 Q8): We propose to trial changes to the current Southlink service – Ōpunake to New Plymouth offering a peak hour morning and evening timetable. Would you use this service?

Figure 7 Survey: Southlink service – Ōpunake to New Plymouth trial



Survey question (P1 Q9): We have set out our proposed 2025 - 2030 Citylink (New Plymouth) bus route improvements. Please tell us what you think of the proposed routes, and more specifically if the changes have benefits or drawbacks to your travel plans:

Table 13 below provides common themes and groups them into benefits and drawbacks.

Table 13 Benefits and drawbacks of proposed bus route changes

| Common Theme | Benefits | Drawbacks |
|--|---|---|
| Frequency and convenience of bus services | Some respondents appreciate the proposed increase in frequency, especially on weekends and evenings. They find it beneficial for their travel plans. | Others express concerns about the reduction in service frequency, particularly the shift to hourly schedules, and emphasise the importance of more frequent services for increased patronage. |
| Route changes and coverage | Some respondents express approval for proposed route changes, such as the Waitara Express and the across-town route, which they believe will enhance travel options and connectivity. | Criticisms include concerns about the removal of certain routes (e.g., Glen Avon from Route 9) and dissatisfaction with the existing routes' design, describing them as convoluted and not conducive to patronage. |
| Accessibility and location-specific | | Some respondents raise concerns about the accessibility of bus stops, especially for those with limited mobility or living in certain areas like Egmont Village, Bell Block and Glen Avon. Specific location-related issues, such as the inconvenience of certain stops, the need for better links between areas, and the impact of route changes on particular neighbourhoods, are highlighted. |

| Common Theme | Benefits | Drawbacks |
|-----------------------------------|---|---|
| Airport connectivity | There is interest in having a direct bus service to the airport, with suggestions for coordinating with flight schedules or providing on-demand services. | |
| Safety | | Some respondents express concerns about safety on the bus and related infrastructure with later running times. |
| Community needs and impact | Some respondents highlight the importance of considering community needs, such as accessibility for seniors, schoolchildren and residents in specific suburbs. | |
| General feedback | Suggestions include the need for better planning for rural communities, consideration of shift workers' schedules, and a call for an integrated, more frequent, and reliable public transport system. | Several respondents express scepticism about the effectiveness of proposed changes, with comments such as "total waste of time and money" and questioning whether the changes will have any effect. |

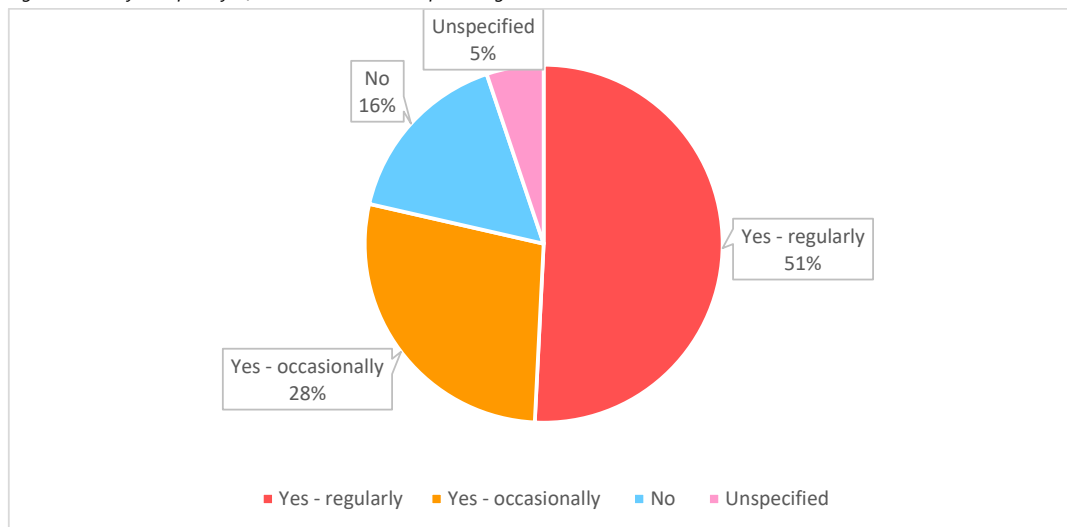
Bus frequency

Survey question (P1 Q10): If buses were more frequent, would this prompt you to start using public transport or use it more?

Figure 8 shows online and hard copy survey results.

In total 79% of respondents were in favour, with 51% of 252 respondents saying yes – regularly and 28% saying they would occasionally.

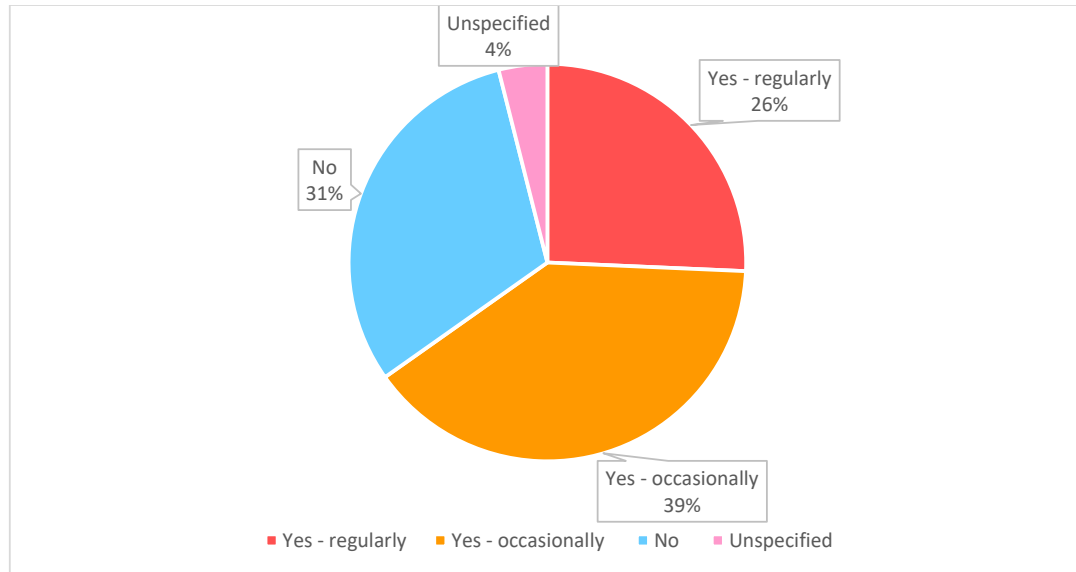
Figure 8 Survey: Frequency of buses and increased patronage



Survey question (P1 Q11): Would you use a Citylink (New Plymouth) weekend service?

Figure 9 shows online and hard copy survey results. In total 65% of 253 respondents were in favour, with 39% saying they would use this service occasionally and 26% regularly.

Figure 9 Survey: Use of a Citylink weekend service



Survey question (P1 Q12): If yes (to Would you use a Citylink weekend service?) please let us know which routes or list the destination/suburb(s) you would use.

Route 9 and 20 were highest mentioned existing routes, along with 'other' suggestions and comments.

Figure 10 Survey: Preferred weekend bus routes

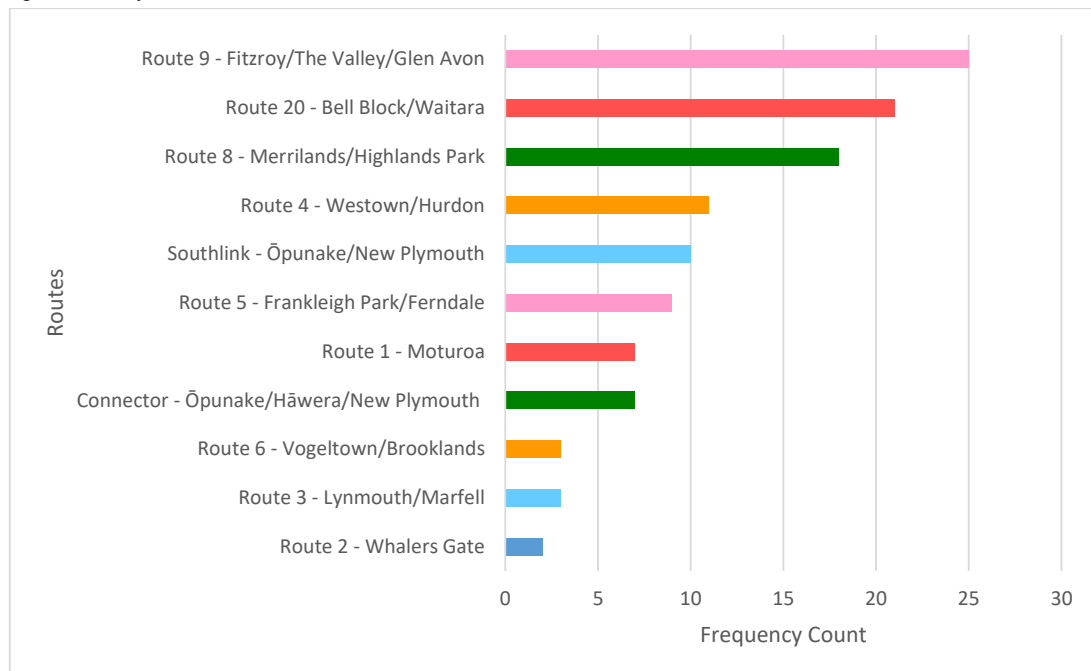


Table 14 below provides a sample of comments.

Table 14 Additional comments for Citylink weekend services

| |
|--|
| <ul style="list-style-type: none"> • All of them. • I would use the new across town route and the Bell Block to hospital. • I would travel and visit places all over if it was an option - no weekend buses means limited access anywhere! • I would use a service to/from Fitzroy Beach or Fitzroy. I would use a bus service that connected well with a point on the walkway and allowed bikes on board. A service to the pool, park, zoo. • All routes we would take the kids out or go out for dinner or an event without the car which would be brilliant. • Depends on my requirement. • Spotswood please!! Or the next closest I guess... but ideally add a Spotswood service. |
|--|

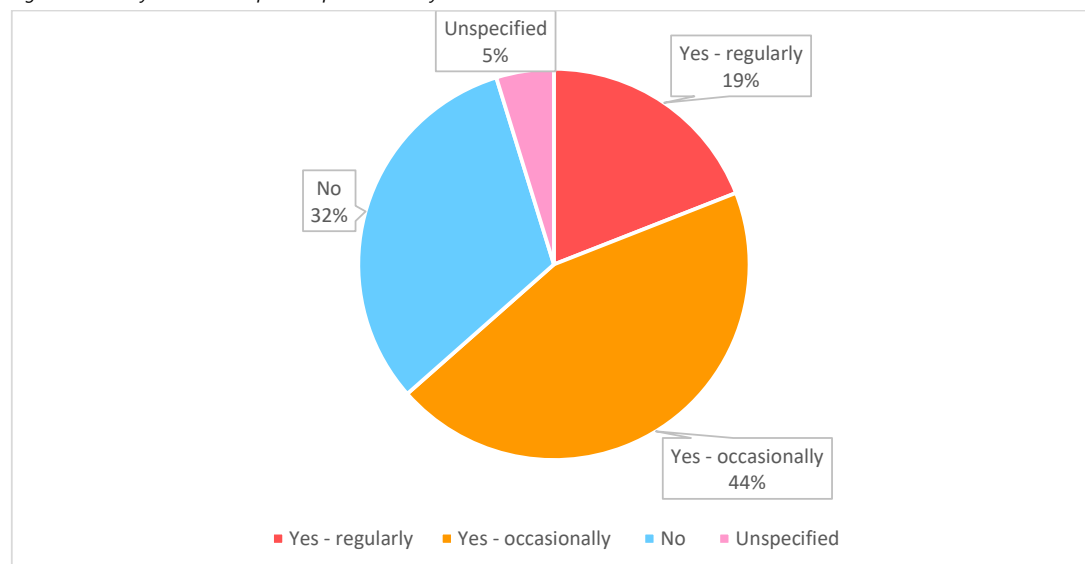
Table 15 Written Submission: NPDC on weekend bus services

| |
|--|
| <p>NPDC Supports:</p> <ul style="list-style-type: none"> • Replacement of current Saturday routes with the running of some weekday routes with increased frequency. |
|--|

Survey question (P1 Q13): Would you use public transport on public holidays?

Figure 11 shows online and hard copy survey results where 63% of 252 respondents said yes, 44% occasionally, and 19% regularly.

Figure 11 Survey: Public transport on public holidays



Survey question (P1 Q14): If yes (to would you use public transport on public holidays?), please let us know which routes or list the destination/suburb(s) you would use:

Figure 12 shows online and hard copy survey results. Southlink and Connector services were named as the routes that would be most commonly used on public holidays, along with route 9.

Figure 12 Survey: Preferred bus routes on public holidays

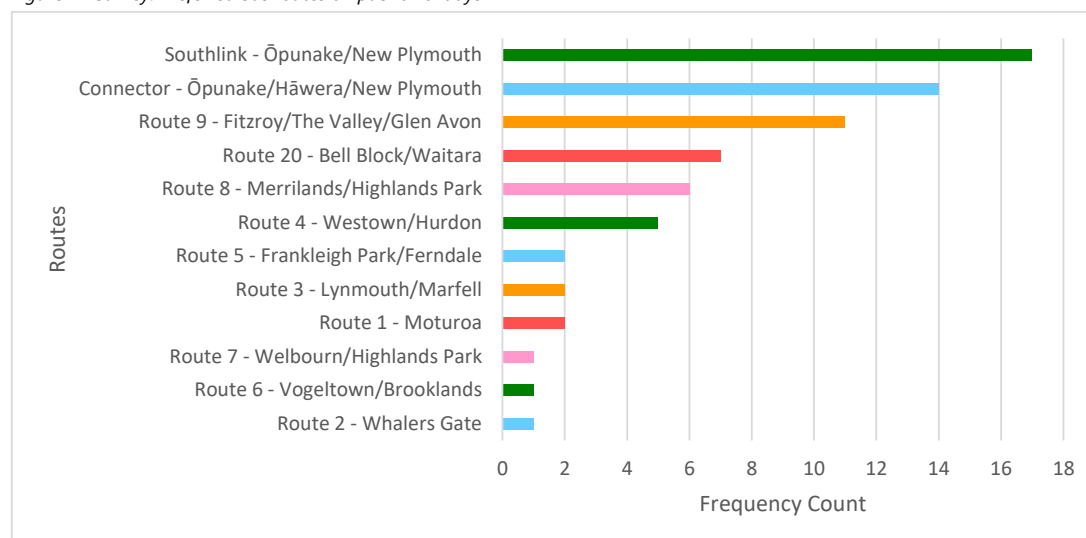


Table 16 below provides a sample of comments.

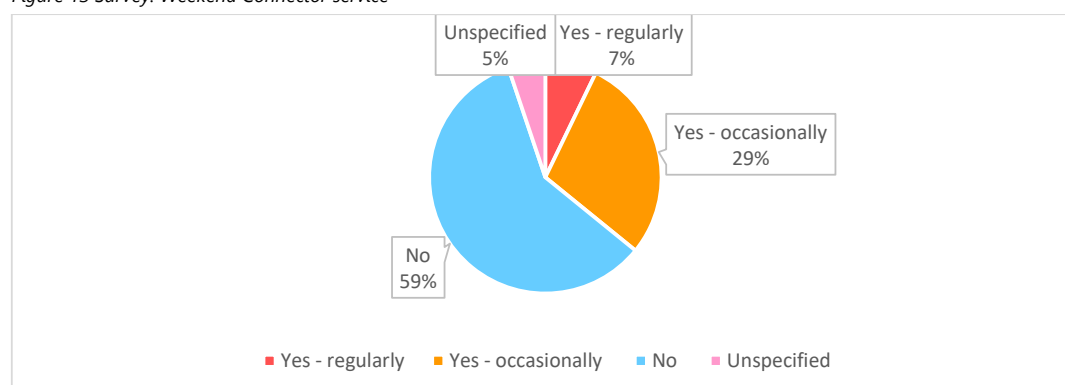
Table 16 Additional comments for bus services on public holidays

- Yes. As this service is theoretical at present and drive to limited destinations if necessary on public holidays, will depend on what services and timetables are available.
- Some increased holiday services could be useful to rural residents accessing urban facilities and events. However, regular rural routes should be the priority for service expansion.
- I would take the bus from Hāwera to New Plymouth on the weekend if there was one, to do shopping and return the same day.
- Fitzroy, especially one that went to parks, playgrounds, pools, and other fun family activities.

Survey question (P1 Q15): Would you use the proposed addition of a weekend service on the Connector (Hāwera to New Plymouth)?

Figure 13 shows online and hard copy survey results with 36% of respondents indicating they would use the weekend Connector service.

Figure 13 Survey: Weekend Connector service



New bus routes

Survey question (P1 Q16): Would you use any of the proposed four new services?

The top three services selected (in order) are:

1. Airport to city centre link
2. Cross-town links
3. Taranaki Base Hospital

Figure 14 Survey: Use of proposed new services

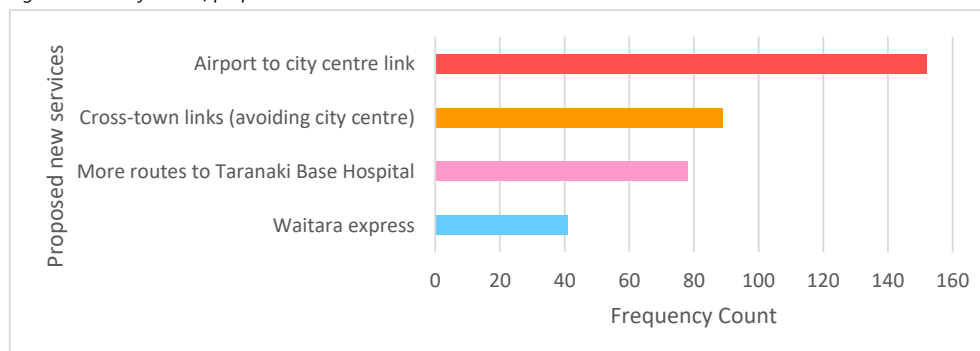


Table 17 Written submission: NPDC on cross-town links

NPDC supports:

- A cross-city route between Waitara, Bell Block, The Valley, city centre and hospital.

Survey question (P1 Q17): Are there any other route changes that you'd like us to consider?

Figure 15 shows online and hard copy survey results. Frequency was the most common theme of feedback, along with infrastructure improvements.

Figure 15 Survey: Additional route changes to consider

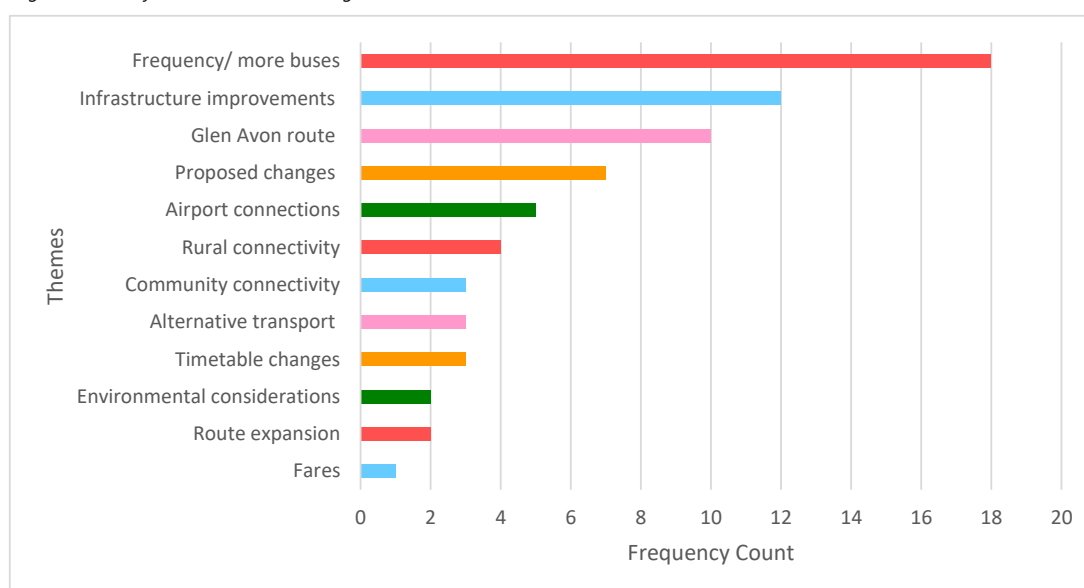


Table 18 Additional comments for route proposals

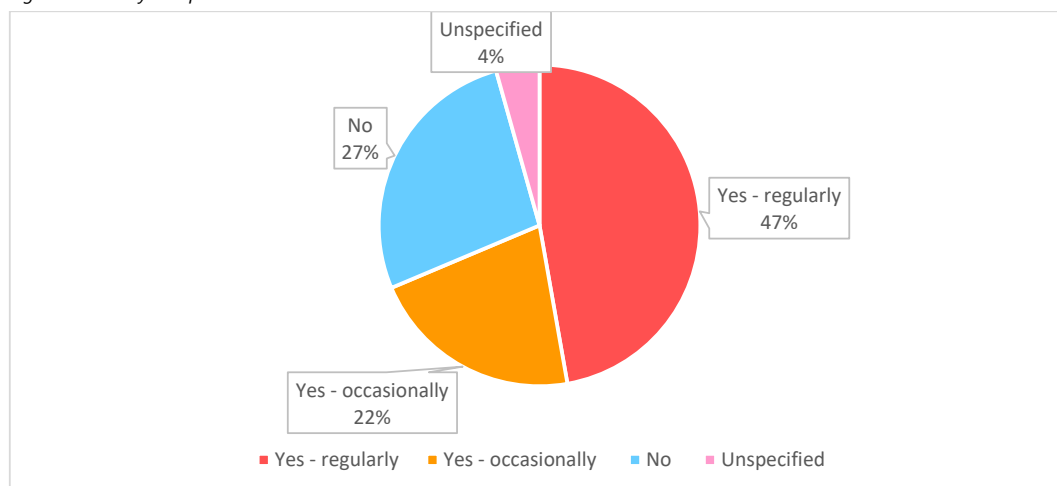
| |
|---|
| <ul style="list-style-type: none"> • Morning and evening links to the Valley. Weekend and evening buses through New Plymouth and to other Taranaki towns. • At least one high-frequency (every 10-20 minutes) bus like Whanganui. • An early bus from Bell block to get to work. • Please add a Connector bus that gets people from New Plymouth to Stratford by 7:45am, so we can start work at 8am. And a bus back to NP from Stratford at 4:15pm. • Extend 20 Bell Block to include The Greens, The Links, Somerset etc. • I am worried about #5 becoming 2 hourly, would make it more difficult for me to use. • Make the buses more like Uber app... in fact on less frequent services, would it be more cost effective to subsidise travel with something like "free Uber for an hour"?? (or similar). • The proposed coastal Southlink bus stops do not match current user stops. • Consider naming Merrilands – Mangorei to reflect destination, as displayed on the proposed route map. |
|---|

Fares

Survey question (P1 Q18): If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

Figure 16 shows online and hard copy survey results where 69% of 252 respondents indicated they would use public transport with a frequent user discount – 47% regularly and 22% occasionally.

Figure 16 Survey: Frequent user discounts

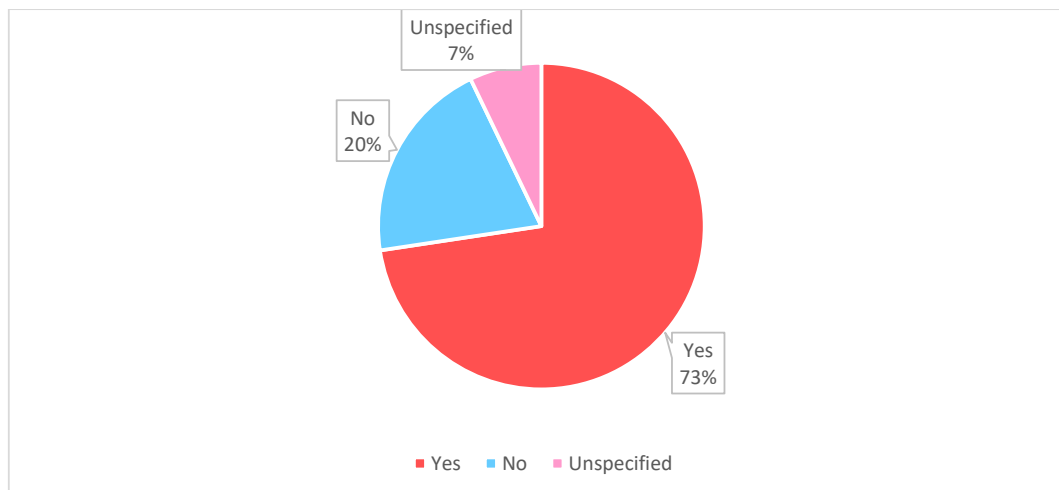


Community-run transport

Survey question (P1 Q19): Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed bus services aren't feasible?

Figure 17 shows online and hard copy survey results, where 73% said yes out of 252 respondents.

Figure 17 Survey: Community-run transport groups



Survey question (P1 Q20): Are there any particular communities you think would benefit from this (community-run transport groups)?

Table 19 below lists the specific Taranaki locations put forward by respondents.

Table 19 Community-run transport locations

| Specific Location | District |
|-------------------|----------------|
| Urenui | New Plymouth |
| Waitara | New Plymouth |
| Bell Block | New Plymouth |
| Lepperton | New Plymouth |
| Oākura | New Plymouth |
| Egmont Village | New Plymouth |
| Inglewood | New Plymouth |
| Stratford | Stratford |
| Eltham | South Taranaki |
| Normanby | South Taranaki |
| Hāwera | South Taranaki |
| Ōkato | South Taranaki |

Table 20 below shows broader communities put forward by respondents, with further clarifying comments.

Table 20 Community-run transport broad communities

| |
|---|
| <p>Rural locations</p> <ul style="list-style-type: none"> • Suggestions that community transport solutions are essential for serving remote rural areas. • TRC support for community groups would enable improved rural accessibility. • Community transport would provide essential services to rural places that lack the population to sustain regular bus routes. • Our dispersed small communities who need to travel 30 minutes just to get to the next one would greatly benefit from this. • All rural communities would benefit. |
|---|

Accessibility

- Mentioned multiple times, highlighting the importance of accessible transportation for individuals with disabilities.

Low socio-economic

- Mentioned multiple times, emphasising the need for transportation options for those with lower income.

Elderly

- Mentioned multiple times, particularly in the context of providing services for the elderly population.

Commuting students and workers

- Suggestion of transportation options for students commuting to school.
- Transportation for individuals working irregular hours, such as shift workers in hospitals.

People without a car, the mobility to drive or drivers licenses

- Emphasis on the importance of public transport for those without personal vehicles or drivers licenses.

Families with complex Needs

- Highlighting the potential benefits of public transport for families with complex needs.

Iwi/hapu groups:

- Indicators of the potential benefits for our indigenous communities.

Ratepayers

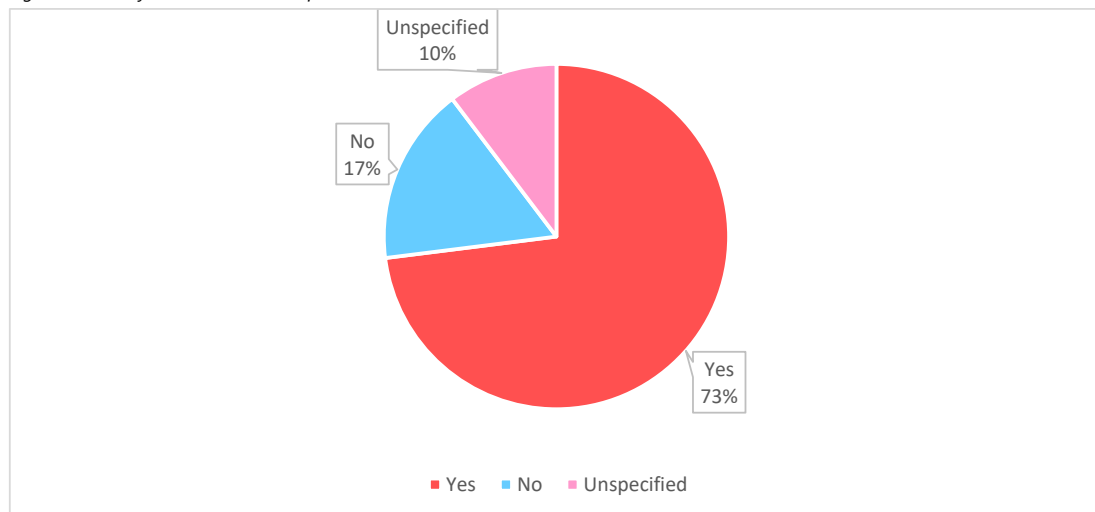
- Some frustration expressed about ratepayers funding community-run public transport.

Multi-modal transport and service hubs

Survey question (P1 Q21): Do you like the idea of multi-modal transport and service hubs?

Figure 17 shows online and hard copy survey results where 73% of 252 respondents said yes.

Figure 17 Survey: Multi-modal transport and service hubs



Survey question (P1 Q22): If so, what services and facilities would motivate you to use the hub?

Table 21 below shows the themes of feedback with suggestions included for online surveys, hard copy surveys and written submissions.

Table 21 Multi-modal transport hub themes

| Theme | Examples |
|--------------------------------------|--|
| Facilities and amenities | <ul style="list-style-type: none"> • Picnic tables • Bike kitchen on site • Mobility parking • Small playground • Clean and gender-neutral public toilets • Open and visible from the road • Bike stands and scooter parks near bus stops • Toilet facilities • Well-lit areas • Information easy to consume (digital timetables) • Lock-up for bikes • Coffee and food options • Sheltered bus stops • Restrooms • Drinking fountains • Places to charge devices and Wi-Fi availability • Attractive seating areas with green spaces integrated • E-bike & scooter stands |
| Transportation modes | <ul style="list-style-type: none"> • Bus • Train • Bike (including hire bikes) • Scooter • Tram • Park-and-ride • E-bikes (including rentals) • Uber |
| Connections and coordination | <ul style="list-style-type: none"> • Easy coordination • Frequency and easy access and connections to other routes • Train service connecting the region to out-of-region |
| Accessibility and inclusivity | <ul style="list-style-type: none"> • Mobility support • Accessible, safe and secure storage for bikes • Secure car parking close to hub • Secure undercover bike parking • Wheelchair-capable vehicle spaces • Manned information center • Coach parking for tour vehicles • Clean, dry and safe facilities • Safe and secure environment while waiting for buses, with more lighting in the evening |
| General comments | <ul style="list-style-type: none"> • Support for the resumption of the NP-Waitara rail line • Use of old railway stations at hubs • Use of sports clubs as hubs • Calls to co-ordinate with Sport Taranaki • Calls to co-ordinate with Future for Passenger Rail |

Table 22 Written submission: *The Future is Rail - Taranaki on multi-modal transport hubs*

To build multi-modal transport and service hubs incorporating railway stations. The RNIP states that "rail is a key part of a multimodal transport system for both freight and passengers in New Zealand, and a critical part of New Zealand's supply chain."

Table 23 Written submission: Sport Taranaki on multi-modal transport hubs

| |
|---|
| <p>We see opportunities for using local community sports hubs as service centres for active or public transport, with bike parking facilities. Examples are:</p> <ul style="list-style-type: none"> • North Taranaki Sport and Recreation Centre • Waitara -TET Stadium Inglewood • TET Stadium and Hockey Turf Stratford • TSB Hub Hāwera • Sinclair Electrical Event Centre Ōpunake • a planned community sports hub at Patea <p>These venues tend to have showers and changing rooms and staff on site during business hours, which lend themselves to acting as hubs.</p> |
|---|

Survey question (P1 Q23): Are there particular townships that you think would be a priority for these (multi-modal transport hubs)?

Table 24 below shows the townships that named, a frequency count, and the district associated.

Table 24 Multi-modal transport hub townships

| <u>Township/ Areas</u> | <u>Frequency Count</u> | <u>District</u> |
|------------------------|------------------------|-----------------|
| Waitara | 22 | New Plymouth |
| Stratford | 20 | Stratford |
| New Plymouth | 19 | New Plymouth |
| Inglewood | 18 | New Plymouth |
| Hāwera | 17 | South Taranaki |
| Bell Block | 11 | New Plymouth |
| Oākura | 9 | New Plymouth |
| Ōpunake | 7 | South Taranaki |
| Ōkato | 6 | South Taranaki |
| Egmont Village | 4 | New Plymouth |
| The Valley | 4 | New Plymouth |
| Eltham | 3 | South Taranaki |
| Lepperton | 2 | New Plymouth |
| Hospital | 2 | New Plymouth |
| Pātea | 2 | South Taranaki |

Suggestions also included; Warea, Rahoutu, Airport, Kaponga, Marfell, Parihaka and Westown.

Public transport initiatives

Survey question (P1 Q24): Are there any other initiatives you would like us to consider?

Table 25 below shows the general themes and feedback received.

Table 25 Survey: Additional initiatives to consider

| |
|---|
| <p>Public transport infrastructure:</p> <ul style="list-style-type: none"> • Discussions about improving public transport infrastructure. • Suggestions for tram services and rail connections. <p>Multi-modal hubs</p> <ul style="list-style-type: none"> • Suggestions and support for multi-modal hubs that integrate various transportation modes. <p>Rail services</p> <ul style="list-style-type: none"> • Advocacy for the return or improvement of rail services, both for passengers and freight. • Ideas for commuter train services and inter-regional rail connections. |
|---|

Bike initiatives

- Suggestions for bike-related initiatives, including bike lease schemes and bike-friendly transport.

Environmental considerations

- Support for initiatives that align with environmental goals, such as reducing the use of cars.

Accessibility and inclusivity:

- Considerations for making public transport more accessible, including suggestions for pram-friendly buses.

Community engagement:

- Recommendations for ongoing engagement, promotion, and surveys to understand the needs of different groups in the community.

Table 26 Written submission: Ministry of Education on rural connections

The Ministry recognises the valuable school bus services in New Plymouth provided by TRC. The Ministry would like to note that there is an opportunity to review the coverage TRC school bus services and evaluate how rural students who are currently transfer between Ministry-funded services and TRC services could benefit from an improved public transport network.

Active and shared travel

Active travel routes

This section of the report summarises results from all response channels relating to cycling, walking and active travel.

Survey question (P2 Q1): Where in Taranaki would you like to see new or improved active travel (cycling, walking etc) routes created?

Figure 18 below shows the areas expressed by respondents for new and improved active travel routes.

Figure 18 Survey: New and improved active travel route suggestions

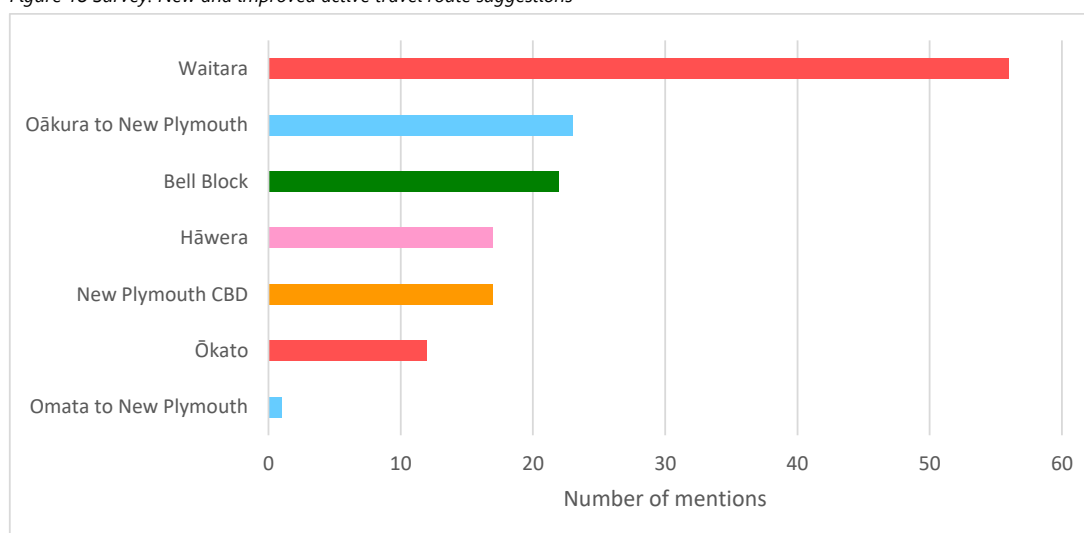


Table 27 below lists additional feedback received.

Table 27 Survey: Additional comments on new and improved active travel routes

| |
|--|
| <ul style="list-style-type: none"> • Welbourn. The footpaths around the shops do not have enough accessible entrance points, • And the footpath opposite the shops is on a big sideways slope which makes it difficult for walkers and wheelchairs. There are a lot of people with mobility issues in this area. • A cycle path from Oakura to Pukeiti would be an amazing asset to build on for our community. • A better link to the Valley. |
|--|

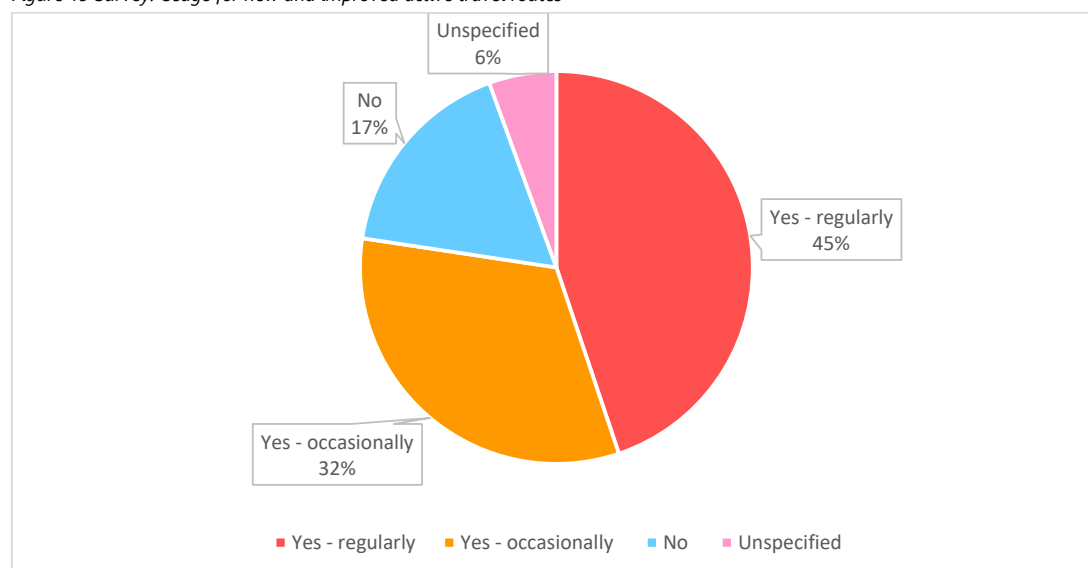
Table 28 Written submission: North Taranaki Cycling Advocates on improved active travel routes

| |
|---|
| <p>This strategy includes a suggestion to extend the coastal pathway to Ōakura. This is a goal supported by many of our members, but it's a big one. A small step towards this that could be driven by TRC would be to extend the walkway through to Ngāmotu Beach or even Back Beach, by improving the walking and biking access through the public areas of Port Taranaki land.</p> |
|---|

Survey question (P2 Q2): If new improved active travel routes were built, would you use them?

Figure 19 shows online and hard copy survey results where 77% of 252 respondents were in favour, with 45% saying yes – regularly, and 32% saying yes – occasionally.

Figure 19 Survey: Usage for new and improved active travel routes



Survey question (P2 Q3): How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

Table 29 below shows the themes of feedback for online surveys, hard copy surveys and written submissions.

Table 29 Survey: Themes for how active travel routes will benefit respondents and Taranaki

| |
|--|
| <ul style="list-style-type: none"> • Transportation and travel benefits • Tourism and economic opportunities • Health and fitness • Community and social impact • Safety and infrastructure • Reducing traffic and emissions |
|--|

Table 30 Survey: Sample of comments regarding benefits of active travel routes

| |
|---|
| <ul style="list-style-type: none"> • It would enable my older children to have independent travel options • It will give me independence and autonomy • It will reduce my isolation • It will enable me to get places when I'm on medications that make it illegal for me to drive • Get more tourists into the region enjoying a larger part of the region • The ability to take a trip without needing to worry about the cost of petrol, knowing I'm doing something good for myself both financially, physically and mentally, and enabling me to take my time getting somewhere. |
|---|

Infrastructure and traffic

Survey question (P2 Q4) - In order to improve active travel modes (walking, cycling etc) on some roads, more space would be needed for things like dedicated cycling lanes, or widened footpaths to become shared pathways. Please identify any areas you would like to see more road space given over to active travel modes.

Table 31 below provides a frequency count of areas identified and associated district.

Table 31 Survey: Areas identified for new and improved active travel routes

| Areas identified | Frequency Count | District |
|--|-----------------|-------------------------------|
| SH45 between New Plymouth, Oākura and Okato | 16 | New Plymouth & South Taranaki |
| New Plymouth CBD | 3 | New Plymouth |
| Tukapa | 3 | New Plymouth |
| Devon St East and West | 3 | New Plymouth |
| Mangorei Road | 5 | New Plymouth |
| Coronation Ave | 3 | New Plymouth |
| Carrington Road | 3 | New Plymouth |
| Toko to Stratford | 2 | Stratford |
| Vivian Street | 2 | New Plymouth |
| McDonalds intersection | 2 | New Plymouth |
| Bell Block to New Plymouth | 2 | New Plymouth |
| Hāwera to Ohawe | 2 | South Taranaki |
| Ngāmotu and Breakwater roads | 2 | New Plymouth |
| Waiwhakaiho Hill | 2 | New Plymouth |
| Frankley Road between the center roundabout and Brois/Waimea intersection | 2 | New Plymouth |

Several other locations were mentioned once. It's worth noting that some respondents expressed a general desire for improvements everywhere or did not specify a particular location. Table 32 below provides a sample of comments.

Table 32 Survey: Sample of comments regarding areas where more road space could be given to active travel

| |
|---|
| <ul style="list-style-type: none"> • There needs to be some main routes that people can use to bike and walk without any significant deviations e.g., Barrett, SH45 / Devon street East - to get from the west of the city into the city centre for example. This is important for commuting, where we want to get from A to B the quickest possible way - and this should be the focus, on getting people out of their cars for their commutes. As mentioned, Karamea Street and Barrett Road are so wide so a cycle way could be easily implemented (however, there would be less room for cars to park, but the benefits far outweigh the costs here). • Around Oākura village. Children do not have safe bike paths. • There is nothing connecting top of Te Henui Walkway to Burgess Park. Would of been nice having connecting walkways through to those subdivisions by Mangorei school. • Have safety worries mainly when crossing bridges, such as the Waiwhakaiho River Bridge, no safety barriers, very little room to accommodate, passing mobility/wheelchair/ children in pushchairs, youngsters on cycles/scooters, supporters, exiting from netball courts. |
|---|

- On sharp corners, like the intersection of Wallace pl and Morley st, cars cut through the cycle lane putting lives at risk. Install plastic bollards to delineate the cycle lane, as used in London.
- I have heard that shared pathways (with bikes) can be scary for senior citizens or sight impaired people who are less confident on their feet in busy public areas, so perhaps the shared area design could communicate what part is for bikes and what part is for walkers? This helps for teaching young kids on their bikes as well, they take a while to learn not to get too close to walkers.

Survey question (P2 Q5): If you have mobility issues, please identify areas you would like to see more road space given over to improve how you travel?

Table 33 below provides areas identified and the associated district.

Table 33 Survey: Areas where more road space can be given to active travel

| Areas identified | District |
|-------------------------------|-------------------------------|
| New Plymouth CBD | New Plymouth |
| Hāwera to Normanby | South Taranaki |
| SH45 | New Plymouth & South Taranaki |
| Record Street, Newton Street | New Plymouth |
| Inglewood | New Plymouth |
| Clemow Road, Barriball Street | New Plymouth |
| Beach Street | New Plymouth |

It's important to note that some respondents expressed general concerns or needs for improved infrastructure everywhere without specifying particular locations. Table 34 below provides a sample of comments.

Table 34 Survey: Sample of comments where road space could be given over to active travel

- The bumps that are placed on the ground at intersections for the blind or sight impaired at light crossing or pedestrian crossings. Why are these not made of hard recycled rubber? Or a material we find in playgrounds. These crossings are really slippery when they become wet.
- Wider shoulders on major rural routes used by mobility scooters. Accessible, graduated kerb edges at bus stops in rural towns. Improved facilities are needed so those with mobility limitations can also safely use active and public transport in rural areas.
- More refuge bays on middle of Devon/St Aubyn St to make easier to cross.

Survey question (P2 Q6): Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

Table 35 below provides areas identified, frequency count and the associated district.

Table 35 Survey: Neighbourhoods identified as benefiting from reductions in traffic levels

| Areas identified | Frequency Count | District |
|------------------|-----------------|----------------|
| New Plymouth CBD | 11 | New Plymouth |
| Weston | 7 | New Plymouth |
| School Zones | 5 | All Taranaki |
| Fitzroy | 5 | New Plymouth |
| Inglewood | 4 | New Plymouth |
| Bell Block | 4 | New Plymouth |
| Merrilands | 3 | New Plymouth |
| Mangorei Road | 2 | New Plymouth |
| Welbourn | 2 | New Plymouth |
| Ōkato | 2 | South Taranaki |
| Spotswood | 2 | New Plymouth |

| | | |
|-----------------------|---|--------------|
| Moturoa | 2 | New Plymouth |
| Blagdon | 2 | New Plymouth |
| Oākura | 2 | New Plymouth |
| Coronation Ave | 2 | New Plymouth |
| Vogeltown | 2 | New Plymouth |
| Glen Avon | 2 | New Plymouth |

Other areas mentioned once include; Taranaki Base Hospital, Stratford (from Countdown to Pembroke Road), Hāwera, Lynmouth, Lower Ariki Street, Awanui Street and Kararaina Close/Cyrus Street.

It's important to note that some respondents expressed a general opinion that reductions in traffic levels would benefit all neighbourhoods. Table 36 below provides a sample of comments.

Table 36 Survey: Sample of comments on reductions in traffic levels

| |
|---|
| <ul style="list-style-type: none"> • Bell Block. It is growing too fast and connections with SH3 are getting full. • I don't think big trucks should use Mangorei Road as alternative route given there are multiple schools along the road. • Actually, speeds are as much an issue as traffic levels. I would like to see people slowdown in centres like Westown and at pedestrian crossings. |
|---|

Switching private vehicles for active travel

Survey question (P2 Q7): If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

Figure 20 below shows online and hard copy survey results, where safety concerns, distance/ time constraints and weather conditions were mentioned as the most common challenges faced.

Figure 20 Survey: Challenges faced by parents at school drop-off to switch from a vehicle to active travel

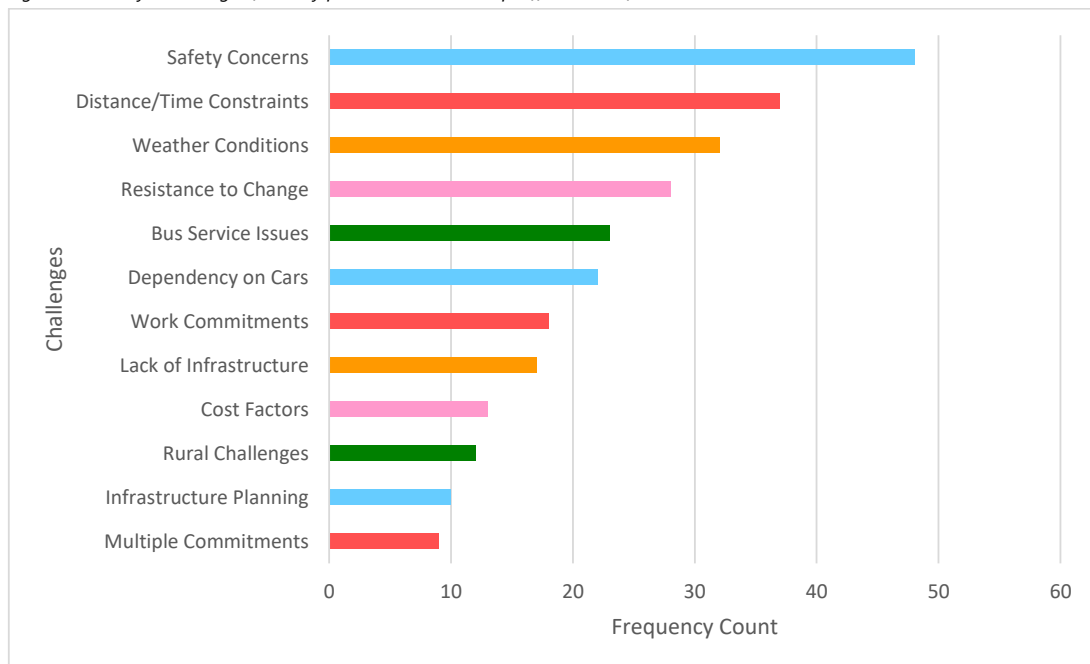


Table 37 below provides a sample of comments.

Table 37 Survey: Sample of comments on challenges faced by parents at school drop-off to switch from a vehicle to active travel

- The main one is safety. We have a trailer for a bike for our two kids, but I don't feel safe enough to do the pickups and drop offs with this.
- Unsafe crossings, unsafe pathways and roads got bikes. School crossings often unmanned and vehicles do not stop.
- We already walk to and from school. I think having a cool map with lots of colours and what you can find/where you can go on the different paths/trails would encourage lots of people especially in the summer.
- Major lack of rural roadside bus shelters and adjacent temporary car parking for parents of kids for school or adult to town day trippers is really limiting. Similarly, what about lockable bike racks at bus shelters?
- Parents are often dropping children on way to school. Sometimes they have work gear with them eg laptop as well as other stuff making other types of transport difficult.

Survey question (P2 Q8): What can be done to address those challenges and make active travel a viable option?

Figure 21 below shows online and hard copy survey results where the most commonly suggested initiatives are infrastructure improvements, improved public transport and educational initiatives.

Figure 21 Survey: Enablers to aid parents at school drop-off to switch from a vehicle to active travel

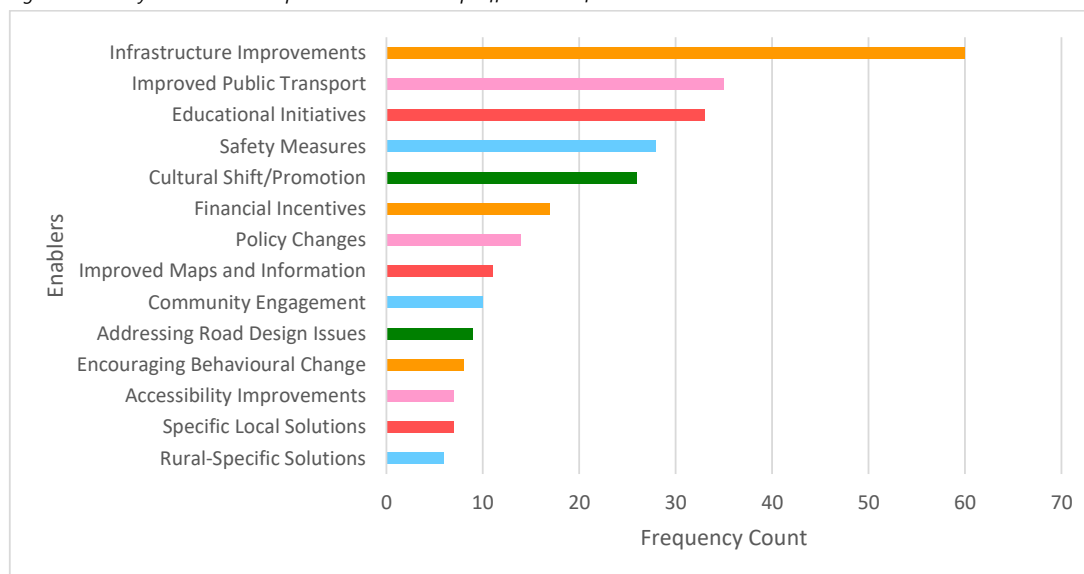


Table 38 below provides a sample of comments.

Table 38 Survey: Sample of comments on enablers to aid parents switch from a vehicle to active travel for school drop-off

- Dedicated and protected active travel mode spaces. If biking, somewhere safe to store bikes.
- Options to add e bikes to rates, like the healthy homes scheme. Or rate payer discounts to purchase e bikes.
- Make active travel safe, appealing and convenient - separated cycle ways - completely separated or barriers when sharing roads with cars.
- Prioritise active travel by creating more space for it, this means slowing traffic and disincentivising car travel.
- Make the buses run at times we all actually need and to places where people have shift factory work so they have the option to use it.
- Easy bus transfers at different bus stops.

Survey question (P2 Q9): If you use a car to commute all or part-way to work, what are the challenges in switching to active travel?

Figure 22 below shows online and hard copy survey results where distance, public transport issues and weather conditions were mentioned as the most common challenges faced.

Figure 22 Survey: Challenges faced by commuters to switch from a vehicle to active travel

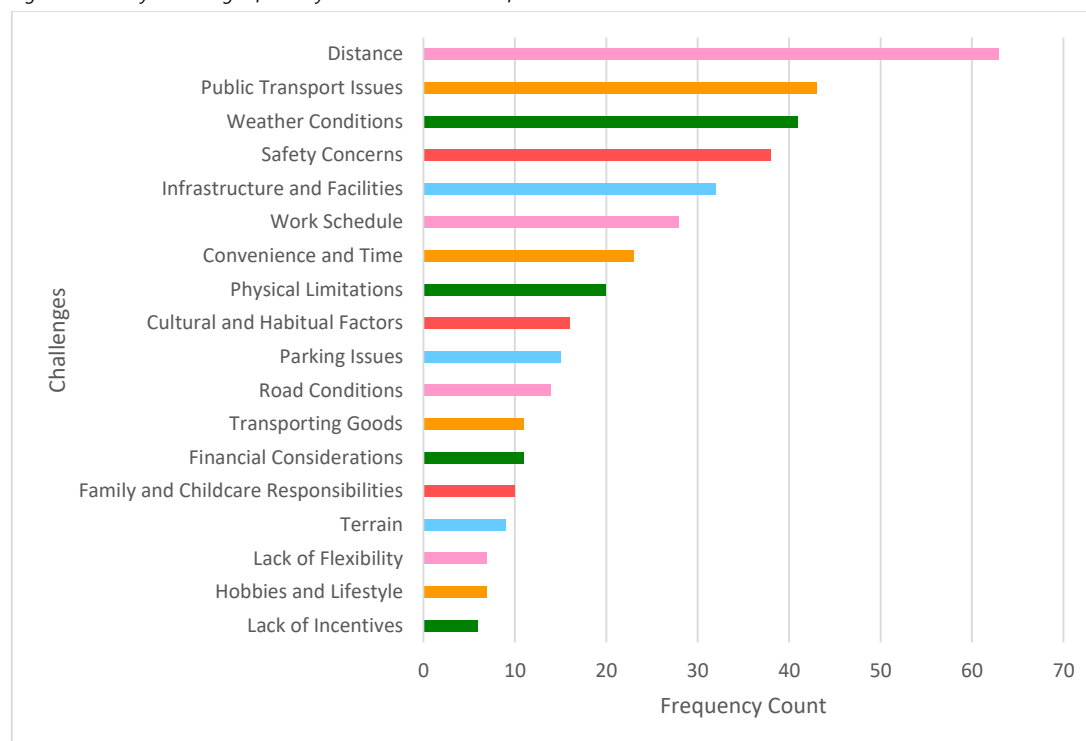


Table 39 below provides a sample of comments.

Table 39 Survey: Sample of comments on Survey: Challenges faced by commuters to switch from a vehicle to active travel

| |
|--|
| <ul style="list-style-type: none"> • Cycling: Safety • Walking: Poor quality, narrow footpaths, sometimes no footpath (Frankley Road) and long waits to cross at traffic lights in town. • I live near the Huatoki Pathway but I would never use that when travelling alone as a woman because of personal safety • Irregular work hours and early starts on some days. • My work place does not have shower facilities so getting sweaty cycling/walking to work wouldn't be ideal. • Challenges are distance and current state of the roads, also traveling to very isolated places is a requirement of my job so it is easier to use a vehicle in comparison to active travel as day to day travel varies • Timing of buses - I need to see the kids off to school and then still make it to town before nine. I also need to be home by 3 but this means I have to leave 45mins earlier because of bus frequency. • Mostly the weather and the fact that I'm sometimes carrying extra gear e.g. work laptop, gym gear or need to make other trips or errands during or after work. |
|--|

Survey question (P2 Q10) - What would enable you to make more journeys to work using active travel?

Figure 23 below shows online and hard copy survey results where the most commonly suggested initiatives are infrastructure and safety improvements, improved public transport and improved and convenient routes.

Figure 23 Survey: Enablers to make more work journeys using active travel

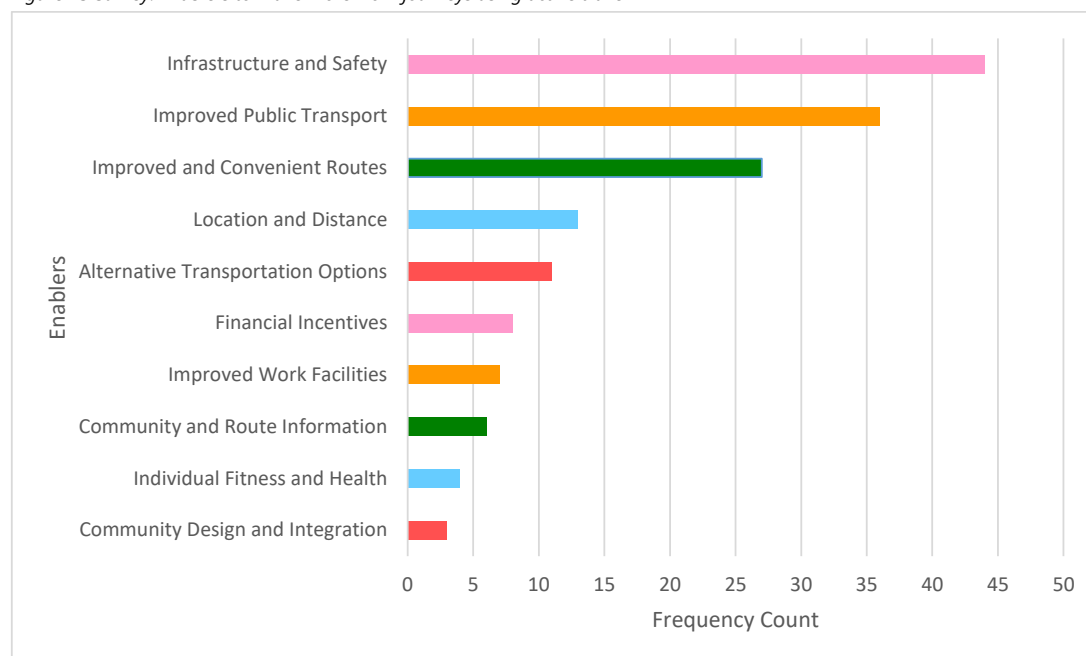


Table 40 below provides a sample of comments.

Table 40 Survey: Sample of comments on challenges faced by commuters to switch from a vehicle to active travel

| |
|--|
| <ul style="list-style-type: none"> • Greater frequency of bus services at commuter times. • Dedicated and protected active travel mode spaces. • Financial incentives to choose active transport. • More frequent buses would help and options such as bus shelters, better bus signage and real-time information. • Safer bike routes - separated bike paths |
|--|

Table 41 Written submission: North Taranaki Cycling Advocates on bike and bus connectivity

| |
|--|
| <p>We also believe that the connectivity of bikes and buses could be improved to enable a new range of trips to be completed without a car. Improving this connection could include:</p> <ul style="list-style-type: none"> • Bus routes that stop at key points of bike infrastructure (e.g. the coastal pathway in New Plymouth) • One specific example might be creating some connection between the improved frequency on the Waitara bus route and the Coastal Walkway extension. Could some thought be put into how to make the links between bus routes, walking and cycling routes visually obvious? • Bike parking at some of these bus stops, not just at the transport hubs. • More advertising of the bike racks on our buses and how to use them. |
|--|

Survey question (P2 Q11): Would you like to see schools and work places developing transport plans that help enable staff to switch from using cars to active travel modes?

The majority of respondents (87%) supported schools and workplaces developing active travel plans (Figure 24). There were a total of 252 respondents.

Figure 24 Survey: Schools and work places developing transport plans

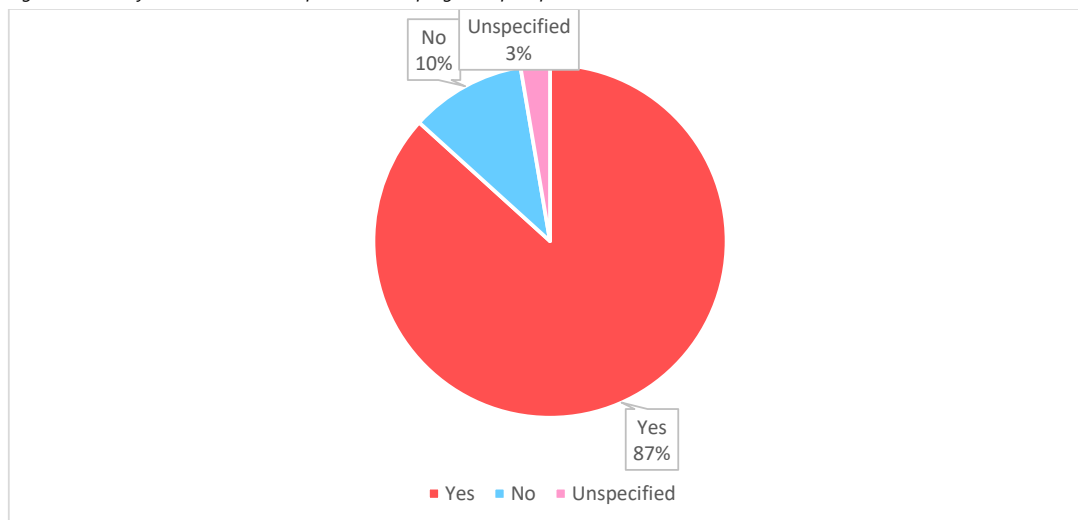


Table 42 below provides a sample of additional commentary.

Table 42 Survey: Sample of comments on schools and work places developing transport plans

- Absolutely! Particularly workplaces
- No. The focus should be on public transport.
- Workplaces could cut down on parking as a way to encourage change.
- I think schools could help promote walking busses more. I'd be comfortable with my 5 year old walking/scooting/biking to and from school if he was with others.
- Workplaces would need storage/parking for bikes, and ideally showering/change facilities.
- Yes, with support provided from government or council so that schools and workplaces don't have to do it for themselves.

| Speaker number | Submission number | First Name | Last Name |
|---------------------------|------------------------------|-------------------|------------------|
| 1 | 11 | Annette | Conroy |
| 2 | 23 | Louise | James |
| 3 | 29 | Tony | Brownrigg |
| 4 | 40 | Brian | Smith |
| 5 | 220 | Murray | Seamark |
| 6 | 24 | Suraya | Sidhu Singh |
| 7 | 67 | John | Hayles |
| 8 | 76 | Karen | Danenbauer |
| 9 | 78 | Keith | Burton |
| 10 | 152 | Véronique | |
| 11 | 89 | Robert | Langedijk |
| 12 | 105 | Dan | Thurston Crow |
| 13 | 107 | Hannah | Pulotu |
| 14 | 109 | Tim | House |
| 15 | 114 | Paula | Harvey |
| 16 | 126 | Carlo | Gamboa |
| 17 | 163 | Emily | Bailey |
| 18 | 137 | Rebecca | Paris |
| 19 | 237 | Jenn | O'Connell |
| 20 | 250 | Libby | Malthus |
| 21 | 134 | Martin | Bailey |
| 22 | 153 | Sarah | Lucas |
| 23 | 175 | Chris | Molloy |
| 24 | 179 | Alex | Connolly |
| 25 | 191 | Jenny | Hatch |
| 26 | 203 | Ashea | Lowden |
| Scheduled break 3-3:15 | | | |
| 27 | 239 | Brendon | Kroon |
| 28 | 241 | Victoria | Coleman |
| 29 | 256 | Jon | Palmer |
| 30 | 253 | Urs | Signer |
| 31 | 260 | Sharon | Bevins |
| 32 | 262 | Sarah | Foy |
| 33 | 264 | Helene | Rigert-Robert |
| 34 | 151 | Alastair | Mayson |
| 35 | 135 | Jesse | Shepherd |
| 36 | 155 | Jenn | O'Connell |
| 37 | 52 | Tania | Han |
| 38 | 193 | Lois | McNeil |
| 39 | 149 | Rachael | Berndt |
| 40 | 156 | Sharon | Bevins |
| 41 | 157 | Harry | Duynhoven |
| 42 | 150 | Anthonie | Tonnon |

Better Travel Choices Survey

| |
|------------------------------|
| Submission Number: 11 |
| Annette Conroy |

P1 Q3 - If you ranked higher weekday frequency on existing services as the most important, please specify which one(s):

P1 Q4 - If you ranked new services as the most important, please specify which one(s):

P1 Q5 - If you ranked more evening weekday services as the most important, please specify which one(s):

All areas in New Plymouth should have evening bus services everyday of the week, including weekends. Lack of these services is preventing people from accessing work, health, education, business and recreational options. The lack of a comprehensive bus service in New Plymouth and greater Taranaki causes extreme hardship and massive social costs. It obstructs people from raising their living standards and social conditions.

P1 Q6 - If you ranked higher frequency or new weekend / public holiday services as the most important, please specify which one(s):

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

Yes - regularly

P1 Q8 - We propose to trial changes to the current Southlink service Op to NP- offering a peak hour morning and evening timetable. Would you use this service?

Yes - occasionally

P1 Q9 - We have set out our proposed 2025 - 2030 Citylink (New Plymouth) bus route improvements. Please tell us what you think of the proposed routes, and more specifically if the changes have benefits or drawbacks to your travel plans:

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

Yes - regularly

P1 Q12 - If yes please let us know which routes or list the destination/suburb(s) you would use:

Waitara to Taranaki Hospital. Waitara to other Taranaki towns. Waitara to other New Plymouth suburbs. Like Fitzroy and Strandon for the beaches and shops. WITT. The Valley.

P1 Q13 - Would you use public transport on public holidays?

Yes - regularly

P1 Q14 - If yes, please let us know which routes or list the destination/suburb(s) you would use:

Visit to beaches, cafe, events, fairs, parks, other Taranaki towns.

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

Yes - occasionally

Better Travel Choices Survey

P1 Q16 - Note any of the proposed four new services that you would use:

Cross-town links (avoiding city centre)
Airport to city centre link
More routes to Taranaki Base Hospital
Waitara Express

P1 Q17 - Are there any other route changes that you'd like us to consider?

Morning and evening links to the Valley. Weekend and evening buses through New Plymouth and to other Taranaki towns

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

Yes

P1 Q20 - Are there any particular communities you think would benefit from this?

Rural communities.

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Yes

P1 Q22 - If so, what services and facilities would motivate you to use the hub?

Frequent bus services for ease of connection

P1 Q23 - Are there particular townships that you think would be a priority for these?

P1 Q24 - Are there any other initiatives you would like us to consider?

Giving the urgent need for expanding bus/ public transport priority

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

No where. Cycling is a luxury hobby that has very few active users. We should not be prioritising it or wasting tax / rates money on it, when they are far greater needs like public transport.

P2 Q2 - If new improved active travel routes were built, would you use them?

No

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

They would not benefit the community. Very few people want to ride or can ride.

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

No where. Cycling is a luxury hobby. The funding is detracting from urgent public needs like public transport.

P2 Q5 - If you have mobility issues, please identify areas you would like to see more road space given over to improve how you travel?

I am unable to cycle or drive. Public transport is required.

Better Travel Choices Survey

P2 Q6 - Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

Near the Taranaki hospital. More comprehensive bus services to the hospital for staff, patients and visitors would reduce the cars blocking the area.

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

Distance. Time. Inability and dislike of cycling

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

Nothing. Cycling is a limited luxury hobby for the few. It should be given space or funding

P2 Q9 - If you use a car to commute all or part-way to work, what are the challenges in switching to active travel?

Distance. Time. Inability to cycle, weather, dislike of cycling. Safety of women and children from offenders.

P2 Q10 - What would enable you to make more journeys to work using active travel?

Nothing. Cycling is redundant

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

No. The focus should be on public transport

Better Travel Choices Survey

| |
|------------------------------|
| Submission Number: 23 |
| Louise James |

P1 Q4 - If you ranked new services as the most important, please specify which one(s):

Passenger rail from New Plymouth to Palmerston North and on to Wellington and Auckland

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

No

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

No

P1 Q9 - We have set out our proposed 2025 - 2030 Citylink (New Plymouth) bus route improvements. Please tell us what you think of the proposed routes, and more specifically if the changes have benefits or drawbacks to your travel plans:

I love the new across town route. My daughter lives in Merrilands and I in Westown so we will be able to just use one bus. Fabulous idea!

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

Yes - occasionally

P1 Q12 - If yes please let us know which routes or list the destination/suburb(s) you would use:

I would use the new across town route and the bellblock to hospital.

P1 Q13 - Would you use public transport on public holidays?

Yes - occasionally

P1 Q14 - If yes, please let us know which routes or list the destination/suburb(s) you would use:

Probably ones that took me to town, the beach or pools.

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

No

P1 Q16 - Note any of the proposed four new services that you would use:

Cross-town links (avoiding city centre)

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

No

Better Travel Choices Survey

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

Yes

P1 Q20 - Are there any particular communities you think would benefit from this?

It would be useful for children from around town to be able to get to the pools.

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Yes

P1 Q22 - If so, what services and facilities would motivate you to use the hub?

Where the hub connected buses to railway stations. Any planning now must take into account the future for passenger rail!

P1 Q23 - Are there particular townships that you think would be a priority for these?

New Plymouth, Inglewood, Stratford and Hāwera.

P1 Q24 - Are there any other initiatives you would like us to consider?

I read with delight that a potential improvement is to have inter-regional passenger rail services. This is the way of the future and I fully support the building of railway stations to be included in multi-modal service hubs and the running of passenger trains along our railway line! So excited to see this come to fruition.

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

I don't have a need for any as I am a walker not a cyclist and I am able to walk safely to any destination, thanks.

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - regularly

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

As mentioned I am a walker, so I would use any new built travel routes as a walker if it replaces existing, or gives me a short cut.

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

I love the idea of widened footpaths for shared pathways. I have not found any issues with sharing the path with cyclists, except sometimes outside schools it can be a bit congested at the start and end of the school day.

P2 Q5 - If you have mobility issues, please identify areas you would like to see more road space given over to improve how you travel?

I have no mobility issues.

P2 Q6 - Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

Tukapa Street has a lot of heavy vehicles on it, trucks and tractors going up to Davies Road. Seems strange for there to be such a business at the end of a heavily residential area. I wonder about the zoning?

Better Travel Choices Survey

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

Time restraints, getting the children to the school and then to work on time.

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

Encouraging parents to trust their children to walk or bike to school. crossing the road is the issue for safety more than anything else. Increased road patrols around roads leading to school would be helpful.

P2 Q9 - If you use a car to commute all or part-way to work, what are the challenges in switching to active travel?

The distance I have to travel as I am older now.

P2 Q10 - What would enable you to make more journeys to work using active travel?

As stated the distance is too far, so using the proposed bus that goes across town would work for me.

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

Yes that would be helpful if places of employment enabled conversations around transport to and from work for their employees, I am sure many would find creative solutions to help minimize the use of cars.

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth city

Better Travel Choices Survey

| |
|------------------------------|
| Submission Number: 29 |
| Tony Brownrigg |

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

No

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

No

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

No

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

No

P1 Q13 - Would you use public transport on public holidays?

No

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

No

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

No

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

No

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

No

P1 Q24 - Are there any other initiatives you would like us to consider?

Make public transport free. We subsidise it now, might as well fully subsidise it and convert people to bus transport

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc) routes created?

Through Waiwhakaiho valley. Making people bike around the block past mitre 10 is ridiculous. Put a shared path beside the main road. That industrial area is getting bigger and bigger at bell block and hurl stone drive. Forward thinking! Now is the time, allowing people safe travel by bike or walk/run

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - regularly

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P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

Quicker and safer route by bike between bell block and NP without having to use the walkway. Most businesses are at least a couple of km from the walkway but right beside the main road. Put a shared path beside the main road through Waiwhakaiho valley.

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

It's not too bad as it is. I ride 300-350km a week, use the walkway mainly to get anywhere. Ride to Manamahoe like lots of others via burgess park and hydro road but there is nothing connecting top of tehenui walkway to burgess park. Would of been nice ha

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

We walk 1km every day to and from school. They only time we use a car is when it is raining or really windy. Most parents drop their kids off at school while they are on their way to work. Nothing you do will change that. Most families have to have both parents working these days, time is precious and they are not going to spend the extra time walking their kids when they can just drop them off on the way

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

For parents to have more time to do active travel. Lives are busy and the vast majority don't have time for active travel

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth city

Better Travel Choices Survey

| |
|------------------------------|
| Submission Number: 40 |
| Brian Smith |

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

No

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

No

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

Yes - occasionally

P1 Q12 - If yes please let us know which routes or list the destination/suburb(s) you would use:

8

P1 Q13 - Would you use public transport on public holidays?

No

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

No

P1 Q16 - Note any of the proposed four new services that you would use:

Airport to city centre link

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q20 - Are there any particular communities you think would benefit from this?

All

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Yes

P1 Q22 - If so, what services and facilities would motivate you to use the hub?

A tram service would be amazing

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

In green belt spaces inter connecting with suburbs and the cbd

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - occasionally

Better Travel Choices Survey

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

A change up

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

Only where space can be recruited that does not impact traffic flow. Bike lanes could be on green 'lines' they do not need to always share the same network as cars. The Huatoki walkway is a perfect example where bike riders can access the cbd and various suburbs easily just add lighting and cycle pathways with easy entry and exit points much like the coastal walkway.

P2 Q6 - Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

No

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

Distance, time and numbers

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

You cannot do this for everyone, it is about options

P2 Q9 - If you use a car to commute all or part-way to work, what are the challenges in switching to active travel?

Buses timetables and weather

P2 Q10 - What would enable you to make more journeys to work using active travel?

E scooter

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

Not fussed

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth district

Better Travel Choices Survey

| |
|-------------------------------|
| Submission Number: 220 |
| Seamark |

P1 Q4 - If you ranked new services as the most important, please specify which one(s):

Need something that connects North Taranaki with NP

P1 Q24 - Are there any other initiatives you would like us to consider?

There is a InterCity bus that goes through the area daily, however it goes the wrong way. Is it possible to negotiate a change in route so that it travels to NP in the morning then goes back north in the afternoon?

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth district

Better Travel Choices Survey

| |
|------------------------------|
| Submission Number: 24 |
| Suraya Sidhu Singh |

P1 Q3 - If you ranked higher weekday frequency on existing services as the most important, please specify which one(s):

All routes but especially Waitara and Connector

P1 Q4 - If you ranked new services as the most important, please specify which one(s):

Cross-town route and coastal bus

P1 Q5 - If you ranked more evening weekday services as the most important, please specify which one(s):

Proper (not drop-off only) services until at least 7pm weekdays/Sunday and 10pm Friday and Saturday

P1 Q6 - If you ranked higher frequency or new weekend / public holiday services as the most important, please specify which one(s):

All New Plymouth routes also coastal bus.

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

Yes - occasionally

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

Yes - occasionally

P1 Q9 - We have set out our proposed 2025 - 2030 Citylink (New Plymouth) bus route improvements. Please tell us what you think of the proposed routes, and more specifically if the changes have benefits or drawbacks to your travel plans:

These are not routes designed for patronage -- they are designed for coverage. They are extremely convoluted and improve little on existing routes. Some of the routes have become even more convoluted than they were before. If you want to see improved patronage, you need to have much straighter routes that go out-and-back along the same route.

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

Yes - occasionally

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

Yes - regularly

P1 Q12 - If yes please let us know which routes or list the destination/suburb(s) you would use:

Cross-town route, Frankleigh Park route

P1 Q13 - Would you use public transport on public holidays?

Yes - regularly

P1 Q14 - If yes, please let us know which routes or list the destination/suburb(s) you would use:

Cross-town route, Frankleigh Park route

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P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

Yes - occasionally

P1 Q16 - Note any of the proposed four new services that you would use:

Cross-town links (avoiding city centre)

Airport to city centre link

More routes to Taranaki Base Hospital

P1 Q17 - Are there any other route changes that you'd like us to consider?

At least one high-frequency (every 10-20 minutes) bus like Whanganui

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

Yes

P1 Q20 - Are there any particular communities you think would benefit from this?

North of Waitara is completely unserved by public transport.

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Yes

P1 Q22 - If so, what services and facilities would motivate you to use the hub?

Coffee and food, Four Square, good lighting, plenty of seating, toilets, ensure that they are warm in winter, bike parking

P1 Q23 - Are there particular townships that you think would be a priority for these?

Moving the Connector stops onto the main road from the back streets for Inglewood, Stratford, Eltham could be prioritised.

P1 Q24 - Are there any other initiatives you would like us to consider?

So many! On-demand public transport, patronage-based routes for New Plymouth

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc) routes created?

- TRC owns the land between Lee Breakwater and Ngamotu Beach so could extend the coastal pathway immediately. This area is very dangerous to cyclists and hard for walkers to use, partly because of people parking vehicles over the footpath (the signage isn

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - regularly

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

More exercise, more recreational activities, ability to reach more small towns and benefit their economies through spending money without contributing to emissions.

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P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

Anywhere really, but if there are existing footpaths it's better to keep them as foot paths and have separate cycleways. Pedestrians don't like sharing with cyclists and can feel unsafe even if cyclists are riding considerately.

P2 Q5 - If you have mobility issues, please identify areas you would like to see more road space given over to improve how you travel?

P2 Q6 - Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

Pretty much all of them. High, fast-moving traffic on the cross-town route (Hori St, Huatoki St, Brois St, Waimea St, Omata Road etc) is very noticeable.

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

I don't personally do this (don't have kids) but I have heard from parents that the lack of bus shelters stops them allowing their kids to take the bus, particularly on wet days but it also becomes a habit that extends into other days.

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

More bus shelters

P2 Q9 - If you use a car to commute all or part-way to work, what are the challenges in switching to active travel?

Cycling: Safety

Walking: Poor quality, narrow footpaths, sometimes no footpath (Frankley Road) and long waits to cross at traffic lights in town.

I live near the Huatoki Pathway but I would never use that when travelling alone as a woman because of personal safety reasons. My priority for that reason would be to improve the on-road experience.

P2 Q10 - What would enable you to make more journeys to work using active travel?

On-road protected cycle lanes, better footpaths, give pedestrians more priority at traffic lights.

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

This is already happening to some extent but there could be more. There will need to be a combination of 'push' ("let's all try and do this more") and 'pull' (making the experience better for people) for change. At the moment Taranaki seems most lacking in 'pull' in that active and public transport experiences need to be made better. But also, I think people don't realise how just biking to work or using the bus one day a week is really beneficial and worthwhile. We need to get rid of the 'all or nothing' thinking and have more of a 'if it's worth doing, it's worth doing poorly'. Workplaces could cut down on parking as a way to encourage change -- even TRC advertises ample free parking as a way to attract staff.

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth city

Better Travel Choices Survey

Submission on TRC's Draft Regional Public Transport Plan 2024-2034

From: Suraya Sidhu Singh

Note: This submission is just from me. It doesn't aim to represent the views of the public transport users' group I Love Public Transport Taranaki. Members were encouraged to make their own submissions to represent their individual situations.

Executive summary

I **do not** support the draft Regional Public Transport Plan (RPTP) because I think the necessary work has not been done to identify genuine improvements that could be made, but rather the emphasis is on making the smallest amount of change possible. This is not consistent with the plan's goal to encourage mode shift.

The mode shift goal is laudable and in line with new legislation. It differs from past public transport plans' goals. But different goals require different strategies to achieve them. This public transport plan – rather than proposing a shift towards the type of network we know encourages greater ridership – proposes simply to tweak the public transport network and timetable.

In my submission I explain how public transport planning can aim for **coverage** or **patronage**. Aiming for **coverage** means ridership will always be low, because **coverage** networks do not aim to compete with driving, but to be a backstop for those who can't drive. **Patronage** planning principles grow ridership by making buses an attractive alternative to driving – direct, frequent and 7-days. We know this works because of success in other small-to-medium cities.

To be fit for the future, Taranaki's public transport doesn't need 'tweaks' – it needs root-and-branch change. It must follow evidence-based principles.

In 2025, Taranaki Public Transport will renegotiate its public transport contracts. This is a highly critical time as contracts are for 9 years. To add new services outside contracts is inherently more expensive. **We need to take this one opportunity in 9 years to get it right.**

The proposed new route map for New Plymouth adds more convoluted, one-way loops that will be highly uncompetitive with driving, making bus trips long and inconvenient. It is out-of-step with other similarly sized cities. Examples from Whanganui, Queenstown, Nelson and Hamilton all show bus patronage is driven by **frequent** – turn-up-and-go frequency of 15 minutes (not hourly or half-hourly as proposed) – and crucially, **direct** routes. Palmerston North and Napier-Hastings will soon introduce new route maps that use these patronage-based principles.

Taith Consulting's public transport network review is understandable given the brief they received to 'tweak' the map, ensuring minimal impact on existing users. But the results give us the worst of both worlds: Residents of Glen Avon have been cut off the map while the relatively successful Whaler's Gate route has been made more convoluted, risking its good patronage. Improvements proposed for other routes are not enough to improve ridership.

The Taith Consulting review also failed to take advantage of today's public transport planning software that lets planners design routes using insights like key destinations, traffic volumes and urban density to identify those with the greatest potential. **Why are we not using the best available technology to give this network the best chance of success?**

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The council – and public transport users – needs ‘real change’ options to consider – those that learn from the public transport success (and failures) across Aotearoa and aspires for excellence. **Please don’t miss this once-in-9-years opportunity.**

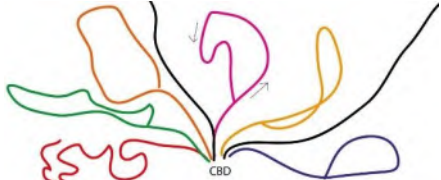
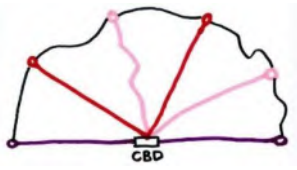
Recommendation

I recommend Taranaki Regional Council, in the first instance, have the proposed New Plymouth network map and timetable plans peer-reviewed by a top-level public transport planning agency like MR Cagney or Stantec. This would be the least expensive way to determine whether the work meets best practice and what uplifts in patronage it could achieve (if any). From there, a do-over may be needed, presenting the public with more options and crucial information they need to assess the value of each option, such as increased ridership potential.

Understanding the coverage-patronage dichotomy

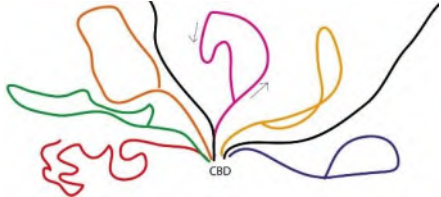

In this submission I deal mainly with public transport in the New Plymouth urban area. While I strongly encourage officers to think of the Taranaki public transport network as a cohesive whole, I have chosen to focus on the part where the proposed approach is the most flawed.

Public transport networks that aim for patronage or coverage have different characteristics and thinking behind them¹:

| | Coverage | Patronage |
|----------------------|---|--|
| Users | “Only people who cannot drive because of age, disability or income will use public transport.” | “Everyone is a potential public transport user.” |
| Planning | “If people want public transport they’ll use the services we have, even if they’re not well-designed. <i>Use it or lose it!</i> ” | “We use insights like urban densities and traffic volumes to anticipate where public transport will be popular. We understand we must supply services people want before we can measure demand.” |
| View of private cars | “Public transport can never compete with private cars except in large, dense cities.” | “When public transport aims to compete with private cars, it achieves good ridership, even in smaller, less dense cities.” |
| Network shape | Highly radial. All routes go to the city centre.  | Many routes go through the city centre onto other destinations. Some routes bypass the city centre.  |

¹ Adapted from Cowie, J 2020: Network-oriented public transport planning in medium and small New Zealand cities, University of Otago and Walker, J 2011: Human Transit: How clearer thinking about public transit can enrich our communities and our lives

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| | Coverage | Patronage |
|----------------------|---|--|
| Network variation | Routes may change on weekends or in evenings. | Network kept as consistent as possible. |
| Network presentation | Presented as a unified network. Full route maps and timetables available as one package. | Multiple brands, presented as individual, unconnected services – no full network map available. |
| Route shape | Convoluted, uses many back streets, often contains one-way loops.  | Routes go out-and-back along the same roads, aiming to travel in a straight line. They stick to main roads and only use small loops to turn the bus around.  |
| Transfers | Assumes city centre is most users' desired destination. | Expects and supports transfers. |
| Fares | Complicated, more expensive than driving. Smart cards promoted more than fares. | Simple, clear, widely advertised fares that are cheaper than driving. |
| Comms and marketing | Information is confusing and hard to find. Branding drowns out service information. | Clear and compelling, aims to make public transport simple and intuitive, sells the benefits, and reaches out to new audiences. |
| Hours | Largely 5 days a week, perhaps with skeleton weekend or evening services. | 7 days a week including public holidays, with evening services |
| Frequency | Hourly or less. | Turn-up-and-go frequency on key routes. |

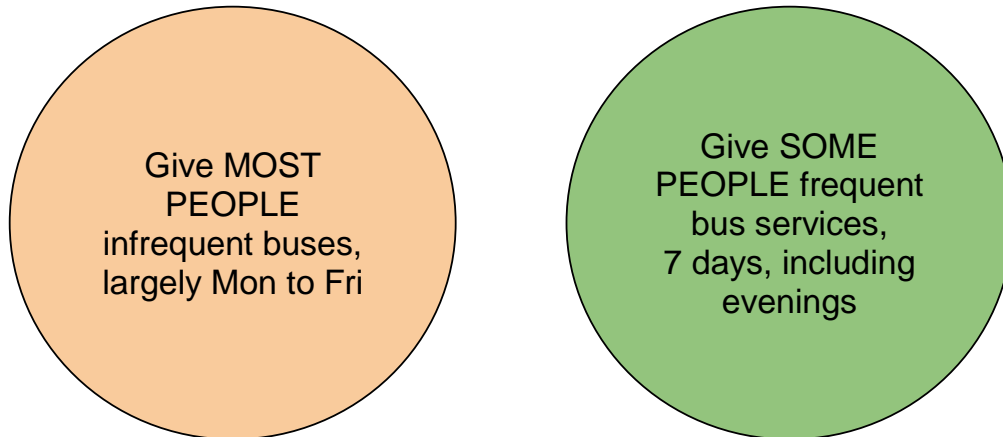
New Plymouth's public transport network clearly primarily fits the coverage model – both today's network on the proposed 'tweaked' network.

Is patronage-based public transport more expensive?

Not necessarily. Coverage-focused services may be more expensive as they tend to have more routes, may require more drivers and each service takes longer to drive because of convoluted routes.

Or in other words, these two things may cost about the same:

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But they have vastly different long-term outcomes:

| | |
|--|--|
| <ul style="list-style-type: none">• Public transport patronage will always be low.• Per-passenger subsidy will always be high.• Ratepayers see empty buses and think public transport is a waste of money. | <ul style="list-style-type: none">• Strong public transport patronage on these high-quality routes.• Per-passenger subsidy reduces over time.• Public transport support expands as ratepayers see public transport, done well, can be popular. |
|--|--|

Why bus routes are strongly linked with ridership potential

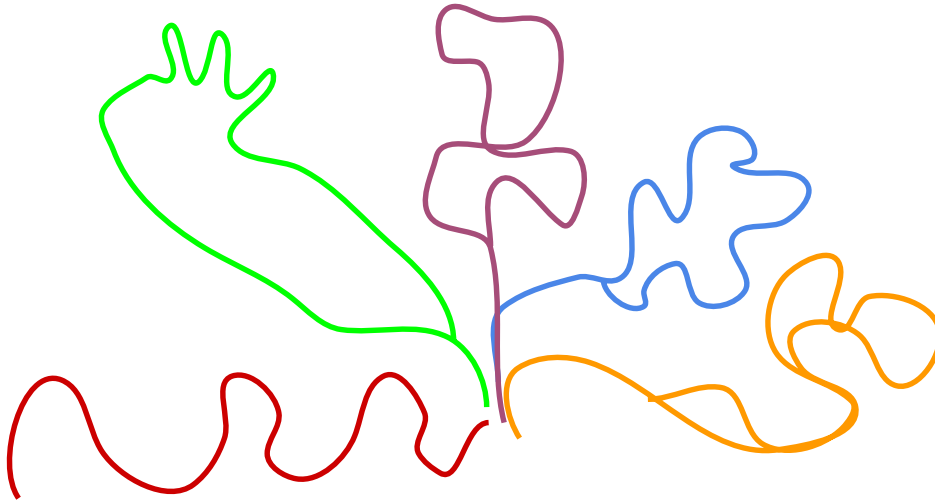
Coverage routes:

- All start and end in the city centre
- Are highly convoluted, often containing large single-direction loops
- Go down many small suburban residential streets.

Routes like these mean adding frequency has a higher cost (as they take longer to get a bus around) and the potential for patronage growth is small.

Represented graphically, a coverage bus network looks like this:

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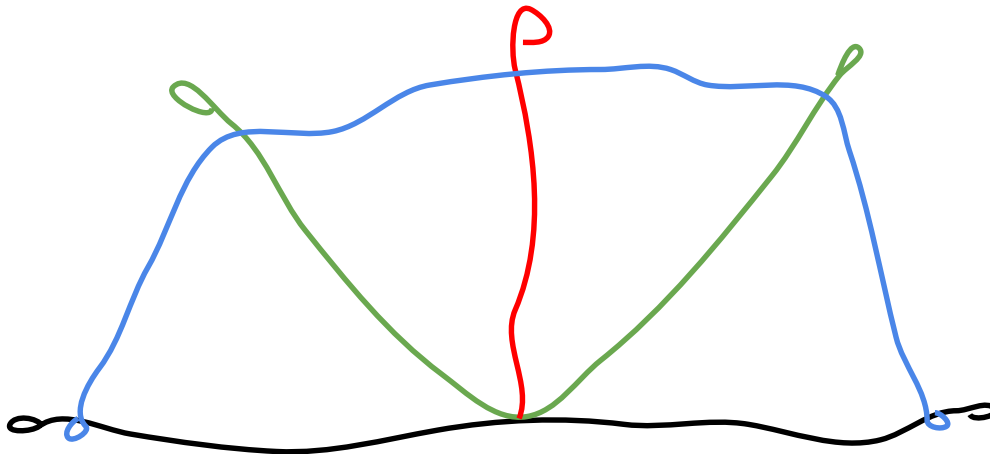


Patronage routes:

- Go out-and-back along the same road, only using small loops to turn around.
- Stick largely to main roads, except where population density is off main roads.
- Rather than aiming to funnel people into the city centre, go through the city centre, or link other destinations.
- Should look as much like a straight line as possible.

Rather than aiming for more people to have a bus route closer to their home (p52 target: “90% of residents in New Plymouth, Bell Block and Waitara living within 400 metres of a bus service”) a patronage-focussed network aims to provide a bus service that is **more usable for more people** although it may be less close for many people.

Represented graphically, a patronage-focussed bus network looks more like this:



Note how, despite fewer routes, more destinations can be reached within one bus trip.

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From this:



To this:



Let's look at what the draft RPTP proposes

There is no functional difference between these two maps. They are both *coverage*-style networks and therefore **they are both incapable of achieving significant uplifts in patronage**. In fact, as some routes (#2 and #7) have been made more convoluted, it's possible patronage will fall.

The popularity of our existing buses shows patronage-based principles work

Some of our bus routes conform to patronage-based design principles better than others.

I scored each route out of 10 based on patronage-based principles (How much is out-and-back on the same roads, uses main roads rather than back streets etc?) You can see a strong link between this score and the route's current usage:

| Route | Conformance to patronage design principles | Current usage |
|---------------|--|---------------|
| #1 | 7/10 | Good |
| #2 | 7/10 | Good |
| #3 | 2/10 | Poor |
| #4 | 5/10 | Good |
| #5 | 2/10 | Poor |
| #6 | 3/10 | Okay |
| #7 | 5/10 | Okay |
| #8 | 6/10 | Okay |
| #9 | 6/10 | Okay |
| #20 | 7/10 | Good |
| The Connector | 8/10 | Good |

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Examples from the rest of New Zealand

Comparing the nature of routes and timetables in cities like New Plymouth shows simple, direct routes + frequent, 7-day timetables = strong patronage growth. Note that failing to do either properly (eg, poor timetable or convoluted routes) means poor patronage. This is why the draft plan's intention to stay with convoluted routes, but increase frequency "if funds become available," seems unlikely to work.

| City | Routes | Timetable | Patronage |
|---------------------|--|---|--|
| Rotorua | Poor. Complex and convoluted (coverage) | Okay. 7 days, but not turn-up-and-go frequency (half-hourly) | Falling |
| Invercargill | Good. Simple and direct (patronage) | Poor. Similar to New Plymouth weekdays, six services on Saturday | Falling |
| Whanganui | Mixed. Five coverage routes plus one simple, direct route (The Tide) | Good turn-up-and-go frequency and 6-day service on The Tide (every 20 minutes) Poor on other routes. | Strong patronage on The Tide; weak , patronage on other routes |
| Nelson | Good. Recently converted from coverage-based to a mostly patronage-based. | Okay. Most services are half-hourly, 7 days. | Strong and growing. |
| Hamilton | Good. Mostly coverage-style routes plus three direct, high-frequency routes | Okay on coverage routes – 7 days, half-hourly. Good for High-frequency routes are every 15 mins, 7 days | Growth mainly on direct, high-frequency routes. |

Is half-hourly frequency enough?

Half-hourly frequency is better than hourly, but it's **not the turn-up-and-go frequency that drives major patronage growth**. The Rotorua and Invercargill examples show it isn't frequent enough to drive good ridership. Turn-up-and-go is ideally every 10 minutes but absolute maximum, every 20 minutes.

Half-hourly works as a target **average** frequency across a network, For example, some routes are best two-hourly, some hourly, some half-hourly, but **you need 15-minute frequency on some routes**.

The best value-for-money public transport may be in having **fewer but better routes** and **more expansive and frequent timetables**, including 7-day, turn-up-and-go timetables in some areas.

What could this look like?

I am not a public transport planner, nor do I have access to the sophisticated software public transport planners should use to plan routes, such as [Remix](#) – which can produce 'heat maps' to show the size of patronage increases associated with any route option.

However, I have created a map and timetable to help explain how the route map proposed in the draft public transport plan isn't change. **Please note these are examples, not suggestions.**

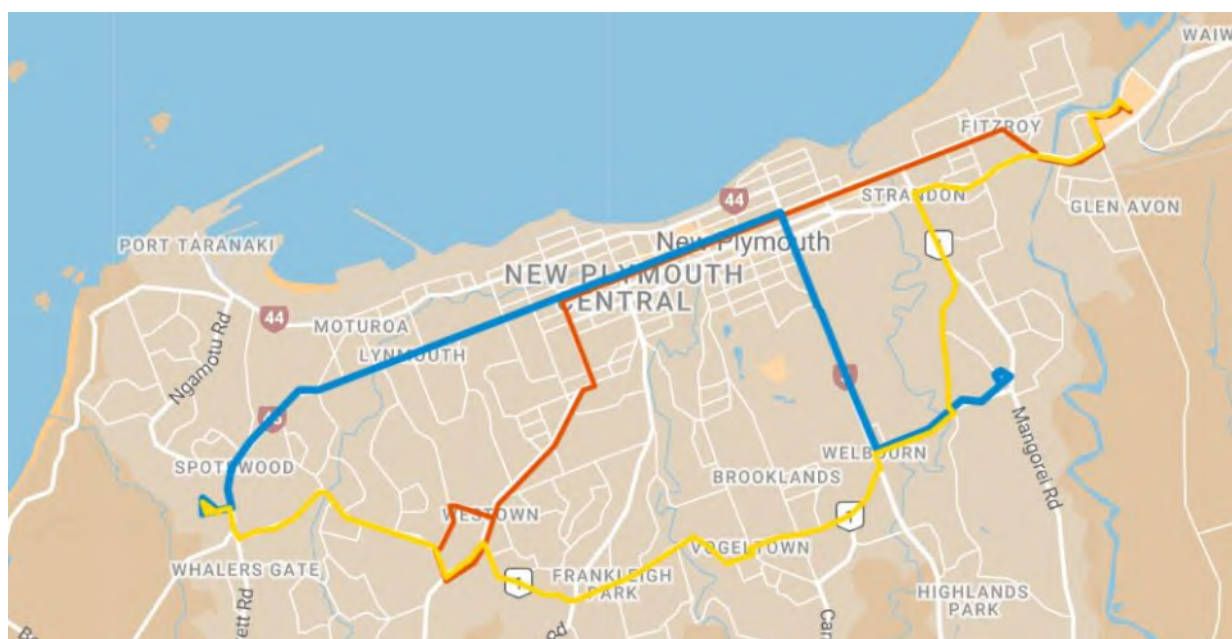
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Core high-frequency network

Routes should, as much as possible:

- Be straight and direct
- stick to main roads, except where there is greater population density off main roads.
- build on current route popularity
- intersect to facilitate transfers.

For example:



Example timetable

| | |
|-------------------------|------------------|
| Monday-Thursday 6am-8pm | Every 15 minutes |
| Friday 6am-10pm | Every 15 minutes |
| Saturday 8am-10pm | Every 15 minutes |
| Sunday 8am-8pm | Every 30 minutes |

Add less frequent routes to core high-frequency routes

I have used as an example, adding a Vogeltown, Marfell/Whaler's Gate and Bell Block-Waitara.

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Coverage routes could run hourly, for example.

Another way: Simplify existing routes and 'through-route' by joining routes of similar popularity

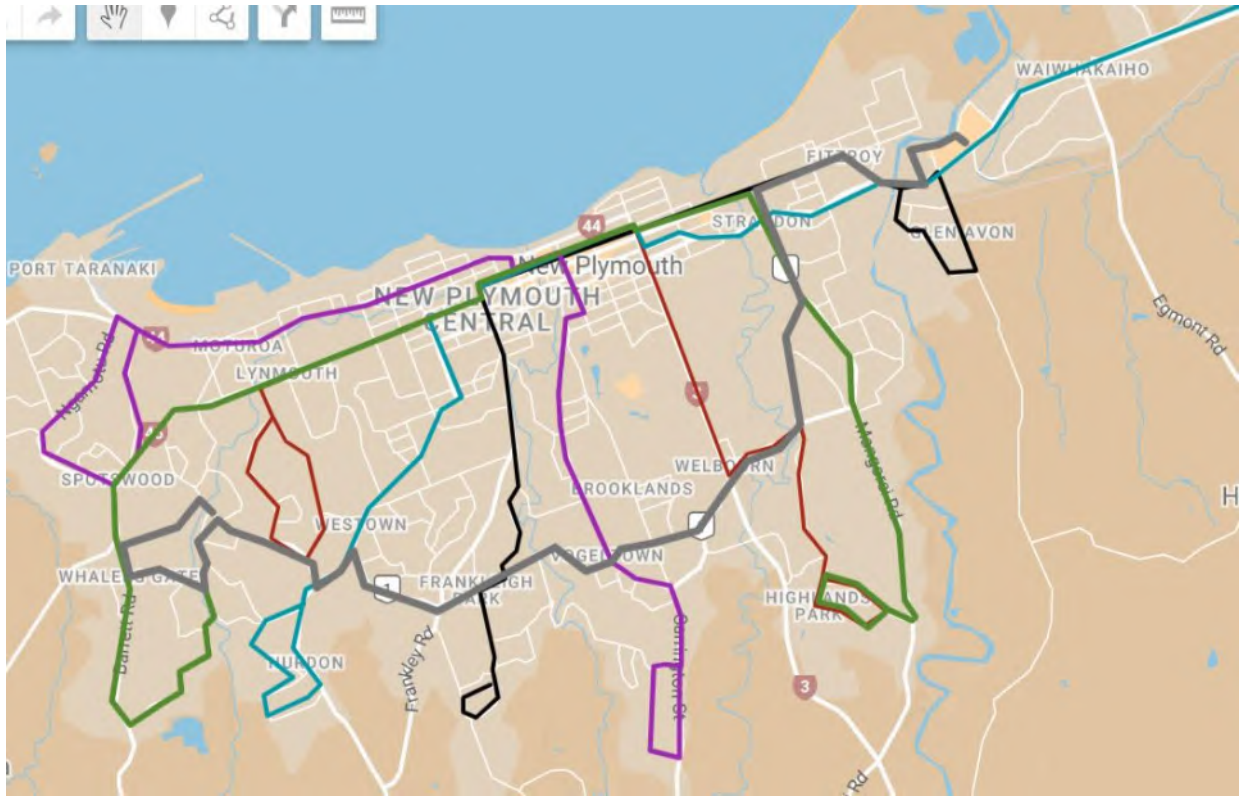
Another approach to revising the New Plymouth network would be creating routes that go *through* rather than *to* the city centre. Through-routing means:

- more people can get to more destinations in one bus ride
- more opportunities to change bus if needed
- easier to ensure all bus routes connect with key destinations like supermarkets
- fewer routes can save money, staff and buses (depending how it's done)
- the network is easier for passengers to understand and remember.

Joining routes of similar popularity means maximising the impact of increased frequency.

This example shows New Plymouth's existing routes simplified according to patronage principles, then joining together routes of similar popularity, and adding a cross-town route.

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Conclusion

I'm not a public transport expert, just someone with an interest in public transport who reads lots of books and blogs on it. This little knowledge is enough for me to have serious concerns that the proposed New Plymouth network map does not take into account best practice. **It's not a meaningful improvement on what we have today, but will still take a lot of resources to implement.**

I urge Taranaki Regional Council to reject the draft RTP for the time being and ask at least for a peer-review, particularly of the proposed new New Plymouth network, by a leading public transport consultant agency such as MR Cagney or Stantec. I believe this is necessary to ensure ratepayers receive best value for money and public transport users today and in the future get the best possible options.

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| |
|------------------------------|
| Submission Number: 67 |
| John Hayles |

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

No

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

No

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

No

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

No

P1 Q13 - Would you use public transport on public holidays?

No

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

No

P1 Q16 - Note any of the proposed four new services that you would use:

Cross-town links (avoiding city centre)

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

No

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

Yes

P1 Q20 - Are there any particular communities you think would benefit from this?

People without cars, or driver licences

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

No

P1 Q24 - Are there any other initiatives you would like us to consider?

Focus on basis infrastructure such as improved road surfaces and improved intersections eg Huatoki St / Carrington St., Vivian St/Morley

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

Separate cycling from the main arterial road routes, away from existing sealed roadways, footpaths and existing roadside carparks

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - regularly

Better Travel Choices Survey

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

Separate cycling and motorised vehicle routes would provide safer cycling and more efficient road travel avoiding bottlenecks.

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

Separate spaces. Not modifying existing roadsDifficult without compromise

P2 Q6 - Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

Difficult without compromising the travel requirements of the people who live in the neighborhoods. Enforcement of existing road traffic rule would be a good start.

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

Yes. Near impossible in my circumstance without spending considerable time on various routes and waiting for busses . A 20 minute return trip would be 2 hours for dropoff and 2 hours for pick up.

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

Improve the quality of the road network in NP

P2 Q9 - If you use a car to commute all or part-way to work, what are the challenges in switching to active travel?

Weather, traffic density, car drivers inattention, limitations with load carried on a bike. Distances, requirements for travelling once when at work, schedule requirements, etc

P2 Q10 - What would enable you to make more journeys to work using active travel?

Certainty with weather, time available,

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

No. Non public funded organisation concentrate on core activities

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth city

Better Travel Choices Survey

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|------------------------------|
| Submission Number: 76 |
| Karen Danenhauer |

P1 Q4 - If you ranked new services as the most important, please specify which one(s):

Buses from Oakura to NP and back several times per day.

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

No

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

Yes - occasionally

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

Yes - occasionally

P1 Q12 - If yes please let us know which routes or list the destination/suburb(s) you would use:

Between oakura and NP

P1 Q13 - Would you use public transport on public holidays?

Yes - occasionally

P1 Q14 - If yes, please let us know which routes or list the destination/suburb(s) you would use:

Oakura to Pukekura Park

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

No

P1 Q16 - Note any of the proposed four new services that you would use:

Cross-town links (avoiding city centre)

Airport to city centre link

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

Yes

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Yes

Better Travel Choices Survey

P1 Q22 - If so, what services and facilities would motivate you to use the hub?

Travel to airport or to Hāwera hospital from Oakura

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

Between oakura and NP

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - occasionally

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

Improved physical and environmental health.

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth district

Better Travel Choices Survey

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| Submission Number: 152 |
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| Veronique |
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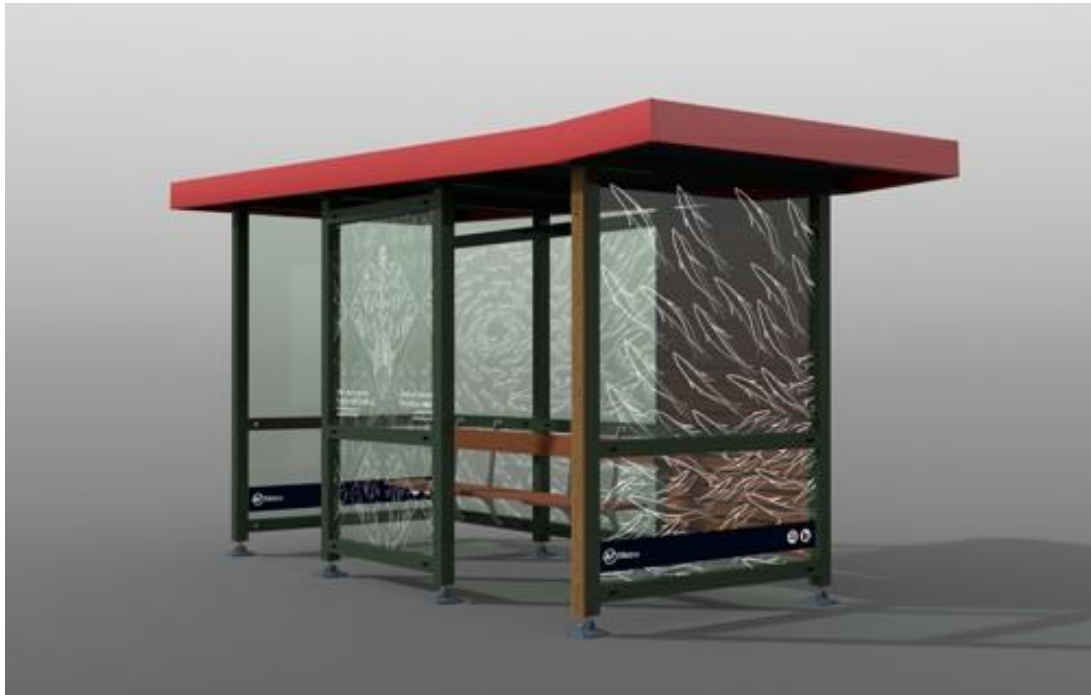
(Please note my surname must not be used)

TRC BETTER TRAVEL CHOICES SURVEY

Advertising on Bus Windows: *Why have windows if they are covered in advertising? That is claustrophobic. We need to enjoy the ride and our beautiful towns, the countryside, the coast and our maunga, rather than peer out through a whole lot of dots. What is there not to see about Taranaki? It is also not possible to take photos through the advertising. Please take note of where people choose to sit on buses with advertising dots all over the windows - those seats are the last to fill.*

Bus Shelters: *At present the NPDC has their logo covering where those sitting in a bus shelter cannot see an approaching bus without standing up. Put the logos at the very top of the glass, as well as any fare information.*

Bus shelters need a glass panel across the front (with an opening each end) to protect against Taranaki wind. I like the current NPDC shelters but would like to see the wind shield added (see Waiheke Island bus shelter below) - it makes a big difference to the comfort of travellers.



Better Travel Choices Survey

Local and Regional Buses the Same: Local and regional buses should appear as one, as Nelson and Tasman have recently done. A much better look (especially for visitors) than the appearance of little fiefdoms. We all live under the same mountain.

Half-Hourly Free Shuttle Buses from Large Carparks North & South of New Plymouth: New Plymouth serves a huge area including small towns around the mountain. I would like to see a huge, free carpark (with security cameras) north and south of the city; with half-hour free buses travelling in bus fast lanes to and from the car parks into CBD. In the planning for the carparks allowance should be made to build upwards as they reach capacity. We can learn from one of the few things Auckland did right - the hugely popular carparks and bus fast lanes north of the city. BUT they did not allow for capacity which has turned into parking chaos at all the bus stations, unkindly bringing in parking ticket revenue for illegal parking on grass, etc. People from the country, who work in the city, are now having to leave home up to an hour early to get a car park at the closest bus station.

Along with carparks north and south of New Plymouth a sensible time limit for parking for disabled to allow for appointments without stress, maybe 90 minutes or whatever is appropriate. Consideration for 10-minute loading and unloading parking spaces. A change of culture would be required ie cool shopping trollies and room for them on the shuttle buses. At the moment "culture" dictates that shopping trollies are just for the elderly and not cool. Anyway, why wouldn't the elderly love trollies that rock? What seems to be available in the trolley scene is boring old canvas things that look like sacks. Taranaki is full of creatives and fabricators - surely, with some brainstorming, we could come up with a design that everyone wants, because it is cool. It could even be in light-weight steel with a lockable "pocket" at the top for wallet and say an A4 sized document. It could have local graphics - it could be something that is so spunky even visitors want one. No use trying to reduce car usage if people can't get their shopping home.

Bus "Service": I have been blessed with living in this beautiful city for just one year. I could not believe the tragic bus "service".

Bus Timetable: First bus on my route 7.20am - what a joke, half my day is gone. And what about commuters? First bus should be 6am. And, is everyone in bed by 6.20pm in New Plymouth? Or watching the Soaps? What is it about the last bus at 6.20pm? How can one get to a show (I wanted to go to the Kiev ballet but didn't feel safe walking home in the dark). What if I want to go into town for a meal or a drink or any type of show? This setup is so detrimental to a healthy social environment. People

Better Travel Choices Survey

should be able to be out and about in the evenings for whatever reason - they may want to watch the sun go down over our spectacular horizon. I believe these transport policies are stunting social cohesion and ultimately costing society more in many ways including financially eg hospital visits/stays, etc

So, where are the weekend buses? This is totally bizarre - is everyone home mowing their lawns on the weekends? What if you don't have a lawn? Well, there is always back episodes of The Chase. There is no way to get to markets, sports venues, Tattoo Festival, Americarna, Light Festival, etc, and all the other things that are part of family and society on the weekends. I could not believe it when I got here. A region like ours should be leading the way, not waking up after the fact - it's called pride.

No Bus Airport: *And what's it about the no bus airport? Incredible. As a regular visitor in the past (before Air New Zealand prices went up) sometimes my taxi into town cost more than my airfare. And, who wants to sit squashed into a shuttle next to someone who stinks of cigarette, and get called Lovey? I had to be at the airport recently, and because this no airport bus thing frustrates me I pig-headedly decided to see how much bus I could get to the airport. I got the Waitara bus and got off at the state highway intersection and walked in. I was surprised that another passenger got off as well and walked in. I had to drag my suitcase on the opposite side of the road facing traffic, as there was no footpath, and get on to the grass verge every time a speeding car came by.*

What I did learn, *however, was that the verges are very wide and flat - and I actually really enjoyed the scenery. It made me think what a wonderful shared bike/footpath beside that road in would be, to eventually join up with the coastal walkway and others, and leading in from future developments. I understand that those who have lived here a long time may be used to the scenery, including our beautiful mountain. I am new enough to still be awe and so grateful.*

What we can learn from Nelson sorting out its Bus Service: *Nelson has just got 17 brand new electric buses and even imported drivers from various countries - my one was a Filipino who was recruited from Saudi Arabia. He was so proud of his spacious new bus and of the Nelson region. All the buses are painted a bright, but not crass, colour, now all the same across the Nelson/Tasman region. Perhaps we could consider something like bright yellow or the green of the Auckland CBD link bus. Nelson buses now run half-hourly, now including to the airport - the bus shelter a welcoming sight as you step out.*

Who Uses the Buses Presently? *I travel on the buses often and it seems to me generally that 95% of people who use buses don't own a car, don't have a licence, or are challenged and unable to drive. Why are car owners not using buses? Because the*

Better Travel Choices Survey

"service" sucks - and therefore they use the best option open to them, their car. I do own a car myself, a classic car. Nelson also used to have a bus "service" that sucked. On 1 August they brought in their new service which included new routes with closer access for all, new buses, and a half-hourly bus service. After one month they had a 68% increase in passengers. Just shows if you give service you get customers. I imagine most of the new passengers were car owners. Not only do we need a bus service we need a change of culture. If one has choices one chooses the best - and that should be the bus. That should be the goal. Nelson City Council continues to encourage feedback to fine-tune the huge advances already made.

Fares should always be affordable, even if subsidized. Ultimately it should break even or better, with less cars on the road, therefore less road maintenance. I would like to see the Gold Card fare go from 9am for the rest of the day, as in Auckland (actually!)

Ariki Street Bus Station is windy and not friendly and sometimes not safe. Nelson is changing its bus centre to be fit for purpose - New Plymouth needs to incorporate a welcoming depot. There is a bus facility in Ariki Street with toilets and chairs but it is rarely used. The reason for that needs to be established and rectified. For one thing you can't see all the buses, so you may miss your bus.

Tiki Tour: I chose where I live as it is near a bus stop and just 5 minutes into town. On my first trip home from town I thought I was on the wrong bus - it took 15 to 20 minutes and went round and round ie it didn't retrace the route in. So, you need plenty of spare time when busing in New Plymouth.

Dogs on Public Transport: I would like to see consideration for small dogs, say up to 8 kg, on public transport as long as they are in a backpack or dog-carrying bag. (Please note I do not own a dog).

I feel the websites of towns/cities who have got their buses sorted should be studied thoroughly as well as someone going to Nelson/Tasman to learn from them ie travel all their routes, talk to all their bus drivers, some passengers and council. We don't need to start from scratch - we can learn from what others have learnt.

New Plymouth and Whanganui have much in common. I would like consideration to be given to a timetable (several times a week) that allows for residents of each city to enjoy a day in the other.

Train: It makes sense that we should have passenger rail links to Whanganui as well as the Main Trunk Line. I believe this should be part of the big picture.

Better Travel Choices Survey

Finally, I feel it is vital for NPDC and TRC to act and be seen as a cohesive whole. If it's not working for New Plymouth it is not working for rural Taranaki and if it's not working for rural Taranaki it is not working for New Plymouth.

Better Travel Choices Survey

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| Submission Number: 89 |
| Robert Langedijk |

P1 Q4 - If you ranked new services as the most important, please specify which one(s):
airport service

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?
Yes - occasionally

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?
No

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?
Yes - occasionally

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?
Yes - occasionally

P1 Q12 - If yes please let us know which routes or list the destination/suburb(s) you would use:
Bell Block

P1 Q13 - Would you use public transport on public holidays?
Yes - occasionally

P1 Q14 - If yes, please let us know which routes or list the destination/suburb(s) you would use:
Bell Block

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?
No

P1 Q16 - Note any of the proposed four new services that you would use:
Airport to city centre link

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?
No

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?
Yes

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...
Yes

P1 Q22 - If so, what services and facilities would motivate you to use the hub?
cycle parking

Better Travel Choices Survey

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

to and across The Valley shopping centre. To/from Oakura

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - regularly

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

I myself would get fitter. More cycle journeys means less impact on climate change (very important to me)

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

In the valley there should be a dedicated cycle way from the bottom of the SH3 hill (Dialog) to the SH3 bridge into town. This is the missing link in the cycle network from Bell Block into NP CBD.

P2 Q6 - Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

Bell Block. It is growing too fast and connections with SH3 are getting full. More active transport and public transport can relieve that. The whole NP CBD is another, but I suppose that is for NPDC to solve.

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

Lack of planning, lack of encouragement, too issue to park right in front of school, no safe passage for bikes and pedestrians around schools because of the many cars.

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

Safe spaces for bikes and pedestrians around schools. Cycle routes from the main schools out to the main suburbs with right of way for cyclists. Cycle routes should not be on main roads, but on parallel streets and attractive, safe pathways (Te Henui, Huatoki, cycle streets).

P2 Q9 - If you use a car to commute all or part-way to work, what are the challenges in switching to active travel?

at the moment it is too convenient to reach anywhere in Taranaki and New Plymouth by car because the parking is actually relatively easy, compared to other urban centres. Safe cycle parking is a close second.

P2 Q10 - What would enable you to make more journeys to work using active travel?

Safe cycle parking, dedicated routes into and across NP CBD

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

yes!

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth district

Better Travel Choices Survey

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| Submission Number: 105 |
| Dan Thurston Crow |

P1 Q3 - If you ranked higher weekday frequency on existing services as the most important, please specify which one(s):

Hāwera Connector

P1 Q5 - If you ranked more evening weekday services as the most important, please specify which one(s):

Hāwera Connector – ANY would be nice!

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

Yes - occasionally

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

Yes - occasionally

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

Yes - occasionally

P1 Q13 - Would you use public transport on public holidays?

Yes - occasionally

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

No

P1 Q16 - Note any of the proposed four new services that you would use:

Airport to city centre link

Waitara Express

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

No

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

Yes

P1 Q20 - Are there any particular communities you think would benefit from this?

All rural communities, especially inland

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Yes

P1 Q22 - If so, what services and facilities would motivate you to use the hub?

Various park and ride and bike carrying services

Better Travel Choices Survey

P1 Q24 - Are there any other initiatives you would like us to consider?

As a rural resident who can occasionally catch the Hāwera Connector but often can't because there's no evening service, and there are such large gaps in the daytime service, I think a focus on making that a viable weekday service would make a massive improvement; I'd hate to see you spread yourself thinly and do none of the initiatives well enough.

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

Throughout New Plymouth

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - regularly

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

So long as I had a means to get my bike into New Plymouth I would benefit both from a transport flexibility perspective, from the health and wellbeing benefits, and the community through less road congestion and fewer emissions.

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

Literally everywhere – cycling should be unfettered, but also not interrupt pedestrian traffic or make it less safe.

P2 Q6 - Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

Yes, again literally all of them.

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

My child is grown up. But I think the challenge is mindset. Parents need to feel that their kids are safe, but that's as much about their own psychology as about what's going on in the real world.

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

Prove that it's safe, provide some physical support to build better behaviours both from parents and from other road users.

P2 Q9 - If you use a car to commute all or part-way to work, what are the challenges in switching to active travel?

None if the options are realistic.

P2 Q10 - What would enable you to make more journeys to work using active travel?

More frequent bus services from Stratford, that would enable me to take my bike (at the moment I walk as much as possible when I get to New Plymouth).

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

Yes

P3 Q3 - Which part of Taranaki do you live in?

Stratford district

Better Travel Choices Survey

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| Submission Number: 107 |
| Hannah Pulotu |

P1 Q6 - If you ranked higher frequency or new weekend / public holiday services as the most important, please specify which one(s):

Welbourn/Vogeltown

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

No

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

No

P1 Q9 - We have set out our proposed 2025 - 2030 Citylink (New Plymouth) bus route improvements. Please tell us what you think of the proposed routes, and more specifically if the changes have benefits or drawbacks to your travel plans:

I have no need to go to Waitara or south Taranaki but think everyone should have access to the CBD. I have four children and work in town, I would love for us to bus regularly from Welbourn to the CBD

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

Yes - regularly

P1 Q12 - If yes please let us know which routes or list the destination/suburb(s) you would use:

Welbourn to the CBD

P1 Q13 - Would you use public transport on public holidays?

Yes - regularly

P1 Q14 - If yes, please let us know which routes or list the destination/suburb(s) you would use:

Welbourn to the CBD or older kids travelling across town to friends places.

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

No

P1 Q16 - Note any of the proposed four new services that you would use:

Cross-town links (avoiding city centre)

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

Yes

Better Travel Choices Survey

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Yes

P1 Q22 - If so, what services and facilities would motivate you to use the hub?

Not sure what other modes would be on offer or that I would need other than buses

P1 Q23 - Are there particular townships that you think would be a priority for these?

Unsure, Eltham, Ōpunake and Waitara

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

Coronation Ave - cut into the grass verge with the trees along beside the racecourse.

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - regularly

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

We are lucky to live close to town so I desperately want it to be safe and easy for our kids to get themselves to town, school, the beach, their friends' and for myself to get to work without driving

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

Coronation Ave, Tukapa/Morley Streets

P2 Q6 - Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

Welbourn, Vogeltown, Westown

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

Unsafe journey, too expensive to buy a good e-bike and time to get other kids sorted and get to work

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

I don't think there would be a feasible option for me personally.

P2 Q9 - If you use a car to commute all or part-way to work, what are the challenges in switching to active travel?

Bus is too expensive to use as a regular means and infrequent and I have a preschooler to drop off first

P2 Q10 - What would enable you to make more journeys to work using active travel?

Cheap regular bus service preferably from Welbourn to the West end of the CBD

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

No, I don't think that's necessary, just create a good network that's cheap enough to use regularly so it becomes more attractive

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth city

Better Travel Choices Survey

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| Submission Number: 109 |
| Tim House |

P1 Q4 - If you ranked new services as the most important, please specify which one(s):

- New routes connecting rural towns and settlements to larger urban centers
- Expanded on-demand and community transport services for rural areas

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

No

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

Yes - occasionally

P1 Q9 - We have set out our proposed 2025 - 2030 Citylink (New Plymouth) bus route improvements. Please tell us what you think of the proposed routes, and more specifically if the changes have benefits or drawbacks to your travel plans:

The Citylink improvements seem reasonable for meeting urban transport needs. However, equivalent planning and resources must be dedicated to improving public transport for rural communities. Rural residents require better services to access urban centers for jobs, healthcare, education and recreation. New routes, increased frequencies and span of service are needed to provide equitable services.

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

Yes - occasionally

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

No

P1 Q13 - Would you use public transport on public holidays?

Yes - occasionally

P1 Q14 - If yes, please let us know which routes or list the destination/suburb(s) you would use:

Some increased holiday services could be useful to rural residents accessing urban facilities and events. However, regular rural routes should be the priority for service expansion.

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

Yes - occasionally

P1 Q16 - Note any of the proposed four new services that you would use:

Airport to city centre link

More routes to Taranaki Base Hospital

P1 Q16 - Note any of the proposed four new services that you would use: Waitara Express

P1 Q17 - Are there any other route changes that you'd like us to consider?

- New routes linking rural towns and settlements to key urban centres

Better Travel Choices Survey

- More direct services connecting rural communities to improve efficiency
- Expanded on-demand and community transport services for rural areas

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

Yes - occasionally

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

Yes

P1 Q20 - Are there any particular communities you think would benefit from this?

Community transport solutions are essential for serving remote rural areas without sufficient demand for fixed routes. TRC support for community groups would enable improved rural accessibility.

- Remote rural settlements
- Towns with very low populations

Community transport would provide essential services to rural places that lack the population to sustain regular bus routes. Enabling residents to access services is crucial.

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Yes

P1 Q22 - If so, what services and facilities would motivate you to use the hub?

Well-designed multi-modal hubs would benefit both rural and urban residents by enabling convenient transfers between transport modes. However, good rural services are needed to connect to such hubs.

P1 Q24 - Are there any other initiatives you would like us to consider?

- More direct rural services to improve efficiency and journey times
- Expanded rural coverage of routes to improve accessibility
- Increased coordination with health/education transport services
- Support for carpooling and rideshare initiatives for rural areas

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

- Off-road trails linking rural towns and attractions to support tourism
- Rural walkways/cycleways parallel to major routes, separate from roadways

Active networks should also be expanded in rural areas to support recreation, tourism and safe off-road regional travel.

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - regularly

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

- Provide safe off-road options for cycling/walking
- Improve rural accessibility and transport equity
- Support regional tourism and economic development
- Enable healthy recreation and active lifestyles

Rural active networks would enable significant benefits for rural communities, residents and the regional economy. But they need to be well-integrated with public transport to support functional rural trips.

Better Travel Choices Survey

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

- Off-road trails separate from rural roadways
- Dedicated cycling facilities connecting rural towns

Due to narrow rural roads and high speeds, safe rural active networks require separation from vehicle traffic. Off-road paths and trails should be prioritized over on-road cycle lanes in rural contexts.

P2 Q5 - If you have mobility issues, please identify areas you would like to see more road space given over to improve how you travel?

- Wider shoulders on major rural routes used by mobility scooters
- Accessible, graduated kerb edges at bus stops in rural towns

Improved facilities are needed so those with mobility limitations can also safely use active and public transport in rural areas.

P2 Q6 - Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

- Long travel distances in rural areas
- Limited safe walking/cycling facilities on rural roads
- Convenience and time savings of car trips

Car dependency for rural school trips is often unavoidable. Safe active networks, improved buses, discounted fares and travel planning initiatives may help increase active trips.

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

- Develop safe off-road active networks usable for school commutes
- School buses, discounts and targeted services
- Traffic calming and improved safety around rural schools
- Promoting carpooling and active options through school plans

A combination of well-designed infrastructure and school-based programs is needed to enable more rural active school trips where practical.

P2 Q9 - If you use a car to commute all or part-way to work, what are the challenges in switching to active travel?

- Long rural commute distances are prohibitive
- Lack of safe infrastructure for active rural commuting
- Public transport services don't reflect rural travel needs

Private vehicles will remain essential for many rural work commutes. Alternatives need to be practical, efficient and well-integrated with other rural transport services.

P2 Q10 - What would enable you to make more journeys to work using active travel?

- Safe, off-road walking/cycling networks
- Improved footpaths, lighting and shelters in rural towns
- More convenient and frequent rural bus services
- Financial incentives to choose active transport

A combination of significant infrastructure improvements and service enhancements are needed to reduce reliance on private vehicles for rural work trips.

Better Travel Choices Survey

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

- Yes

School and workplace travel planning should be pursued to encourage uptake of sustainable transport. However, the limitations of active commuting in rural areas needs acknowledgement

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth district

Better Travel Choices Survey

1

FEEDBACK

TELEPHONE 0800 327 646 | WEBSITE WWW.FEDFARM.ORG.NZ



To: Taranaki Regional Council
Via email: transport@trc.govt.nz
Date: 5th October 2023
Submission on: Better Travel Choices for Taranaki 2023
Submission by: Taranaki Federated Farmers of New Zealand

MARK HOOPER

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1. INTRODUCTION

- 1.1. Federated Farmers of New Zealand (Federated Farmers, or FFNZ) appreciates this opportunity to provide feedback on Taranaki Regional Council's (TRC or Council) Better Travel Choices for Taranaki Consultation Draft 2023 (BTC)
- 1.2. We acknowledge any submissions from individual members of Federated Farmers.
- 1.3. We would like the opportunity to speak to Taranaki Regional Council about our submission.
- 1.4. Federated Farmers is conscious that there may be significant 'consultation fatigue' out in the community, following the annual plan consultation process and 18 months' worth of significant central government proposals.
- 1.5. Our members do not want their busy silence to be misconstrued as disinterest in the consultation documents. Given the challenging regulatory and economic environment we are currently in, we acknowledge this may result in a low response rate from the farming community.
- 1.6. Federated Farmers has an interest in the BTC to ensure that:
 - a. Rural interests are protected, and they are not overlooked to the advantage of urban concerns.
 - b. The drafts acknowledge and adequately address the unique travel and transportation challenges faced by the district's primary industries.

Better Travel Choices Survey

- c. The economic and employment value of the region's primary industries and the associated rural communities are acknowledged.

1.7. Our submission provides general comments and focuses on:

- a. Recognition of the unique challenges faced by rural communities and farmers.
- b. Emphasising the importance of considering rural interests in transportation planning.
- c. Highlighting the pivotal role of primary industries in Taranaki's economy.
- d. Advocating for the maintenance and upgrade of rural roading networks.
- e. Addressing the limitations of public transport and active travel initiatives in rural areas.
- f. Supporting funding through user pays sources or targeted rates for public and active transport initiatives.

2. GENERAL COMMENTS

- 2.1. As a rural advocacy group representing farmers and rural communities in the Taranaki region, we appreciate the opportunity to provide feedback on the Better Travel Choices for Taranaki Consultation documents.
- 2.2. Federated Farmers generally extends its support to the BTC initiatives.
- 2.3. We support the overarching goal of reducing emissions through a decrease in car journeys and also acknowledge the importance of public transportation as a strategic means to alleviate traffic congestion and reduce private car usage.
- 2.4. However, it is vital to temper this aspiration with a recognition of the realities faced by rural residents.
- 2.5. It is imperative to underscore our concerns about the apparent absence of due consideration for rural interests in both of the BTC consultation documents.
- 2.6. We believe it is crucial to address these concerns because of the significant influence that these related consultations, drafts, and plans will have on next year's Regional Land Transport Plan (RLTP).

3. RURAL CONSIDERATIONS AND IMPLIED ASSUMPTIONS

- 3.1. At the heart of our concerns is the conspicuous absence of consideration for rural interests within both documents.
- 3.2. We contend that it is essential to recognise and underscore the unique and substantial contributions made by primary industries to the Taranaki region.
- 3.3. We seek explicit recognition of the challenges faced by rural ratepayers and farmers, particularly in terms of road infrastructure, maintenance, public transport accessibility, and modal shifts.
- 3.4. Our aim is to ensure that the voices of rural communities are heard and integrated into the planning process.
- 3.5. Failure to acknowledge the challenges faced by rural residents in achieving modal shifts may inadvertently imply that such shifts are equally achievable for everyone, leading to unrealistic expectations.

Summary

- Consultations and plans need to recognise the transport challenges facing rural communities and acknowledge the significant contributions of primary industries in Taranaki.

Better Travel Choices Survey

- We seek to ensure their voices are heard in the planning process and to avoid creating unrealistic expectations regarding modal shifts.

4. ECONOMIC SIGNIFICANCE OF PRIMARY INDUSTRIES

- 4.1. In emphasising the critical importance of primary industries to the Taranaki region, we draw attention to the BERL report of 2019. This report offers compelling evidence underscoring the pivotal role played by primary industries as the backbone of the Taranaki economy.
- 4.2. The BERL report highlights that primary industries not only generate substantial economic benefits for the region but also significantly contribute to its GDP and employment figures.
- 4.3. Specifically, primary industries directly account for 11% of Taranaki's GDP. Furthermore, the total value chain associated with these industries amounts to a remarkable 19% of the region's GDP.
- 4.4. Moreover, primary industries are responsible for a significant portion of employment in Taranaki. They provide 10% of direct employment and contribute to 18% of total employment through their value chains.
- 4.5. A critical point to note is that these primary industries rely extensively on local transportation infrastructure. They are estimated to generate approximately two-thirds of the freight task on local Taranaki roads underscoring the integral role of transportation networks in supporting the operations and success of these industries.
- 4.6. Given these compelling statistics and their direct link to the region's economic prosperity, we firmly assert that the interests and needs of rural communities, including farmers and primary producers, must be at the forefront of local government planning in Taranaki.
- 4.7. The significance of primary industries to the region cannot be overstated, and their sustainable growth and success depend on a well-maintained and efficient transportation network.

Summary

- Primary industries are the backbone of Taranaki's economy.
- They are vital for GDP and employment in the region.
- These industries heavily depend on local transportation networks.
- These factors emphasise the need to prioritise rural community interests for sustainable growth.

5. MAINTENANCE AND UPGRADE OF RURAL ROADING NETWORK

- 5.1. An area of critical importance is the maintenance and upgrade of the rural roading network.
- 5.2. We contend that a focus on improved roading networks should be central to achieving the shared goals of safer roads and reduced emissions.
- 5.3. We wish to underscore the pivotal role of well-maintained rural transportation networks in underpinning the Taranaki way of life.
- 5.4. It is essential to recognise that rural residents have no choice but to use personal vehicles on public roads to reach their destinations.
- 5.5. It is deeply concerning to observe the neglect of many rural roads, resulting in their deterioration in quality. There is an ongoing need to invest in upgrading infrastructure, particularly bridges and culverts, to enhance safety and resilience during severe weather events.
- 5.6. The growth of forestry in Taranaki and its impact on road surfaces and safety for other road users should also be factored into infrastructure planning.

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- 5.7. We firmly advocate for the allocation and prioritisation of sufficient funding to maintain and upgrade vital rural roads, bridges, drainage systems, and related infrastructure. Ensuring that these roads are fit for purpose and well-maintained should be an overarching priority.
- 5.8. This commitment is fundamental to sustaining the vibrant rural lifestyle and economic foundation that is integral to the region.
- 5.9. We also suggest considering alternative road maintenance delivery mechanisms, such as utilising local rural contractors who are familiar with the unique needs and priorities of their areas. This localised approach could help identify and address the most pressing maintenance tasks in the most efficient and effective manner for rural communities.

Summary

- **Prioritise maintenance and upgrade of rural roads including investment in road infrastructure, especially bridges and culverts for safety and resilience.**
- **Consider the reliance of rural residents on personal vehicles.**
- **Consider alternative road maintenance delivery options.**

6. PUBLIC TRANSPORT, ACTIVE TRANSPORT AND MODAL SHIFTS

- 6.1. While increased spending on public transport and active travel initiatives is commendable and important for addressing urban congestion and environmental concerns, it is essential to recognise the realities faced by rural communities and farmers.
- 6.2. The dispersed nature of rural communities makes it impractical and uneconomical to establish comprehensive public transport networks.
- 6.3. Rural residents, including farmers, frequently need to travel long distances for work, healthcare, education, and essential services.
- 6.4. Public transport options are often limited, irregular, or entirely absent in these areas, leaving residents with no choice but to rely on private vehicles for transportation.
- 6.5. Rural regions typically lack the infrastructure needed to support active travel initiatives, such as extensive cycling lanes or pedestrian pathways. The absence of these facilities can deter residents from adopting alternative modes of transportation like cycling or walking.
- 6.6. Many rural residents, particularly farmers, rely on private vehicles for their livelihoods. These vehicles are essential for transporting equipment, livestock, and agricultural produce over long distances. Shifting away from private vehicles is often neither feasible nor practical for these individuals.
- 6.7. These challenges often render them less likely to benefit substantially from these initiatives without tailored solutions that acknowledge their unique circumstances.
- 6.8. Any comprehensive transportation policy must consider the diverse needs of both urban and rural populations to ensure equitable access and meaningful impact.
- 6.9. Federated Farmers support investigating the feasibility of on-demand public transport services within the RPTP. We view this forward-thinking concept as a potential means to provide rural communities with greater access to public transport.
- 6.10. Furthermore, we advocate for enhancing the customer experience through initiatives such as rewarding frequent full fare passengers with weekly or monthly fare caps and the introduction of a national ticketing system.

Summary

- **Dispersed rural communities make comprehensive public transport networks impractical.**
- **Rural residents, including farmers, often need to travel long distances in private vehicles for various purposes.**

Better Travel Choices Survey

- **Rural areas lack facilities for active travel initiatives (cycling lanes, pedestrian pathways).**
- **Federated Farmers support innovative ideas for rural public transport access.**

7. FUNDING

- 7.1. The BTC sets forth ambitious objectives, and we appreciate the acknowledgment of the funding challenges and commitment to rigorous evaluation through Key Performance Indicators (KPIs) and targets. This approach signifies a commendable commitment to adapt and refine the plan as necessary to ensure its long-term effectiveness.
- 7.2. We wish to underscore our strong support for funding public transport and active transport network initiatives through user pays sources or targeted rates from the council, as this approach ensures a balanced and equitable distribution of costs.

Summary

- **Federated Farmers supports the approach of the plan towards evaluating, adapting and refining.**
- **We support user pays or targeted rates.**

8. CONCLUSION

- 8.1. We appreciate the focus on urban transport improvements but urge the acknowledgment of rural realities and the recognition of the importance of rural transportation.
- 8.2. Particular emphasis should be placed on sustaining efficient rural roading networks that enable regional economic development.
- 8.3. Incorporating rural perspectives into transport planning will benefit all of Taranaki, and we firmly believe that this holistic approach is essential to the region's continued prosperity.

Federated Farmers thanks Taranaki Regional Council for considering our feedback.

ABOUT FEDERATED FARMERS OF NEW ZEALAND (INC)

Federated Farmers is a not-for-profit primary sector policy and advocacy organisation that represents the majority of farming businesses in New Zealand. Federated Farmers has a long and proud history of representing the interests of New Zealand's farmers.

The Federation aims to add value to its members' farming businesses. Our key strategic outcomes include the need for New Zealand to provide an economic and social environment within which:

- our members may operate their business in a fair and flexible commercial environment;
- our members' families and their staff have access to services essential to the needs of the rural community; and
- our members adopt responsible management and environmental practices.

This submission is representative of member views and reflect the fact that local government rating and spending policies impact on our member's daily lives as farmers and members of local communities.

Better Travel Choices Survey

6



Better Travel Choices Survey

| |
|-------------------------------|
| Submission Number: 114 |
| Paula Harvey |

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

No

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

No

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

Yes - occasionally

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

Yes - occasionally

P1 Q12 - If yes please let us know which routes or list the destination/suburb(s) you would use:

Fitzroy to Westown or Spotswood or city but not if those stupid new lanes come in. Boycott boycott boycott!!!

P1 Q13 - Would you use public transport on public holidays?

Yes - occasionally

P1 Q14 - If yes, please let us know which routes or list the destination/suburb(s) you would use:

As above

but not if those stupid new lanes come in. Boycott boycott boycott!!!

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

No

P1 Q16 - Note any of the proposed four new services that you would use:

Airport to city centre link

P1 Q17 - Are there any other route changes that you'd like us to consider?

but not if those stupid new lanes come in. Boycott boycott boycott!!!

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

Yes - occasionally

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

No

P1 Q20 - Are there any particular communities you think would benefit from this?

but not if those stupid new lanes come in. Boycott boycott boycott!!!

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Better Travel Choices Survey

No

P1 Q24 - Are there any other initiatives you would like us to consider?

but not if those stupid new lanes come in. Boycott boycott boycott!!!

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

but not if those stupid new lanes come in. Boycott boycott boycott!!!

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - occasionally

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

but not if those stupid new lanes come in. Boycott boycott boycott!!!

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

but not if those stupid new lanes come in. Boycott boycott boycott!!!

P2 Q5 - If you have mobility issues, please identify areas you would like to see more road space given over to improve how you travel?

but not if those stupid new lanes come in. Boycott boycott boycott!!!

P2 Q6 - Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

but not if those stupid new lanes come in. Boycott boycott boycott!!!

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

but not if those stupid new lanes come in. Boycott boycott boycott!!!

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

but not if those stupid new lanes come in. Boycott boycott boycott!!!

P2 Q9 - If you use a car to commute all or part-way to work, what are the challenges in switching to active travel?

but not if those stupid new lanes come in. Boycott boycott boycott!!!

P2 Q10 - What would enable you to make more journeys to work using active travel?

but not if those stupid new lanes come in. Boycott boycott boycott!!!

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

but not if those stupid new lanes come in. Boycott boycott boycott!!!

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth city

Better Travel Choices Survey

| |
|-------------------------------|
| Submission Number: 126 |
| Carlo Gamboa |

P1 Q5 - If you ranked more evening weekday services as the most important, please specify which one(s):

New Plymouth Buses, we need more for the workers that goes to their job on night shift

P1 Q6 - If you ranked higher frequency or new weekend / public holiday services as the most important, please specify which one(s):

We need a weekend trips period. For commuters like me, i can't go anywhere else during the weekend

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

No

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

No

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

Yes - regularly

P1 Q12 - If yes please let us know which routes or list the destination/suburb(s) you would use:

Route 3 5 and 7 as of now

P1 Q13 - Would you use public transport on public holidays?

Yes - regularly

P1 Q14 - If yes, please let us know which routes or list the destination/suburb(s) you would use:

Route 3 5 and 7 as of now

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

Yes - regularly

P1 Q16 - Note any of the proposed four new services that you would use:

Cross-town links (avoiding city centre)
Airport to city centre link
More routes to Taranaki Base Hospital
Waitara Express

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

Yes - regularly

Better Travel Choices Survey

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

Yes

P1 Q20 - Are there any particular communities you think would benefit from this?
the less privilege and those who commit to commuting

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Yes

P1 Q22 - If so, what services and facilities would motivate you to use the hub?
free wifi and water. Better bike racks for long haul

P1 Q23 - Are there particular townships that you think would be a priority for these?

New Plymouth

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

New Plymouth

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - regularly

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

Road going to Hurdon and to the beaches

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth city

Better Travel Choices Survey

| |
|-------------------------------|
| Submission Number: 163 |
| Emily Bailey |

P1 Q3 - If you ranked higher weekday frequency on existing services as the most important, please specify which one(s):

Coastal Southlink

P1 Q4 - If you ranked new services as the most important, please specify which one(s):

Airport link and regional buses

P1 Q5 - If you ranked more evening weekday services as the most important, please specify which one(s):

Any of them as there are none at the moment!

P1 Q6 - If you ranked higher frequency or new weekend / public holiday services as the most important, please specify which one(s):

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

Yes - occasionally

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

Yes - regularly

P1 Q9 - We have set out our proposed 2025 - 2030 Citylink (New Plymouth) bus route improvements. Please tell us what you think of the proposed routes, and more specifically if the changes have benefits or drawbacks to your travel plans:

Unsure

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

Yes - occasionally

P1 Q12 - If yes please let us know which routes or list the destination/suburb(s) you would use:

Coastal southlink

P1 Q13 - Would you use public transport on public holidays?

Yes - occasionally

P1 Q14 - If yes, please let us know which routes or list the destination/suburb(s) you would use:

Coastal southlink

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

Better Travel Choices Survey

No

P1 Q16 - Note any of the proposed four new services that you would use:

Airport to city centre link

P1 Q17 - Are there any other route changes that you'd like us to consider?

The proposed coastal Southlink bus stops do not match current user stops. Please can we retain current stops or else we may have a decline of users rather than increase. The driver knows where. Also the times are not good for us with kids in town. There are at least 15 kids and parents who regularly travel between Oaonui and the spotswood kura kaupapa Maori plus work places in town. It would be great to have a slightly later pick up and early drop off eg. Leave Opunake 7:30am and leave new plymouth 3:15/30pm

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

Yes

P1 Q20 - Are there any particular communities you think would benefit from this?

Ours. As mentioned above.

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Yes

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - occasionally

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

Gets people active, out in the comments and leaves cars at home

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

Anywhere but particularly SH45 for cycle lanes which I know isn't under council management

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

No cycle lanes on SH45 around Pungarehu wider region to school bus stop in the township

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

Make nzta install cycle lanes on SH45

P2 Q9 - If you use a car to commute all or part-way to work, what are the challenges in switching to active travel?

having to carry large items on bike or bad weather. Cycle lane would make it safer so could use a cargo bike

P2 Q10 - What would enable you to make more journeys to work using active travel?

Better Travel Choices Survey

Cycle lane

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

Yes

P3 Q3 - Which part of Taranaki do you live in?

South Taranaki district

Better Travel Choices Survey

| |
|-------------------------------|
| Submission Number: 137 |
| Rebecca Paris |

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

No

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

No

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

No

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

Better safety along the oneway system.

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - regularly

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

Safer on bike.

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

Tukapa street, one way systems.

P2 Q6 - Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

Nugent street in bbk.

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

Safety of child

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

Flatter bike tracks away from cars. Educating cars about reversing into driveways and carparks so they can drive out forwards.

P2 Q9 - If you use a car to commute all or part-way to work, what are the challenges in switching to active travel?

Meeting to attend during the work day in multiple locations.

P2 Q10 - What would enable you to make more journeys to work using active travel?

More time.

Better Travel Choices Survey

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

Yes

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth district

Better Travel Choices Survey

| |
|-------------------------------|
| Submission Number: 237 |
| Jenn O'Connell |

P1 Q6 - If you ranked higher frequency or new weekend / public holiday services as the most important, please specify which one(s):

I think all services deserve weekend coverage. I mostly use the #9/#20, but would love to see more weekend services designed to cater to recreational opportunities (e.g. Pukekura Park, the pools, mountain, beaches, walkways etc.)

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

No

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

No

P1 Q9 - We have set out our proposed 2025 - 2030 Citylink (New Plymouth) bus route improvements. Please tell us what you think of the proposed routes, and more specifically if the changes have benefits or drawbacks to your travel plans:

It's great to see some simplification of routes, but I think this was an opportunity to be far more transformational. I would have loved to see a simpler, more frequent timetable that would target those people who currently drive and would move towards buses frequent enough that people wouldn't need to check the timetable. I am disappointed to see that services are reducing in the short term on most services, and would love to see the half hourly service come sooner. With our current routes this would be costly, but I think we could look at new/slightly fewer routes to spend the budget more efficiently and still improve our service.

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

Yes - regularly

P1 Q12 - If yes please let us know which routes or list the destination/suburb(s) you would use:

I would use a service to/from Fitzroy Beach or Fitzroy. I would use a bus service that connected well with a point on the walkway and allowed bikes on board. A service to the pool, park, zoo.

P1 Q13 - Would you use public transport on public holidays?

Yes - occasionally

P1 Q14 - If yes, please let us know which routes or list the destination/suburb(s) you would use:

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

Yes - occasionally

Better Travel Choices Survey

P1 Q16 - Note any of the proposed four new services that you would use:

Cross-town links (avoiding city centre)
Airport to city centre link
More routes to Taranaki Base Hospital

P1 Q17 - Are there any other route changes that you'd like us to consider?

A high frequency (15-20 min) service along Devon Street.

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

Yes - occasionally

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

Yes

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Yes

P1 Q22 - If so, what services and facilities would motivate you to use the hub?

Secure bike storage, lockers, good toilets.

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

Everywhere!

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - regularly

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

Safe cycling infrastructure encourages more people to bike for some trips. This reduces congestion and emissions, improves health, and makes it safer for everyone who bikes. A transport system where more people bike more often is better for everyone.

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

The most important thing with bike infrastructure is that it is separated from heavy vehicles (either a separate route or a protected lane) and that it joins up to create a route. Taranaki has basically no well connected cycle routes, so we should be looking to urgently give more road space to active modes on many roads in every town around Taranaki. I would encourage these to be separated cycle lanes, as opposed to shared paths, so that pedestrians can still have access to a safe space.

P2 Q6 - Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

Most neighbourhoods!

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

Affordability of bikes that are suitable for transporting young children. Safety of biking on the streets with cars. Knowing what to do in bad weather. Finding the time in busy daily routines. People haven't really thought of doing it a different way.

Better Travel Choices Survey

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

Cargo bike subsidies. Protected bike routes. Better communication about the importance and benefits of active travel.

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

Yes, 100%, but this also needs to be accompanied by a wider cultural shift away from cars as the "default" travel mode.

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth city

Better Travel Choices Survey

| |
|-------------------------------|
| Submission Number: 250 |
| Libby Malthus |

P1 Q3 - If you ranked higher weekday frequency on existing services as the most important, please specify which one(s):

Frankly number 5

P1 Q5 - If you ranked more evening weekday services as the most important, please specify which one(s):

Frankly number 5. Until 7 please.

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

No

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

Yes - occasionally

P1 Q9 - We have set out our proposed 2025 - 2030 Citylink (New Plymouth) bus route improvements. Please tell us what you think of the proposed routes, and more specifically if the changes have benefits or drawbacks to your travel plans:

It is ok

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

Yes - occasionally

P1 Q12 - If yes please let us know which routes or list the destination/suburb(s) you would use:

To Oakura or stratford

P1 Q13 - Would you use public transport on public holidays?

Yes - occasionally

P1 Q14 - If yes, please let us know which routes or list the destination/suburb(s) you would use:

Frankly number 5

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

Yes - occasionally

P1 Q16 - Note any of the proposed four new services that you would use:

Airport to city centre link

P1 Q17 - Are there any other route changes that you'd like us to consider?

Mainly airport please

Better Travel Choices Survey

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

Yes

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Yes

P1 Q22 - If so, what services and facilities would motivate you to use the hub?

Comfy seats and warm

P1 Q24 - Are there any other initiatives you would like us to consider?

Popular routes could have buses going both ways, clockwise and anti. Or a pay lump sum weekly and use bus as much as you like.

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

Through town like from coastal walkway up liardet st to pukekura and huatoki walkways.

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - regularly

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

I would feel safer from cars as I am going to and from work especially in the dark or raining

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

Perhaps the state highway to oakura and from bell block to waitara

P2 Q9 - If you use a car to commute all or part-way to work, what are the challenges in switching to active travel?

Darkness on the huatoki walkway. And rain makes crossing roads hard.

P2 Q10 - What would enable you to make more journeys to work using active travel?

Lights on the huaotoki walkway, better crossing for bikes in town to get to walkways

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

Yes

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth district

Better Travel Choices Survey

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|-------------------------------|
| Submission Number: 134 |
| Martin Bailey |

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

No

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

No

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

No

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

No

P1 Q13 - Would you use public transport on public holidays?

No

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

No

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

No

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

Yes

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Yes

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

Between commutable towns and NP. Oakura is closed in to everyone who doesn't drive. Too dangerous to cycle. Just build a track to NP. Generations are being lost to inactivity.

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - regularly

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

YES.

But stop listening to whiny old dudes who say NO to everything that isn't their car. It's making the councils look like jokes.

Better Travel Choices Survey

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

Any where on freeways within 10km of NP. Nobody needs to overtake there!! e.g. Oakura to NP. No hard shoulder & pointless passing lane means nobody cycles.

P2 Q6 - Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

every neighbourhood!

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

SAFETY. Lanes. Cultured

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

Cycle routes to schools from all directions.

P2 Q9 - If you use a car to commute all or part-way to work, what are the challenges in switching to active travel?

Cycle lanes out of Oakura means not possible without likely dying

P2 Q10 - What would enable you to make more journeys to work using active travel?

Cycle lanes!

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

Yes. But make roads safe or more off road ride options.

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth district

Better Travel Choices Survey

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|-----------------------------------|
| Submission Number: 153 |
| Sarah Lucas and Nick Jones |

29 Oct 2023

Please accept this submission to the Better Travel Choices consultation.

We are submitting as members of the Te Kohanga Moa community, and in an advocacy capacity as elected members on the **Inglewood Community Board (NPDC)**.

Consultation Documents

We note the consultation document, 'Better Travel Choice, Have Your Say, On the Future of Transport in Taranaki', and understand this consultation is to feed into a 'Regional Public Transport Plan'. We also note the two consultation documents released in September 2024.

Legislation

Section 117 of the Land Transport Management Act requires the Council to work towards developing public transport services and infrastructure, and engage with the public on the design and operation of the system. Council must also review and update this engagement and plan every three years.

With this in mind, our submission will focus on the needs and requirements of the Te Kohanga Moa Inglewood area in regards to public transport, so that we have a reality whereby 'Better Choices' are available, economic, accessible and convenient - and as a consequence will impact positively on reducing vehicle km's traveled, emissions reduction and community/environment wellbeing, throughout the New Plymouth District and Taranaki.

This submission will focus on the future provision of a public transport system that is well-integrated with other modes of transport. As a rural community that is currently not well served by public transport, or active choices, or a decent safe roading system, there is little point delving into active transport modes, as we feel this is a natural flow on from when we achieve much needed gains in public transport, rail and roading issues.

Note

It is a constant frustration to this community that we have at least three authorities (NPDC, Waka Kotahi, and TRC), as well as various central government agencies that we need to consult with, engage with, submit and appeal to, over issues that are so closely interlinked. Oftentimes, owing to our high dependence on the state highway network, we are faced with a lack of ownership over who actually can make meaningful change for behalf our community. As we sit and absorb the consultation documents that will feed into the Regional Public Transport Plan, we are also cognisant of the other strategies, plans and statements that overlay the work TRC are currently doing within public transport provision.

To name a few:

- Waka Kotahi's National Land Transport Programme

Better Travel Choices Survey

- 30 year Arataki Vision, of which Taranaki has it's own Arataki Vision Statement and strategy.
- Taranaki NLTP
- NPDC Cycle Strategy,
- Infrastructure Strategy, NPDC
- Draft Integrated Transport Plan, NPDC
- Transportation Asset Management Plan, NPDC
- Speed reviews
- Regional Land Transport Plan, NPDC
- Taranaki Regional Public Transport Plan.
- NPDC District wide emissions reduction plan
- NPDC Climate action framework

As part of this submission, we would like to point out that it might be time for the three authorities (plus the other two district councils) to devise a method for greater collaboration and create one central organisation to coordinate the transportation efforts of the region, reducing the touch points and overlap of the various organisations presently tasked, sharing of strategy resources and oversight - this would help in creating a far more meaningful community engagement process which better reflects the voice of the community, and allows simple and effective community engagement in one centralised place. The current structure is cumbersome for most busy community members to meaningfully connect into and be part of, recent rounds of consultation have resulted in apathy and 'consultation fatigue' by those same people who choose to meaningfully engage time after time. It is also frustratingly so for us as elected members, having only recently been advised of the layer of bureaucracy and administration we need go through in order to land any meaningful change for our communities. That is the challenge for our leaders and managers - some creative thought and big picture thinking applied could result in a coherent solution for a more integrated network plan.

Regional Public Transport Plan Feedback

We fully support more people travelling by options other than the private car for more of their journeys. We support: active (walking, cycling and other active travel) and public transport system that provides safe, healthy and environmentally sustainable options for a range of journeys. A bus network that you can rely on, and which gives additional choice for our community, for a wider range of journeys and provides a public transport system that is well-integrated with other modes of transport.

We note the six times daily service for Bell Block and Waitara has been highly successful. We urgently implore TRC to investigate a similar frequency service for Egmont Village and Inglewood. Such a service would reduce pressure on the Connector as well as increase connectivity for our town and surrounds. There needs to be consideration of a terminal in Inglewood that would allow a bus to travel around residential streets, making it more attractive than using the Connector as it would get residents closer to their homes and businesses.

Better Travel Choices Survey

We noticed the following in the Regional Public Transport Plan 2024-2054 Consultation draft September 2023 (page 16). "The Your Connector routes – predominantly used by school and college students – have very high numbers, and the operator is now providing additional vehicles because of overcrowding. The Connector has a higher average passengers per journey than any Citylink urban service, albeit spread over a long route. Connector supports a relatively high number of passengers for the relatively low level of frequency, which indicates significant potential for further service improvement both on weekdays, and possibly weekends."

This statement is heartening to see documented in the consultation document. What is disheartening, is to see the proposed strategy:

Regional bus services

| ROUTES | EXISTING | PROPOSED |
|----------------------------|---------------------------|---|
| Connector (Hāwera – NP) | 4 return journeys per day | <p>No change to service or frequency.</p> <p>Timetable changes to improve punctuality.</p> <p>All inbound services run via New Plymouth city centre and then Base Hospital.</p> <p>All services run via Hāwera Hospital in both directions.</p> |

We strongly believe there is an urgent case to review this proposal and effect an immediate trial of greater frequency along The Connector route. The proposal does not align with the feedback and information that has been collected previously. As community representatives we also hear 'on the street' frequently that the bus service is not fit for purpose due to infrequency.

Other feedback:

Our public transport challenges

- Because the Connector is so popular at peak times, it can be difficult or impossible to get on by the time it gets to Inglewood. This discourages use.
- Some are unaware the Connector exists as an option as the bus is low profile with few obvious stops and little bus information available.
- There is no public transport infrastructure (bus stops, shelters or signs) in Egmont Village or Tariki, and only one shelter at one of Inglewoods two stops.

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- Demographically, Inglewood has [eg many young people, retired people and folk on low incomes eg big bus users] which gives it extra potential to generate more passengers and means potential benefits for more people.
- While many Inglewood residents head to New Plymouth for work, activities and shopping, New Plymouth's multi-centric layout makes it harder to access destinations like The Valley and Bell Block on public transport.

Our feedback on your plans:

- Better Travel Choices is built around encouraging those who currently travel by private car to choose other modes where possible. We support this approach as a marked improvement on previous policy positions where public transport is seen as being a back up for those who can't drive. To achieve this goal, public transport must be made easy and convenient and sometimes be given priority over driving.
- Better Travel Choices proposes establishing transport hubs on main roads in towns such as Inglewood, Stratford and others so that buses like The Connector can follow more direct routes. These hubs would also provide facilities like public toilets, car and multi-modal (bike, scooter etc) parking and food and drink, all designed to make public transport more attractive. We support establishing these facilities because [eg, they would make public transport more convenient and raise its profile, as well as providing a community resource for others.]
- We note that while most New Plymouth city routes will receive a much improved Saturday service from 2024, the Connector is not included. As The Connector is one of Taranaki's most used buses, it seems the greatest potential to boost patronage is in offering a Saturday service on the Connector.
- We support plans to make the Connector timetable more realistic from 2024. Having the last bus leave New Plymouth after 5pm will make this bus more usable for more people. However, this will probably further increase passenger numbers, making it harder for Inglewood users to use it as the bus is already oversubscribed at peak times.
- Bus services must be properly promoted with widely available and easily digestible promotional material. Putting timetables in libraries and Isites, and online, is not enough— people will go into petrol stations, dairies, cafés, marae, schools and churches to ask for bus information. The more information out there, the better. There could also be more promotion of the ability to take bikes and to catch the bus from anywhere along State Highway 3 if booked in advance, as few people know about these options.
- We support the intention to ensure future Connector buses are wheelchair accessible when negotiating new contracts in 2025.
- We agree that the number of Connector bus stops within towns such as Inglewood could be increased to make the walk to the bus stop shorter for more people.

Locations for new bus stops could include:

- Outside and opposite Inglewood High School
- Near Pukatea Street
- Opposite Moa Dairy

Better Travel Choices Survey

- o Near Miro Street
- o Near Brookes Street

- Better Travel Choices refers to investigating passenger rail connections with Whanganui, Palmerston North and beyond. Passenger rail will be a vital part of the equation of shifting more journeys away from private cars as it has many advantages over buses including continuing to operate if roads are blocked by works, weather events or road traffic accidents. People prefer the smoother ride and being able to get up and move around while travelling. The biggest limiting factor today may be the state of the rails leading to very slow maximum speeds of 25-45km/hr. These also heavily impact rail freight. Prioritising investment in improving rail speeds should be the first priority. We recommend a feasibility study to establish the likely costs involved and demand potential.

Re: Active Travel.

There are too many barriers for people to change, in Inglewood district. Until the roading infrastructure, safety, layout and public transport system is addressed, there is little to no point in us advocating for active travel modes. Our barriers are life and limb - one takes their life into their hands when they attempt a simple walk or cycle in our current system. This needs to change - then we can focus on mode shift, active choices, and reducing emissions further.

Regards

Sarah Lucas.
Nick Jones.

Better Travel Choices Survey

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|-------------------------------|
| Submission Number: 175 |
| Chris Molloy |

P1 Q3 - If you ranked higher weekday frequency on existing services as the most important, please specify which one(s):

All of them

P1 Q4 - If you ranked new services as the most important, please specify which one(s):

Airport to city centre link

P1 Q5 - If you ranked more evening weekday services as the most important, please specify which one(s):

All of them

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

No

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

No

P1 Q9 - We have set out our proposed 2025 - 2030 Citylink (New Plymouth) bus route improvements. Please tell us what you think of the proposed routes, and more specifically if the changes have benefits or drawbacks to your travel plans:

Increasing frequency of services overall will help reach a threshold where more New Plymouth people feel like public transport is a good option. I don't have a preference for which services to upgrade. Just getting the job done is most important.

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

Yes - occasionally

P1 Q13 - Would you use public transport on public holidays?

Yes - occasionally

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

No

P1 Q16 - Note any of the proposed four new services that you would use:

Cross-town links (avoiding city centre)

Airport to city centre link

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

Yes - regularly

Better Travel Choices Survey

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

No

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Yes

P1 Q22 - If so, what services and facilities would motivate you to use the hub?

Would need to see more detail. Sounds like a good idea.

P1 Q24 - Are there any other initiatives you would like us to consider?

Multi-modal freight hub, essentially a Port Taranaki Inland Port or ports, perhaps at Lepperton, with an additional hub at Hāwera or perhaps further south. Would need a good understanding of freight origins and destinations to best site this. A key outcome for public transport and people movement would be getting freight off New Plymouth streets and onto the existing railway line, thus making it much easier to implement improvements to cycling on city streets, better public spaces etc. It seems bizarre that freight is transported to the port by road when there is a perfectly good bypass in the form of the railway line to the port.

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

Probably originating in New Plymouth and towns so that people don't have to travel by car to get started

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - regularly

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

Improved health, reduced fossil fuel use, etc

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

In the places already identified and funded (inadequately it seems) by Waka Kotahi

P2 Q6 - Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

All the little shopping areas around New Plymouth, e.g. Fitzroy, Strandon, Vogeltown, West town, etc.

P2 Q9 - If you use a car to commute all or part-way to work, what are the challenges in switching to active travel?

None really. I regularly commute by bike from New Plymouth to Bell Block Industrial Area via Coastal Walkway or Old Devon Road route.

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth city

Better Travel Choices Survey

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|-------------------------------|
| Submission Number: 179 |
| Alex Connolly |

P1 Q3 - If you ranked higher weekday frequency on existing services as the most important, please specify which one(s):

Number 9 route through Glen Avon

P1 Q6 - If you ranked higher frequency or new weekend / public holiday services as the most important, please specify which one(s):

Number 9 Glen Avon

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

No

P1 Q9 - We have set out our proposed 2025 - 2030 Citylink (New Plymouth) bus route improvements. Please tell us what you think of the proposed routes, and more specifically if the changes have benefits or drawbacks to your travel plans:

Glen Avon community needs to be connected to town and we would greatly miss this bus service. Our children use this weekly and it's a great adventure and excuse to ditch the car. We have just gotten used to using this fantastic service it saves us walking up the huge Glen Avon hills and my kindy child has made friends with Rod the bus driver we really need the Number 9 to continue.

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q13 - Would you use public transport on public holidays?

Yes - occasionally

P1 Q14 - If yes, please let us know which routes or list the destination/suburb(s) you would use:

Glen Avon Number 9

P1 Q17 - Are there any other route changes that you'd like us to consider?

Please keep the Glen Avon Number 9 route to keep us connected

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

P1 Q20 - Are there any particular communities you think would benefit from this?

P1 Q20 - Are there any particular communities you think would benefit from this?

Please tell

Is that there is an option to use a bus with 3 young children to go into town and back minimal organisation and right outside our Glen Avon doorstep keep the number 9

Better Travel Choices Survey

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

Glen Avon

P2 Q6 - Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

Glen Avon

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

Keep the number 9 bus and promote its fantastic service and use

P2 Q10 - What would enable you to make more journeys to work using active travel?

Yes we are already switching to the bus once a week from Glen Avon

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth district

Better Travel Choices Survey

| |
|-------------------------------|
| Submission Number: 191 |
| Jenny Hatch |

P1 Q3 - If you ranked higher weekday frequency on existing services as the most important, please specify which one(s):

Route 9 Glen Avon to city

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

No

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

No

P1 Q9 - We have set out our proposed 2025 - 2030 Citylink (New Plymouth) bus route improvements. Please tell us what you think of the proposed routes, and more specifically if the changes have benefits or drawbacks to your travel plans:

We are very concerned to hear about changes and drawbacks to Route 9 - taking the suburb of Glen Avon off route. As a suburb, we will have no access to public transport services. It takes 20 minutes to walk from Glen Avon to Fitzroy, (sometimes longer for kids and little legs). Walking to the Valley is not pedestrian friendly (no footpaths to the bus stop in the valley!) and it is just as far to walk there.

School Children use this bus service to get to schools all across town from the suburb of Glen Avon. They catch the 7.40am or 8.20am bus to get to town to catch another bus from Ariki Street onto Highlands Intermediate, Francis Douglas or Devon schools. Kids also use these buses to get to their schools of Fitzroy, Girls High and Boys High. They also use the route coming home again, arriving around 4pm. Families have used this service, as we like to do our bit for the environment, it's convenient, it saves petrol, and kids like the independence too. This has provided a service, however it takes about an hour to get to some of the schools across town because of the bus connections. Another 20 minutes walk to the bus stop -before getting on the bus is not acceptable, and parents will need to take their children to school by car which is undoing all the great benefits!!

My husband is also a regular user of the 7.40am bus to work in town. He then catches the 5 or 6.20pm bus home.

I know of parents with preschoolers and elderly who use the bus to get to town during the day, supporting our city centre!

I like the proposal of weekend buses, and also the buses every 30 minutes idea for 2025.

This would get used in our area by adults and our teenagers alike going into town! The more frequent runs would greatly aide this, as it wouldn't dictate how much/little time you had in town before you needed to catch the bus home (at the moment, we wait another hour).

The rural school bus service runs right down Smart Road, yet our kids are NOT eligible OR able to take this bus. At the very least we would like you to consider Glen Avon's need of access to public transport for the before and after school/work hours of 7-9 and 3-6pm. The elderly who use the bus in the suburb would also call out for more frequent hours in the day, so please just keep it the same or improve.

The bus has been much more user friendly since the addition of GPS and the bus app! You can see if the bus is running to schedule, or how much time you have to wait, it's been fantastic!

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

Yes - regularly

Better Travel Choices Survey

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

Yes - regularly

P1 Q12 - If yes please let us know which routes or list the destination/suburb(s) you would use:

Route 9 Glen Avon to city

P1 Q13 - Would you use public transport on public holidays?

Yes - occasionally

P1 Q14 - If yes, please let us know which routes or list the destination/suburb(s) you would use:

Route 9 to city

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

No

P1 Q16 - Note any of the proposed four new services that you would use:

Airport to city centre link

More routes to Taranaki Base Hospital

P1 Q17 - Are there any other route changes that you'd like us to consider?

Keep Glen Avon Route 9

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

Yes - regularly

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

The Valley should be pedestrian friendly. It has no footpath.

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - occasionally

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

The bus route 9 is used by Glen Avon by families to get to schools all over town. Taking Glen Avon Route 9 off the proposed new route, creates a huge challenge, and we will need to start to use our cars!

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

Keep the bus!

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth city

Better Travel Choices Survey

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| Submission Number: 203 |
| Ashea Lowden |

P1 Q5 - If you ranked more evening weekday services as the most important, please specify which one(s):

The connector or anything service reaching Inglewood

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

No

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

No

P1 Q9 - We have set out our proposed 2025 - 2030 Citylink (New Plymouth) bus route improvements. Please tell us what you think of the proposed routes, and more specifically if the changes have benefits or drawbacks to your travel plans:

It's unclear what you are trying to achieve. I see pros and cons. Disappointed to see Glen Avon cut off map as the bus may be important to some people -- this concerns me most. I see some cuts to the Marfell route. It seems like the aim is to go for an easier option in some cases. A couple of areas have more service.

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

Yes - occasionally

P1 Q12 - If yes please let us know which routes or list the destination/suburb(s) you would use:

Would need to have a Connector service on Saturdays in order to use the New Plymouth services on Saturdays.

P1 Q13 - Would you use public transport on public holidays?

Yes - regularly

P1 Q14 - If yes, please let us know which routes or list the destination/suburb(s) you would use:

Inglewood-New Plymouth

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

Yes - regularly

P1 Q16 - Note any of the proposed four new services that you would use:

Cross-town links (avoiding city centre)

Airport to city centre link

P1 Q17 - Are there any other route changes that you'd like us to consider?

I think the Connector does a pretty good job. The 1.20pm goes straight to the hospital via the one way, but I'd prefer there was one stop on the One-Way system so that we don't have to go to the hospital to get into town. It would streamline things a bit for people like me -- I'd have more time to utilise in town.

Better Travel Choices Survey

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

No

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

Yes

P1 Q20 - Are there any particular communities you think would benefit from this?

Whangamomona, or any town or small village that's further away or doesn't have any other connections

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Yes

P1 Q22 - If so, what services and facilities would motivate you to use the hub?

Primarily a nice shelter is important, seating, maybe public toilets if the place doesn't have any nearby

P1 Q24 - Are there any other initiatives you would like us to consider?

If there was a passenger train, I would catch that eg, Inglewood to New Plymouth, Whanganui. I quite like trains - more for a day out.

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

Inglewood. It's a bit limited currently - we don't have walks like the Huatoki (forest walks) in New Plymouth. Country walks would be nice too. I'm on the Standish Street side, but there are more walks on the other side.

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - regularly

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

Relaxation, exercise, social. I'd like to not see dogs off their leashes -- they can be frightening.

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

Coastal Walkway in New Plymouth could do with a line to show where cyclists should go. People need to be more considerate in giving people space. Sometimes people spread out in groups and bikes weave in and out. (Markings could be like in Oriental Bay in Wellington.)

P2 Q6 - Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

Reduction in trucks in general would be good. I'm all for putting them on the rails!

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

Yes

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth district

Better Travel Choices Survey

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| Submission Number: 236 |
| Kieran Horton |

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

No

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

No

P1 Q9 - We have set out our proposed 2025 - 2030 Citylink (New Plymouth) bus route improvements. Please tell us what you think of the proposed routes, and more specifically if the changes have benefits or drawbacks to your travel plans:

I am not currently living somewhere that can utilise them, but this is not all about me so I want to make my support for any and all improvements to public transport very clear. One of Taranaki's limitations is everything is 30 minutes away from everything else, and that puts a lot of travel costs on commuters, businesses etc.

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

Yes - occasionally

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

Yes - occasionally

P1 Q12 - If yes please let us know which routes or list the destination/suburb(s) you would use:

I live rurally at the moment but I would like to use PT when possible.

P1 Q13 - Would you use public transport on public holidays?

Yes - occasionally

P1 Q14 - If yes, please let us know which routes or list the destination/suburb(s) you would use:

I live rurally at the moment but I would like to use PT when possible.

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

Yes - occasionally

P1 Q16 - Note any of the proposed four new services that you would use:

Cross-town links (avoiding city centre)
 Airport to city centre link
 More routes to Taranaki Base Hospital
 Waitara Express

P1 Q17 - Are there any other route changes that you'd like us to consider?

Anything that will connect communities.

Better Travel Choices Survey

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

Yes - occasionally

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

Yes

P1 Q20 - Are there any particular communities you think would benefit from this?

Our dispersed small communities who need to travel 30 minutes just to get to the next one (and perhaps over an hour to NP) would greatly benefit from this.

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Yes

P1 Q22 - If so, what services and facilities would motivate you to use the hub?

Train, tram, bus, uber

P1 Q23 - Are there particular townships that you think would be a priority for these?

New Plymouth, Bell Block, Waitara, Inglewood, Stratford, Hāwera. I would like them around the coast but I don't think the rail line goes out there.

P1 Q24 - Are there any other initiatives you would like us to consider?

Is this still about buses or can I start on other modes? Very light rail connector between Bell Block and NP to avoid that awful intersection. Tram from Fitzroy to the other side of city centre. Throw the parking off those cramped streets into a parking tower on the border of the city centre so we can pedestrianise + tram it so we don't have to go through the pain of driving and parking on it in modern cars which tend to be larger than old ones.

I would also like to see us either put as much freight as we can on rail to save State Highway 3 or electrify our rail line for 160kph top speed tilting trains that could zip between Hawera, Stratford, New Plymouth etc. NP to Stratford along 3A (roughly the train route) is 45km and at 19.4 million per km is 873 million which is steep until you factor in going NP to Stratford in about 20 minutes but it would realistically need to be part of a wider national network which leads me to...

I also think we need to aggressively put our foot forward for the eventual return of national passenger rail in a semi-HSR mode. Central Government will be forced to, whether red or blue, by reality within 30 years. They will prioritise the golden triangle and Auckland - Wellington. We will fall behind economically if we do not push hard for Auckland - Hamilton - New Plymouth - Whanganui - PN - Wellington route. Auckland to Wellington on full electric 160kph tilting train (average 100kph) is 6 hours journey for 12.5 billion dollars at 19.4 million per km rail. That could be done today, and we will fall behind as a region if someone else gets in on that economic pie first and the route doesn't go through Taranaki. Imagine living in Stratford and working in Hamilton (2-3 days a week in office). Rail can cause a community and economic boom for our smaller towns.

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

City centre. Close the old ancient roads to cars that are excruciating to drive on, nevermind parking. State Highway 3 running through the middle of Inglewood and Stratford with about ten logging trucks per car is also disgusting to look at but those communities may benefit from the highway traffic.

Better Travel Choices Survey

In general I would like to see the coastal walkway improved on as it already has great use as an active travel motorway. The extension to Waitara is great and I've heard there are plans to cut up and into the city centre to Pukekura Park? Great idea.

A walkway/cycleway along State Highway 3 would be cool. It probably wouldn't get the daily use to justify millions of dollars of concrete (according to taxpayers we're only allowed to spend millions on potholes every 6 weeks) but it would be pleasant on a weekend to bike from Inglewood to Stratford without risking death by logging truck or tradie van. In general I would like to see the coastal walkway improved on as it already has great use as an active travel motorway. The extension to Waitara is great and I've heard there are plans to cut up and into the city centre to Pukekura Park? Great idea.

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - regularly

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

There are the obvious climate and health improvements but I will add that driving sucks. I love race cars and I drive an SUV (through being too lazy to sell more than anything) but walking is mentally so much nicer than driving along either crowded urban environments trying not to kill anyone or driving at 60kph on a potholed state highway behind a 10 car queue trying not to kill everyone, which is what I do every morning.

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

The middle of New Plymouth. Might be workable in Hāwera too but been too long since I was there. Waitara?

Inglewood. Make the heavy traffic bypass, which is about 200m long, the main road. Traffic just gets awkward at both ends because of the double route anyway. Pedestrianise the main street. The shops there are quite nice.

P2 Q5 - If you have mobility issues, please identify areas you would like to see more road space given over to improve how you travel?

I don't have mobility issues.

P2 Q6 - Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

All of them.

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

Distance or safety I imagine. I only have my own experiences as a child which were being driven to the bus stop at the bottom of the road before a 1 hour bus ride. That drive was walkable because I had to do it more than once from various locations on it :) my friends in town often walked or biked to school. When I drive I don't like being around kids because they're erratic, so more physical separation between active and vehicle transport would be good.

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

There is probably already too much built to make proper physical separation like we can do in new developments, so we could either reduce speeds and/or reduce traffic on the roads.

Better Travel Choices Survey

P2 Q9 - If you use a car to commute all or part-way to work, what are the challenges in switching to active travel?

Far too far to go realistically for someone of my fitness level, motivation etc. 30 minute drive to work on the open road. I want other people to have the option of active travel though.

P2 Q10 - What would enable you to make more journeys to work using active travel?

Living closer to work or being very fit. I think others who live and work in the same settlement would find good walking and cycling paths helpful.

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

Absolutely.

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth district

Better Travel Choices Survey

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| Submission Number: 239 |
| Brendon Kroon |

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

No

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

No

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

No

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

No

P1 Q13 - Would you use public transport on public holidays?

No

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

No

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

No

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

No

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

No

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

We already have the walkway in New Plymouth

P2 Q2 - If new improved active travel routes were built, would you use them?

No

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

Taranaki is only a small region. Getting around in a private car is more convenient because of what I said above

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

There are already cycle lanes on main street routes in New Plymouth. I have noticed that they don't get makes on green anymore. Please leave the streets alone.

Better Travel Choices Survey

P2 Q6 - Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

I live in Inglewood

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

Inglewood highschool staff have car pooled since the school became an enviro school.

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth district

Better Travel Choices Survey

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| Submission Number: 241 |
| Victoria Coleman |

P1 Q3 - If you ranked higher weekday frequency on existing services as the most important, please specify which one(s):

All of them. They are currently unusable due to the infrequent of the service. Number 8 for example cannot be used by most people living in Merrilands/Highlands Park. The service more or less runs once per hour and you are looking at even reducing that. That's idiotic and making an already inept service even worse. We need buses every 20 minutes and at a bare minimum every half hour to make the service usable

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

No

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

Yes - occasionally

P1 Q9 - We have set out our proposed 2025 - 2030 Citylink (New Plymouth) bus route improvements. Please tell us what you think of the proposed routes, and more specifically if the changes have benefits or drawbacks to your travel plans:

The changes have no purpose and if you reduce the number of overall runs the bus service will be even more useless than it is now, which is barely usable. We need more frequent services so using public transport is actually convenient instead of an impossible problem.

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

Yes - regularly

P1 Q12 - If yes please let us know which routes or list the destination/suburb(s) you would use:

All routes we would take the kids out or go out for dinner or an event without the car which would be brilliant. We specifically would use the number 8 if we actually could. It currently doesn't run enough to be of any use to our family.

P1 Q13 - Would you use public transport on public holidays?

Yes - regularly

P1 Q14 - If yes, please let us know which routes or list the destination/suburb(s) you would use:

Number 8 and all other routes

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

Yes - occasionally

P1 Q16 - Note any of the proposed four new services that you would use:

Cross-town links (avoiding city centre)
More routes to Taranaki Base Hospital

Better Travel Choices Survey

P1 Q17 - Are there any other route changes that you'd like us to consider?

More frequent services for all routes so people can actually use public transport. I tried to catch the bus the other day which is a rare occurrence and I missed it by 30 seconds. The bear hour wait for the next bus meant I had to take my car to town to m

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

Yes

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Yes

P1 Q24 - Are there any other initiatives you would like us to consider?

More frequent busses!!!! How many times does the community have to make it clear that the issue is the infrequency of services and this prevents the public using public transport. The current service is inconvenient and very much lacking.

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

Everywhere

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - regularly

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

It would benefit my mental and physical health and allow me to cycle or walk rather than drive. I think it would connect the community and be very beneficial.

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

Everywhere

P2 Q5 - If you have mobility issues, please identify areas you would like to see more road space given over to improve how you travel?

Everywhere

P2 Q6 - Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

Everywhere

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

I want to cycle the kids to school but it is impossible and not safe on our current roads. This is stupid given we are only 2km from school and cycling would be our preferred method of transport.

Better Travel Choices Survey

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

Provide safe spaces for walkers and cyclists. The current cycle lanes are barely half a meter wide with cars all parked in them taking up the rest of the space.

P2 Q9 - If you use a car to commute all or part-way to work, what are the challenges in switching to active travel?

We would gladly bus as we are too far to walk or cycle but the busses don't meet our needs as they are too infrequent

P2 Q10 - What would enable you to make more journeys to work using active travel?

Safe walking/cycling lanes and better bus service

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

Yes good idea

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth city

Better Travel Choices Survey

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| Submission Number: 256 |
| Jon Palmer |

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

No

P1 Q13 - Would you use public transport on public holidays?

No

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

No

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

No

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

Yes

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Yes

P1 Q22 - If so, what services and facilities would motivate you to use the hub?

I live rurally so need a car to get to the bus, so not really feasible

P1 Q24 - Are there any other initiatives you would like us to consider?

Yes, 70km speed limit at Ngaere and Ngaere and a pathway from the township to the school to protect the young families that now live there

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

Ngaere township to Ngaere school

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - occasionally

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

Community

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

None, other than Ngaere

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

No walk way from Ngaere to Ngaere school

Better Travel Choices Survey

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

Build a foot path and reduce the speed to 70km

P3 Q3 - Which part of Taranaki do you live in?

Stratford district

Better Travel Choices Survey

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| Submission Number: 253 |
| Urs Signer |

P1 Q3 - If you ranked higher weekday frequency on existing services as the most important, please specify which one(s):
ALL OF THEM!

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?
Yes - occasionally

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?
Yes - regularly

P1 Q9 - We have set out our proposed 2025 - 2030 Citylink (New Plymouth) bus route improvements. Please tell us what you think of the proposed routes, and more specifically if the changes have benefits or drawbacks to your travel plans:
I have no idea where in the two documents you are referring to the timeperiod 2025-2030. Are you referring to Figure 5 on page 22? If so, it's disappointing. It fails to integrate so called 'school buses' and 'normal buses'. It's all just PT and should be treated as one integrated service that allows people to move across the city and the region. The routes are ok-ish, but this discussion is pointless if we are still talking about one bus every 60 minutes and just on weekdays, during the day. You need to do better!

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?
Yes - regularly

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?
Yes - regularly

P1 Q12 - If yes please let us know which routes or list the destination/suburb(s) you would use:
We live rurally - so we want the coastal Southlink service extended. But this is not about us - it's about the whole region decarbonising our transport.

P1 Q13 - Would you use public transport on public holidays?
Yes - regularly

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?
Yes - occasionally

P1 Q16 - Note any of the proposed four new services that you would use:
Cross-town links (avoiding city centre)
Airport to city centre link
More routes to Taranaki Base Hospital
Waitara Express

P1 Q17 - Are there any other route changes that you'd like us to consider?
As stated above, I want you to end the distinction between school bus and non school bus. There is no need for it. PT is for everyone and if we can move thousands of schools students

Better Travel Choices Survey

every day, then we need to provide a service that enables all of the community to use PT to get to places. What is in place at the moment is completely inadequate. And what is proposed is even worse. You are ultimately proposing a cut in services disguised as an improvement.

Your proposed changes are based on the route review report carried out by Taith Consulting. I have read that report. If this proposal goes ahead with just hourly services on most routes, then this is in fact a reduction in services, as outlined on page 15 of that document. If this was done as a half-hourly service, it would cost an additional \$1.1 million over 50 weeks, according to the review. The hourly option will cut services from 14 to 12 for all services, and even more for No. 5. This is an absolute disgrace! I cannot believe that we are discussing a reduction in PT services in the middle of a climate crisis. Furthermore, I am extremely disappointed in the way you have communicated this proposal to the public.

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

Yes

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Yes

P1 Q22 - If so, what services and facilities would motivate you to use the hub?

Multi-modal hubs sound great - but if you are not prepared to actually fund PT, then are actually just describing a parking lot? Come on, put some actual funding into PT rather than proposing a cut in services.

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

Everywhere - but they need to be around getting from A to B, around commuting, not just rich people getting some recreational activities done.

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - regularly

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

Everywhere. thanks

P2 Q10 - What would enable you to make more journeys to work using active travel?

PT!!

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

Yes

P3 Q3 - Which part of Taranaki do you live in?

South Taranaki district

Better Travel Choices Survey

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| Submission Number: 260 |
| Sharon Bevins |

P1 Q4 - If you ranked new services as the most important, please specify which one(s):

Passenger rail

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

No

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

No

P1 Q9 - We have set out our proposed 2025 - 2030 Citylink (New Plymouth) bus route improvements. Please tell us what you think of the proposed routes, and more specifically if the changes have benefits or drawbacks to your travel plans:

The routes are still circular and not frequent enough. You need to move to a patronage model. As set out in your own document (RPTP) on p 20 in your case for mode shift from car to bus, the evidence from around the world, including NZ, demonstrates that people will use bus systems which are frequent "every 20 minutes or less in urban areas". I will get out of my car if buses are frequent. Talk to Antonie Tonnon, Whanganui have achieved some success with The Tide.

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

Yes - regularly

P1 Q12 - If yes please let us know which routes or list the destination/suburb(s) you would use:

I live in Carrington Street (route 6). The most frequent routes would be to town, Bell Block to visit my uncle and to Lorna Street to visit grandies. Buses have to be more frequent though as anywhere other than town would have connections

P1 Q13 - Would you use public transport on public holidays?

Yes - occasionally

P1 Q14 - If yes, please let us know which routes or list the destination/suburb(s) you would use:

As above

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

No

P1 Q16 - Note any of the proposed four new services that you would use:

Cross-town links (avoiding city centre)

Airport to city centre link

Better Travel Choices Survey

More routes to Taranaki Base Hospital

P1 Q17 - Are there any other route changes that you'd like us to consider?

You need more there and back routes, the buses have to be frequent.

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

No

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

Yes

P1 Q20 - Are there any particular communities you think would benefit from this?

Those that don't drive - disabled and low income. However if you're looking at mode shift then you should also be marketing to Joe Bloggs.

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Yes

P1 Q22 - If so, what services and facilities would motivate you to use the hub?

Passenger rail

Lock up for bikes

P1 Q23 - Are there particular townships that you think would be a priority for these?

Main towns in Taranaki

P1 Q24 - Are there any other initiatives you would like us to consider?

Passenger rail. This is needed in addition to buses. Very popular as so comfortable, more like an experience whereas people tend to view bus travel as lost time. Easy to work on a train. Good for disabled and elderly, carting bikes (joined up travel).

Supports environmental goals, safer and leaves more space on the road which is great for active modes too. Its a no-brainer!

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

The 3 recent proposals for cycling in NPDC Your Way were a good start. Merriland, Devon St and St Aubyn Street all important routes. I want to be able to get around NP more safely, I feel very unsafe riding to New World via Carrington Street and Liardet.

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - regularly

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

I would cycle more regularly. Its great for everyone's health and would be so good to encourage kids to be more active for their physical and mental health, kids should be able to move around their communities. And the climate crisis is desperate, investing in active travel sends a message that getting out of cars is important. You need to do a big sell job to help people think beyond the convenience of the cars.

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

Better Travel Choices Survey

Main routes offer the most opportunity for mode shift as per recent proposals. Often bike on Devon St, one way system and around the central city, very scary! Use your transport advisors to identify key routes

P2 Q6 - Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

Along Devon St, Fitzroy, Merrilands, Westown

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

Insanely busy traffic

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

Prioritise active travel by creating more space for it, this means slowing traffic and disincentivising car travel. I had no problems with in-lane bus stops, needs to be a culture shift so people understand that public/active transport have priority like in other countries.

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

Yes definately, this is really important both practically and also with the culture shift

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth city

Better Travel Choices Survey

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| Submission Number: 262 |
| Sarah Foy |

P1 Q3 - If you ranked higher weekday frequency on existing services as the most important, please specify which one(s):

No. 7

P1 Q6 - If you ranked higher frequency or new weekend / public holiday services as the most important, please specify which one(s):

No. 7 as well as those routes that go to the Valley and/or past Fitzroy and onto Waiwhakaiho.

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

Yes - occasionally

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

No

P1 Q9 - We have set out our proposed 2025 - 2030 Citylink (New Plymouth) bus route improvements. Please tell us what you think of the proposed routes, and more specifically if the changes have benefits or drawbacks to your travel plans:

Lots of great options coming but wish they could be sooner.

Reducing services to 12 a day may disadvantage some people and only operating hourly doesn't make sense.

I use the bus to commute to and from work 2-3 times a week so half-hourly at peak times eg 7.30-9am and 4.30-6pm is far more logical. If there's only one bus an hour this will be inconvenient and dissuade me from using it.

Will be keen to see how weekend services go but hope they are publicised to ensure people use them.

Great idea to have some routes that don't run into the city but around suburbs so people can get across town without having to go into PukeAriki stop and then out again.

Please can we have an airport service as even if people paid \$10 each way it would be cheaper than existing options eg taxi, shuttle, private vehicle.

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

Yes - occasionally

P1 Q12 - If yes please let us know which routes or list the destination/suburb(s) you would use:

No. 7 and buses to beaches eg Strandon/Fitzroy as well as those that went to the Valley.

P1 Q13 - Would you use public transport on public holidays?

Yes - occasionally

Better Travel Choices Survey

P1 Q14 - If yes, please let us know which routes or list the destination/suburb(s) you would use:

No. 7 and buses to beaches eg Strandon/Fitzroy as well as those that went to the Valley.

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

No

P1 Q16 - Note any of the proposed four new services that you would use:

Cross-town links (avoiding city centre)

Airport to city centre link

More routes to Taranaki Base Hospital

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

Yes

P1 Q20 - Are there any particular communities you think would benefit from this?

Inglewood, Waitara

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Yes

P1 Q22 - If so, what services and facilities would motivate you to use the hub?

Storage for bags. Secure places to lock up bikes, e-scooters. Wifi. Toilets. Chairs and tables, eating options eg coffee cart.

P1 Q23 - Are there particular townships that you think would be a priority for these?

P1 Q24 - Are there any other initiatives you would like us to consider?

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

We have good off-road pathways but not enough cycleways on roads.

Coronation Ave has a shared pathway on the Eastern side but the footpath markings have been tarsealed over. Please can they be reinstated. Also, what about a shared pathway on the western side adjacent to the racecourse to give walkers and cyclists more options.

The intersection around McDonald's, Countdown and the petrol stations at the northern approach to New Plymouth is terrible and I often end up cycling on the footpath. It doesn't feel very safe and you feel very exposed as a cyclist.

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - regularly

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

Cycling is great for my physical health and wellbeing.

it cuts down our traffic emissions. Enhances the lifestyle of our city and many other places I've visited around the world, have people regularly cycling with much more courtesy shown.

Better Travel Choices Survey

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

See my answer above about Coronation Ave

P2 Q5 - If you have mobility issues, please identify areas you would like to see more road space given over to improve how you travel?

P2 Q6 - Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

Parents are often dropping children on way to school. Sometimes they have work gear with them eg laptop as well as other stuff making other types of transport difficult.

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

It's hard to know! Safer roads in and around schools might encourage more people to cycle or use other types of transport. It's great when kids can use scooters as parents can drop them a bit further from the school gate, get a scooter out of the car and leave the child to make their own way there. We need to find a way to change people's thinking away from the 'Car is King' mentality. We need to design pathways and roads that are more communal and slow traffic down. So many of our schools are on busy routes. It will take a big change though!!

P2 Q9 - If you use a car to commute all or part-way to work, what are the challenges in switching to active travel?

Mostly the weather and the fact that I'm sometimes carrying extra gear eg work laptop, gym gear or need to make other trips or errands during or after work.

P2 Q10 - What would enable you to make more journeys to work using active travel?

I feel pretty happy with my balance right now but would love to encourage others to try. More frequent buses would help and options such as bus shelters, better bus signage and real-time information. I use the transit app and its functionality is limited

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

Yes. We all have to do it together and schools and workplaces can show leadership by encouraging people to think about options. Even if people switched a few times a week, it would make a difference.

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth city

Better Travel Choices Survey

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| Submission Number: 264 |
| Helene Rigert-Robert |

P1 Q3 - If you ranked higher weekday frequency on existing services as the most important, please specify which one(s):

Speaking in complete self interest, it would be #2 to Whaler's Gate, but higher frequency on all routes to make the option to travel via public transport to different areas of the city a "no-brainer" for everyone. If I want to use public transport as my main mode of transport then I want to be able to access different areas of the city for different purpose (leisure, shopping, drop offs etc)..

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

Yes - occasionally

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

No

P1 Q9 - We have set out our proposed 2025 - 2030 Citylink (New Plymouth) bus route improvements. Please tell us what you think of the proposed routes, and more specifically if the changes have benefits or drawbacks to your travel plans:

Referring to Table 14 in the strategy?

- more weekend services are really key, not just Saturday. We'd like to use the bus as a family for weekend outings, and having regular busing option is important, and also a large enough window to be able to spend a decent amount of time at one location. I'm not sure 6 is really enough to have that freedom of being able to be flexible e.g., I need to go home because one kid is falling sick or 'we want to stay longer because we're having such a good time'

- Buses that don't return to the centre of the city would be great. I really want to be able to take the bus to access some of the beautiful walks we have around the city e.g., walk from the wind wand to Waiwakaiho and then take the bus home or back to the city centre, but without having to take 2 buses, or wait for an hour. In one case we walked from the Ngamotu to Fitzroy and we want to take the bus. We realised that the time we would have to wait for the bus wasn't worth it as we could walk back in that amount of time, so we ended up walking (even though I was quite heavily pregnant). I was disappointed because I want to be able to use the bus. We could have been better organised, but still, it's just another reason to 'forget using the bus in NP', and to take the car - car = reliable and flexible.

- hourly is not frequent enough. I want to travel with my baby and toddler, and if we miss one bus (life is unpredictable with little ones), then waiting for an hour for the next one is a massive disincentive, this is far too long to wait with kids who can flip if they don't have their bed time or food on time etc. That fear of missing the bus and being 'stuck' for an hour is huge.

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

Yes - regularly

P1 Q12 - If yes please let us know which routes or list the destination/suburb(s) you would use:

Better Travel Choices Survey

I would take the bus to / from my home in Whalers Gate. I would like to use the bus to access walks and touristy / beautiful parts of New Plymouth - Pukekura park, the foreshore walkway & others (e.g., Te Henui, etc.), different beaches (Ngamotu, Backbeach, Fitzroy etc), different cafes around the city and playgrounds. Also to go to outings - eat dinner out in town, or to attend an event at Bowl of Brooklands / TSB stadium etc. Re: destinations: I would also love to use a bus to reach North Egmont to go hiking with the family. Parking is terrible up there, it just doesn't make sense - I don't want to take the car but there are no other options (as far as I know). A regular bus would be great, so that you have options in the morning to head up and also to head down (in case e.g., you take the wrong track and end up back at the visitor centre later than planned, or the weather packs in so you want to leave earlier).

P1 Q13 - Would you use public transport on public holidays?

Yes - regularly

P1 Q14 - If yes, please let us know which routes or list the destination/suburb(s) you would use:

See above - same for the weekend.

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

No

P1 Q16 - Note any of the proposed four new services that you would use:

Cross-town links (avoiding city centre)
Airport to city centre link
More routes to Taranaki Base Hospital
Waitara Express

P1 Q17 - Are there any other route changes that you'd like us to consider?

As I've mentioned, being able to access different parts of the city, without having to do circles around the city, would be such a massive drawcard.

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

Yes

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Yes

P1 Q22 - If so, what services and facilities would motivate you to use the hub?

Shelter and toilet facilities would motivate me, Wifi incase there's a situation where I run out of data, or I want / need to kill time and will work a bit on my laptop. Even a rest area with comfortable seating and heating / cooling would be great - that is suitable for kids. With coffee / snacks available. Clear and up to date information on transport options. Even a small grocer to pick up some groceries on the way home.

P1 Q23 - Are there particular townships that you think would be a priority for these?

Not sure.

P1 Q24 - Are there any other initiatives you would like us to consider?

Better Travel Choices Survey

Making it easier to travel with prams in the bus, some busses have just a tiny space for prams. In Europe, there are often large spaces near the centre of the bus where people can stand and provides plenty of space for prams.

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

The main arteries of the city so that people can easily get from A to B, children can bike to school. More paths that cut through neighbourhoods for walkers and cyclists would be fantastic, as this can reduce travel time significantly and also these 'no car paths' are a welcomed respite from biking next to cars / trucks. Karamea street and Barrett Road are so wide - they could easily have a biking lane, but there needs to be a shift in mindset. It seems that people feel entitled to have ample parking space outside their houses (or even businesses) (because we can), and I see so many people using their garages as lounges or storage, and cars end up along the road. In Europe, where I've live for the past 12 years, people are used to having few parking options. But there alternatives are much more developed e.g., public transport, walkways, cycle paths are well established. Providing excellent active travel options to people is an important first step to wean people off their dependence on cars.

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - regularly

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

So many benefits - reduction in emissions and air pollution, more connected communities (you interact with others more when you travel via foot / bike), less cars on the road and more space for those who need it (service vehicles, ambulances, etc.), improved health and mental wellbeing - there is a lot of research out there proving these benefits.

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

There needs to be some main routes that people can use to bike and walk without any significant deviations e.g., Barrett, SH45 / Devon street East - to get from the west of the city into the city centre for example. This is important for commuting, where we want to get from A to B the quickest possible way - and this should be the focus, on getting people out of their cars for their commutes. As mentioned, Karamea street and Barrett Road are so wide so a cycle way could be easily implemented (however, there would be less room for cars to park, but the benefits far outweigh the costs here).

P2 Q6 - Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

I would love to see some Cul-du-sacs where there are young families (not only!) become 30km zones - for example, at the end of Kararaina close or at the end of Cyrus street. I'm saying this because I feel very very reluctant to let my children bike along foot paths (I have toddlers) due to the risk of being hit by a car coming out of a driveway - it really causes a lot of anxiety. Sometimes we go to the end of Cyrus street where there are relatively few driveways and let the kids bike around there in circles. I feel there are very few 'safe spaces' for kids to bike, even on the walkway, it's so busy, that it just ends up being a stressful event when I take them on their bikes there (with many bikes speeding past, and toddlers being wonky and unpredictable etc.). I've lived in Switzerland - some residential streets are 30km zones, and the place just comes to life, people feel safer to use the roads to bike and walk and there's a stronger sense of community. Honeyfield drive and Kararaina close could be options for 30km zones, there are many young families and kids who play together in the neighbourhood.

Better Travel Choices Survey

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

The main one is safety. We have a trailer for a bike for our two kids, but I don't feel safe enough to do the pick ups and drop offs with this.

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

Make active travel safe, appealing and convenient - separated cycleways - completely separated or barriers when sharing roads with cars. Use the walkways we have and make their usable for walkers and cyclists also where possible, without compromising safety.

P2 Q9 - If you use a car to commute all or part-way to work, what are the challenges in switching to active travel?

Safety! Having to drop of kids to daycare on the way to work - this is much easier and safer in a car.

P2 Q10 - What would enable you to make more journeys to work using active travel?

Safer bike routes - separated bike paths, reduced risk of being 'doored', bike routes that are efficient / quick and convenient i.e., I don't have to get off my bike to cross a road, more zebra crossings, less cars / trucks on the road (will feel more safe and less exposure to pollution), more places to park my bike that are safe and sheltered. In general: more human centric design thinking.

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

Yes, that would be great, everyone should be on board, the benefits are just too huge

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth city

Better Travel Choices Survey

Submission Number: 151

Alastair Mayson (Horizons Regional Council)



28 October 2023

TTP0202
AM

Taranaki Regional Council
Better Travel Choices
Have your say

Via email: transport@trc.govt.nz

**FEEDBACK ON THE FUTURE OF TRANSPORT IN TARANAKI – BETTER TRAVEL CHOICES/
REGIONAL PUBLIC TRANSPORT PLAN**

Horizons Regional Council appreciates the opportunity to submit feedback *On the future of transport in Taranaki*. This feedback is made on behalf of Horizons transport officers.

Background / context

The Horizons Region lies in the lower central North Island and because of its central location, it has important land and air transport connections to the rest of New Zealand. The region is bordered by the Greater Wellington, Taranaki, Hawkes Bay and Waikato regions. A small portion of the Stratford district also falls within the Horizons Region.

In 2022 we concluded the public consultation, hearings and deliberations on our own draft Regional Public Transport Plan (RPTP). The Plan was formally adopted by Council on 29 August 2022.

Through consultation, we received a high level of engagement from our regional and urban communities. A strong theme that came through from our consultation and hearing process was the desire for more regional and rural services. This theme was not only limited to travel within our region but inter-regional travel across regional boundaries to enable access to larger centres and more options for our remote communities. Many submitters also expressed a desire to travel by passenger rail and asked for this to be represented more strongly in our Plan.

We listened to our community and as a result we enhanced our Plan in the following areas:

- Increased our focus on rail opportunities and reflected the strong desire for frequent and reliable passenger rail services to return to our region.
- Included public transport connections with Wairarapa and Taranaki communities in the list of potential future services.

Horizons *Te Mahere Waka Tūmatanui ā-rohe Regional Public Transport Plan 2022-2032* has a vision to connect people, places and opportunity. Enabling people to use public transport to get to where they want to go, when they want to go.

There are a number of possible projects which will be considered over the lifetime of this Plan. Inter-regional public transport between Whanganui and surrounding towns is signalled as one of these. Listed as a longer term, medium priority project is a Whanganui-Hāwera connector.

Better Travel Choices Survey



Horizons RPTP 2022-2032 has an action to consider inter-regional public transport options in collaboration with neighbouring regional councils and stakeholders.

Horizons recently undertook a region-wide review of regional and inter-regional services to ensure we have a connected and efficient network, and identify opportunities to reach, or better reach parts of the region with a network-oriented approach. Currently we are in the collation and analysis phase of reviewing all feedback received.

We thank Taranaki Regional Council for the feedback you provided and the strong support you gave to improving our inter-regional public transport connections.

The recent passing of changes to Land Transport Management (regulation of Public Transport) Amendment Act 2023 will remove previous impediments around planning and funding inter-regional transport solutions.

Horizons supports the Better Travel Choices goal to deliver a reliable bus network, with more choices for more people and a wider range of journeys.

As mentioned above, our feedback largely focuses on inter-regional connectivity. Our comments on this matter are outlined in the following paragraphs.

Inter-regional passenger services

The way people travel and where they want to go is not defined by regional boundaries. This is particularly so for communities near regional boundaries. Public transport is important to ensure communities have access to affordable transport options that meet their need and connect them to work, education, iwi, essential services and amenities.

Horizons supports regional and inter-regional services which link core urban networks to other core urban networks. They will reach smaller rural communities like Waitōtara, Waverley and Patea where they sit along a route. Horizons acknowledges the interconnectedness of these communities and the limited transport options currently available.

Connecting communities along the corridor from Whanganui to New Plymouth is supported. We endorse your listing of a new service to Whanganui in the section long-term potential service improvements to Connector and Southlink services.

We consider public transport access between our two regions to be important. A coordinated, joint inter-regional approach to planning new services will lead to better services for residents and visitors as well as environmental and safety benefits.

Horizons are interested in strengthening our relationship with Taranaki Regional Council given the importance of working together for cross boundary services. We therefore consider there is value in the RPTP including policies that guide development of strong communication between regional councils. This is to ensure we collaborate on public transport options across boundaries.

In summary, we suggest the following:

- Emphasis on exploring cross-boundary services between the Horizons and Taranaki regions, including regular and open lines of communication between Councils.
- Recognition of the role passenger rail could play between our regions and the opportunity such services would provide.

Better Travel Choices Survey



We appreciate the alignment and co-operation that already exists between Councils and look forward to taking the opportunity to enhance our inter-regional connections for the benefit of our communities and the environment.

Thank you again for the opportunity to provide feedback *On the future of transport in Taranaki – Better Travel Choices/Regional Public Transport Plan*.

We do not wish to be heard in support of this submission, however welcome any feedback or questions of clarification. In this instance, please contact Mark Read, Transport Services Manager on 0508 800 800 or by email at transport@horizons.govt.nz.

Yours sincerely,

Alastair Mayston
SENIOR TRANSPORT PLANNER

Copied to:

Mark Read

Fiona Ritson

Better Travel Choices Survey

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| Submission Number: 135 |
| Jesse Shepherd |

P1 Q3 - If you ranked higher weekday frequency on existing services as the most important, please specify which one(s):
coastal route

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?
No

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?
Yes - occasionally

P1 Q9 - We have set out our proposed 2025 - 2030 Citylink (New Plymouth) bus route improvements. Please tell us what you think of the proposed routes, and more specifically if the changes have benefits or drawbacks to your travel plans:

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?
Yes - occasionally

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?
Yes - occasionally

P1 Q12 - If yes please let us know which routes or list the destination/suburb(s) you would use:
coastal route

P1 Q13 - Would you use public transport on public holidays?
Yes - occasionally

P1 Q14 - If yes, please let us know which routes or list the destination/suburb(s) you would use:
coastal

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?
Yes - occasionally

P1 Q16 - Note any of the proposed four new services that you would use:
Airport to city centre link

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?
No

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?
Yes

Better Travel Choices Survey

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Yes

P1 Q22 - If so, what services and facilities would motivate you to use the hub?

regular scheduled services to/from city on coastal route

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

to/from oakura, to/from waitara. to/from Inglewood.

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - regularly

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

safety, emissions reduction, businesses outside of downtown

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

SH45 between Oakura and New Plymouth (between washer road and plymouth road.

SH3 between smart road and viskewrs road to connect cycle lane and pathway (to ride town to bell block).

From Bell block to Waitara.

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

safe cycle network

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

dedicated cycling /walkway network (separate from roads)

P2 Q9 - If you use a car to commute all or part-way to work, what are the challenges in switching to active travel?

Buses with bike racks.

P2 Q10 - What would enable you to make more journeys to work using active travel?

1.2km of shoulder between washer road and plymouth road on SH45.

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

Yes

P3 Q3 - Which part of Taranaki do you live in?

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Better Travel Choices Survey

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| Submission Number: 155 |
| Jenn O'Connell (North Taranaki Cycling Advocates) |

Better Transport Choices for Taranaki - NTCA Submission

Thank you for the opportunity to offer our feedback on this positive and ambitious strategy for transport in the Taranaki region. We appreciate the collaborative work that created this document, and the attention given to biking and active transport as an important part of our transport future.

We believe this strategy is a good start, with some really positive goals, and we encourage the council to approve this plan (with some amendments). Once approved, we encourage all councils around the region to take the goals and visions of this strategy seriously in the allocation of budgets and prioritisation of transport projects throughout the region.

Who are we?

At North Taranaki Cycling Advocates we are a group of Taranaki residents who ride bikes and work together to make cycling easier, safer, and more visible. Our members ride for many different reasons, but we know that the best way to make biking safer is to find ways to encourage more people to ride bikes more often.

We also advocate for those who are interested in biking more often, but don't feel able to within our current transport network. We were pleased to see strong community support for cycling and for the goals of this strategy and we see this support reflected in our conversations with people about biking. People want to ride bikes, but we need to make some changes to the system to enable this.

What do we like about the strategy, from a cycling perspective?

Starting with positive vision

From the very start, this strategy has a vision that focuses on people and connects transport to wellbeing and sustainability.

Increasing wellbeing and environmental sustainability of Taranaki communities by enabling people to safely and conveniently travel by public transport and active travel.

A shift towards active and public transport will improve health, reduce congestion, reduce carbon emissions, and improve efficiency in our transport network. But many in our communities do not strongly link public and active transport with sustainability and wellbeing. From research by Sustainable Taranaki, published in 2022, out of a range of sustainable behaviours, clean transport had the lowest perceived knowledge, importance and motivation.¹

This is why it's important that strategies like this one, as well as our councils and local leaders continue to draw this connection and support community understanding and behaviour change.

¹ Understanding sustainable behavioural change in Taranaki, Sustainable Taranaki.
<https://communityresearch.org.nz/research/understanding-sustainable-behavioural-change-in-taranaki/>

Better Travel Choices Survey

Setting measurable goals

This strategy contains some clear goals, which are well aligned with our group's vision for our region. We support these goals and believe that improvements to infrastructure for cycling will play an important part in achieving them.

- Reduce the number of car journeys in Taranaki by 25% by 2035.
- No vulnerable road user is killed or seriously injured across the region by 2035
- Double the number of people walking, wheeling or cycling to get to school or work by 2035.

We believe that the goals could and should be more ambitious (e.g. targeting 2030, not 2035), but support the general direction set out as a base for the strategy.

Focusing on accessibility

We advocate for a transport system that is accessible for a wide range of users, and were particularly pleased to see the goal that "All built assets regionwide (streets, centres, open spaces and buildings) are made accessible for people of all mobilities based on Universal Design Principles"

This is a big goal, but an important one. Approximately 26% of the population of Taranaki (including 40% of rainbow youth) are disabled. Up to 70% of this demographic are potential cycle users, as long as accessible infrastructure is available. Our current car-centric transport network cuts people off from employment opportunities, basic needs, and community involvement. This focus on Universal Design is an important step to offering our communities the many co-benefits of improved equity, inclusivity, and accessibility.

Creating networks

When it comes to biking for transport, we have long advocated for connected networks of infrastructure, and we are really pleased to see this explicitly recognised in the strategy. We totally agree with the plan to create a network that offers direct routes and does not require cyclists to dismount, as well as a focus on clarity and consistency of the signage along these routes.

Connecting existing infrastructure and improving wayfinding could be a quick win for cycling in our region, and we strongly support this as a focus for the Better Travel Choices strategy. We would be very happy to contribute to projects around assessing and creating these networks for cycling.

Better Travel Choices Survey

Recognising the benefits of active transport

A lot of discussion around biking and walking tends to focus on the costs and challenges of changing our transport system. We appreciate that this strategy keeps a clear eye on the benefits of creating a system that enables people to walk and ride bikes. We were particularly pleased to see some recognition of the "ability to regenerate local retail areas through promotion of active travel." Local/small businesses could be big winners from a mode shift away towards walking, biking, and bussing, and it's great to see this (and many other benefits) included in the strategy.

Planning for communication

We see the promotion, publicity, and communication of biking, walking, and busing as a big opportunity in Taranaki. Our transport system affects almost every resident in our region almost every day, and the data contained within the strategy show that many people share similar goals for a safe, connected, and sustainable transport network.

Small promotions and providing simple information, can do a lot to help people re-consider their transport options as both residents and visitors. For example, Cycle Inn has created a map of bike routes in New Plymouth that has been really popular for their customers and for other bike users in Taranaki. We are pleased to see the initiatives in Table 10 to create more public information in this space and as a group, we would be happy to support development and sharing of this information.

When it comes to the publicity/marketing campaign, we think it's important that this creates story telling and a positive narrative around shared and active transport. This strategy aims for transformation, and as such we believe that communication of how this strategy fits positively within the vision for the future of our region is paramount. Change is hard, but the more we can connect on why the change is important, the more people we can bring along as supporters and promoters of the resulting initiatives.

How could we make Better Travel Choices better?

We do have a few suggestions, below, that we think could strengthen the final strategy. However, we want to be clear that overall we support the goal and vision of this strategy and many of the initiatives within.

Prioritise transport cycling and involve transport cyclists in planning

To achieve the mode shift required by this strategy, we believe that our cycling focus should be targeted on enabling cycling for transport. How this might play out at a regional level is prioritising cycling/walking tracks that have the ability to be used for transport. For example,

Better Travel Choices Survey

cycling connections that link up our region's towns should be prioritised over primarily recreational projects like the Forgotten World Trails. We support recreational cycleways as a tourism/leisure opportunity, but also recognise that they have limited ability to normalise cycling as a form of transport. For a strategy that aims to enable mode shift away from cars, we need to focus on that cultural change in transport first.

In the proposed audit of active travel infrastructure—and in basically any planning of new infrastructure—we suggest ensuring that transport cyclists are included in the process as early as possible. Members of our group who cycle for transport on a regular basis would be happy to be consulted and contribute to the assessment and planning of active transport networks.

Include some specific small wins

This strategy has a big vision, and we applaud that. But we suggest finding ways to include some small wins along the way to this vision.

For example, this strategy includes a suggestion to extend the coastal pathway to Ōakura. This is a goal supported by many of our members, but it's a big one. A small step towards this that could be driven by TRC would be to extend the walkway through to Ngāmotu Beach or even Back Beach, by improving the walking and biking access through the public areas of Port Taranaki land.

Another easy win would be creating additional bike parking. There is a great example in the waka-bike rack at WITT of how art, historical education, honouring mana whenua and active travel infrastructure can all combine. It would be great to see similar good practice replicated across Taranaki.

Make bolder changes to Public Transport

Public Transport may not appear to be the wheelhouse of a cycling advocacy group. However, many of our members use buses, particularly for longer trips, and would use them more often with an improved service. We appreciate the efforts to balance the many constraints of public transport planning, but we would love to see more priority placed on frequency of service, including at least one service with the kind of frequency that really enables increased patronage (e.g. something similar to Whanganui's high-frequency service, Te Ngaru/The Tide.)

As the strategy says: "if mode shift is to be realised, something different has to happen" and we question whether the public transport proposals contained in this strategy are different enough to support the mode shift targets set out at the start

Better Travel Choices Survey

Build stronger connections for bikes and buses.

We also believe that the connectivity of bikes and buses could be improved to enable a new range of trips to be completed without a car. Improving this connection could include:

- Bus routes that stop at key points of bike infrastructure (e.g. the coastal pathway in New Plymouth)
 - One specific example might be creating some connection between the improved frequency on the Waitara bus route and the Coastal Walkway extension. Could some thought be put into how to make the links between bus routes, walking and cycling routes visually obvious?
- Bike parking at some of these bus stops, not just at the transport hubs.
- More advertising of the bike racks on our buses and how to use them.

These types of changes can particularly help people with mobility problems use buses, as many disabled people use bikes as mobility aids.

Consider rail

The Taranaki Roadmap 2050 vision for transport in our region includes improving the use of our rail network. This is a goal we strongly support, as many countries have shown that bikes and rail work well together. Reducing heavy traffic on our regions roads also brings big safety improvements for people riding bikes. We would love to see a specific item included to explore passenger rail options for the region, as well as investigating how we could improve rail options freight.

Improve planning for growth and development

We strongly support the intention to encourage more and denser development where there are good active travel links and consider transport links in our growth and development. However, we see some disconnect between this goal and specific initiatives included in the strategy. For example, the future urban zone at Smart Rd in Glen Avon is already poorly served for walking and cycling, and this strategy also proposes removing their bus service. The bus service changes we make now are likely to be in place for many years, and we think this growth area needs to be better considered.

We would also love to see some form of simple audit and/or communication tool that assesses existing and new suburbs in terms of shared and active travel links, provision of local services, street design, accessibility etc. This data could be shared publicly to help people make housing choices and could be used internally to prioritise initiatives relating to urban form and development.

Better Travel Choices Survey

We also believe that the section regarding "location and design of new development areas" could be clearer about requiring developers of new suburbs to include pedestrian and cycling links. Currently, many existing and new developments include cul-de-sacs without "cut-throughs" that enable walking and cycling. This type of development makes active travel distances artificially long and passively encourages car travel. We should encourage (and map) these cut-throughs in new developments, or make better use of grid-style street layouts, which have been shown to encourage more walking and cycling²

We believe that Taranaki could be a great place for riding a bike, and that a well designed transport network is essential to enabling people to choose cycling for day-to-day transport. We believe that the regional approach of the Better Travel Choices strategy could be a key part of this transformation, and encourage the council to get on board with this strategy and view support of active transport not as a cost, but as an opportunity for all road users to have a safer, healthier, and more pleasant experience when getting around our region.

Thank you for the opportunity to submit our views. We would like to speak to this submission at a council meeting.

Kind regards,

Jenn O'Connell on behalf of North Taranaki Cycling Advocates

ntca@can.org.nz

Better Travel Choices Survey

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|------------------------------|
| Submission Number: 52 |
| Tania Han |

P1 Q4 - If you ranked new services as the most important, please specify which one(s):

Extending the Southlink to other weekdays and even Saturday.

P1 Q7 - We propose to trial changes to the current Citylink service - Route 20 - with a 'Waitara Express' service. Would you use this service?

No

P1 Q8 - We propose to trial changes to the current Southlink service Ōpunake to New Plymouth, offering a peak hour morning and evening timetable. Would you use this service?

Yes - regularly

P1 Q10 - If buses were more frequent, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q11 - Would you use a Citylink (New Plymouth) weekend service?

Yes - occasionally

P1 Q13 - Would you use public transport on public holidays?

Yes - occasionally

P1 Q14 - If yes, please let us know which routes or list the destination/suburb(s) you would use:

Southlink

P1 Q15 - Would you use the proposed addition of a weekend service on the Connector (Haw to NP)?

No

P1 Q16 - Note any of the proposed four new services that you would use:

Cross-town links (avoiding city centre)

Airport to city centre link

More routes to Taranaki Base Hospital

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q19 - Do you support TRC helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

Yes

P1 Q21 - Do you like the idea of multi-modal transport and service hubs? ...

Yes

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc.) routes created?

Along the whole of Devon Street. Extend the Coastal walkway to Oakura.

Better Travel Choices Survey

P2 Q2 - If new improved active travel routes were built, would you use them?

Yes - occasionally

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

It would be safer to use them, there will be mindset changes and hopefully we will be healthier and be less of a burden on our already stretched healthcare system.

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

Devon Street

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

Being able to manage risks whilst using the active travel mode. Also time taken to travel might increase so this would need to be factored in.

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

Dedicated and protected active travel mode spaces. If biking, somewhere safe to store bikes.

P2 Q9 - If you use a car to commute all or part-way to work, what are the challenges in switching to active travel?

Being able to manage risks whilst using the active travel mode. Also time taken to travel might increase so this would need to be factored in.

P2 Q10 - What would enable you to make more journeys to work using active travel?

Dedicated and protected active travel mode spaces. If biking, somewhere safe to store bikes. Somewhere to shower if required.

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

Yes

P3 Q3 - Which part of Taranaki do you live in?

New Plymouth district

Better Travel Choices Survey

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| Submission Number: 193 |
| Lois McNeil |

P1 Q3 - If you ranked higher weekday frequency on existing services as the most important, please specify which one(s):

I'm happy with frequencies travelled as I only use the first bus of the day and one after work - either the 5.10pm or 5.50pm. I would be ok with reducing the Glen Avon route during the day when there is evidence of no passengers but not entirely removing it

P1 Q5 - If you ranked more evening weekday services as the most important, please specify which one(s):

I would be happy to have a later bus up to maybe 7pm but it depends on the support and use. I work around them now and it doesn't put me out too much. I am satisfied with the current time tables and think its a real long day for the drivers.

P1 Q9 - We have set out our proposed 2025 - 2030 Citylink (New Plymouth) bus route improvements. Please tell us what you think of the proposed routes, and more specifically if the changes have benefits or drawbacks to your travel plans:

I use the Route 9 bus from and to Glen Avon and this would definitely be an issue if the Glen Avon loop was discontinued. It would add my vehicle to the road when I do not cycle and this would be in conflict with your goal to remove vehicles from the roads in support of climate change. I would like the Glen Avon route to remain, this surely only adds a couple of minutes to the route to keep it. I am happy with the timetables for this bus route and think no additional services are needed from my perspective.

I do not want to see Glen Avon removed entirely as this would disadvantage residents and make catching the bus inaccessible, thereby increasing vehicles on the road, including my own with single person travelling, which conflicts with your goal.

P1 Q16 - Would you use any of the proposed four new services - please check the box:

Airport to city centre link

P1 Q17 - Are there any other route changes that you'd like us to consider?

I use the Route 9 bus from and to Glen Avon and this would definitely be a huge inconvenience and disappointment if the Glen Avon loop was discontinued. It would add my vehicle to the road when I do not cycle and this would be in conflict with your goal to remove vehicles from the roads in support of climate change. I, and others in our neighbourhood, would like the Glen Avon route to remain, this surely only adds a couple of minutes to the route to keep it. I am happy with the timetables for this bus route and think no additional services are needed from my perspective.

P1 Q18 - If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

Yes - regularly

P1 Q20 - Are there any particular communities you think would benefit from this?

Those that don't have a bus stop/route close to them, those without transport, or like me people that prefer to actively travel when the weather permits, and occasionally catch the bus.

I'm happy with the current set up, so i recommend checking with those directly affected.

Better Travel Choices Survey

P1 Q22 - If so, what services and facilities would motivate you to use the hub?

They would need to be clean, dry and safe

P1 Q23 - Are there particular townships that you think would be a priority for these?

best to ask those directly affected that live out of NP

P1 Q24 - Are there any other initiatives you would like us to consider?

Not changing the Glen Avon route

P2 Q1 - Where in Taranaki would you like to see new or improved active travel (cycling, walking etc) routes created?

through New Plymouth, I cycle to work if I don't catch the bus and the direct route along Northgate and the one-way systems is treacherous, I have been knocked off my bike there and it's frightening how close drivers are sometimes, and some drive in the cycle lane. with positive changes I'm sure many more would cycle as some have said they won't cycle along Northgate and the one-way systems as its too scary.

P2 Q3 - How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

It would be safer for those actively travelling, and encourage more people to use them, taking vehicles off the road.

P2 Q4 - In order to improve active travel modes on some roads, more space would be needed for things like ...Please identify any areas you would like to see more road space given over to active travel modes:

Northgate and the one-way systems in New Plymouth.

P2 Q6 - Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

Most residential streets where people cut through.

P2 Q7 - If a car is used for the school-run (either for a child being dropped off or a parent/guardian driving a child to school), what are the challenges to switching from using a vehicle to active travel?

I think the main challenges are inclement and windy weather, the safety of children and carers.

P2 Q8 - What can be done to address those challenges and make active travel a viable option?

Nothing can be done about the weather, but the safety of children and carers can be addressed by way of barriers, education of drivers and more room and options for active travel.

P2 Q9 - If you use a car to commute all or part-way to work, what are the challenges in switching to active travel?

I usually actively travel but if the Glen Avon route is discontinued, I will be taking my car when I don't ride my bike.

P2 Q10 - What would enable you to make more journeys to work using active travel?

safer roads and please don't change the Glen Avon bus route 9.

P2 Q11 - Would you like to see schools and work places developing transport plans...to enable switching to active modes?

yes, that would be good for all

Better Travel Choices Survey

Submission Number: 149

Rachael Berndt (Sport Taranaki)

Sport Taranaki Feedback on Taranaki Regional Council "Better Travel Choices" engagement.



Our Role in Active Transport

We wish to congratulate Taranaki Regional Council (TRC) on taking a comprehensive approach to regional transport planning and appreciate the opportunity to feedback on those plans.

Sport Taranaki has a vision of "Active for Life" that aims to foster physical activity for all people in the region. Physical activity is a key component of health and wellbeing and an excellent investment. According to research from Ihi Aotearoa/Sport New Zealand every dollar invested in physical activity generates \$2.12 in social benefits.

Taranaki people have a wealth of sport and active recreation opportunities and well-connected walking and cycling options. Compared to other regions we have active youth while they are at school in an environment where some physical activity is encouraged. In the years 2017-2021, 61% of young people (5-17 years old) in Taranaki met the recommended physical activity guidelines of 420 minutes per week. In 2021, Taranaki was the 3rd best region in New Zealand for young people meeting the recommended physical activity guidelines. Post education, we see a significant drop-off in physical activity where our adults are some of the least active in the country.¹ Creating a physical environment along and a social culture that values active travel is a proven way to increase physical activity amongst adults.²

Active transport is an excellent way to foster physical activity. It can also help reduce stress and the chance of contracting cardiovascular disease.³ Public transport can also contribute to better health, as the journey usually involves active transport for part of the way. We ask that the council consider:

- How transport planning can provide opportunities for active transport including walking and cycling for some or all of people's journeys.
- How public transport and planning for cycling and walking can provide opportunities for people to participate in sport, active recreation activities, and opportunities for play (e.g., travel to and from physical activity places).

We support workforce and school planning initiatives for active transport and are open to working with local authorities on active transport initiatives. It is important to sell the benefits of walking and cycling, from a health, financial and environmental perspective. We support the Let's Go work in New Plymouth and would like to see how that could be done in other parts of the region.

Our submission - 2021 Community Plan

The content of our 2021 submission is still relevant:

Consultation Issue 2: Bus services

2b) Bus service options

Public transport better connects communities and is a promoter of active transport provided there are suitable connecting pathways for walking and cycling. We understand the friction in providing viable and effective public transport options in small regions, particularly those that have many rural and remote areas. We also know that our most vulnerable populations benefit the most from quality public transport. Public (especially via a low emissions fleet) and active transport have a significant role to play in reducing the effects of climate change and the compounding effects on our wellbeing and ability to recreate.

Sport Taranaki recommends that the Regional Council undertakes further consultation with the community to assess the need for new routes and/or additional servicing. Should evidence support the creation of new routes, these should connect with suitable pathways for active transport [emphasis added]



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Better Travel Choices Survey

Developing public and active transport that supports physical activity

Sport Taranaki supports encouraging users of beaches, parks, playgrounds, sportsgrounds, and active recreation facilities to use active travel. As part of our Different and Better change management programme, we interviewed parents on the challenges of supporting children doing physical activity. Our research shows that parents are time poor and financially stretched. Bus travel is a cost-effective way for older children and young people to travel around their urban area and around the region.

We support the extension of public transport frequency, cross route links and later in the day public transport. This will support more children and young people with opportunities to participate in physical activity after school and supports them being less reliant on their parents for transport. From a wellbeing and resilience point of view, older children and young people need opportunities to be independent and less reliant on adults. Teenagers need the option to conveniently be able to jump on a bus after school to go for a swim, head to an afterschool job or attend a sports practice. Research often refers to growing concerns of anxiety and unhappiness amongst children starting at an earlier age and some of this points to a lack of independence. As Peter Gray (Ph.D., Research Professor at Boston College) says, "regardless of age, "people are happier and mentally healthier when they feel that they are in charge of their own lives, when people feel that they're not in charge, that other people are making their decisions for them, they don't feel so good." ⁴ The more that life is directed by adults, the less opportunities that children have to develop important skills that are known to prevent anxiety.

We support Saturday bus services in New Plymouth for similar reasons and because they can potentially save families money. While sport and recreation are enjoyed throughout the week, for winter sport Saturday remains the busiest day of the week.

We would suggest working with our team and regional sports organisations to consider game length and the most appropriate transport frequency. For New Plymouth, the significant Saturday winter venues are:

- Yarrow Stadium (rugby and football)
- Sanders Park (rugby)
- Vogeltown Park (rugby)
- Sutherland Park (football)
- Merrilands Domain (football)
- Pukekura Racecourse (rugby)
- Hobson Street Hockey Turf
- Peringa Park (football)
- Waiwhakahiho netball courts

For Saturday winter mornings we would like to see a trial of a loop bus that connects Ariki Street with sports hubs, like circuit bus routes for school traffic. At TSB Stadium, basketball is played on weeknights, and volleyball on Sunday/afternoon evening, so the council could consider public transport for these options.

Summer sport is more distributed and can be played throughout the weekend. Summer venues are:

- Western Park and Lynmouth Park (Friday and Saturday cricket)
- Pukekura (Saturday cricket)
- Tennis Clubs (Various locations – primarily Saturday)
- East End, Fitzroy and Oakura Beaches (surf lifesaving, skate sports, general beach recreation)
- Touch Rugby at Hickford Park in Bell Block

We note many swimming pools are used year-round, but apart from Bell Block and Waitara (summer only) the swimming pools are not easily accessible by public transport.

Public transport could also be used to connect people in Oakura, Bell Block and Waitara to sport and recreation in New Plymouth.

When considering the surf highway link for sport, options for community public transport might work. Pickering Motors, for example, has minivans that could be used for Saturday Sport.

Sports and recreation venues as community and transport hubs



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For South Taranaki and Stratford, there is a significant rural population coming into sports via private vehicle. It is likely that this will continue. However, we see opportunities for using local community sports hubs as service centres for active or public transport, with bike parking facilities. Examples are:

- North Taranaki Sport and Recreation Centre - Waitara
- TET Stadium Inglewood
- TET Stadium and Hockey Turf – Stratford
- TSB Hub Hāwera
- Sinclair Electrical Event Centre Ōpūnake
- a planned community sports hub at Patea

These venues tend to have showers and changing rooms and staff on site during business hours, which lend themselves to acting as hubs. We also support having connections to off road cycle pathways and allowing walking and cycling to and between sports venues.

Sports venues and sports clubs could also operate as mini transport hubs. There could be bike parking at key sports grounds and facilities like pools.

The Tuparikino Active Community Hub needs to be a transport hub with great public and active transport connections. Future route development for public transport needs to consider access to and from the hub. We also see opportunities for cycle path linkages along Coronation Ave where there is ample room for an off-road cycle path on the racecourse side. This would also allow for safer school cycling options, as it serves as a key commuter route for five schools. Liardet Street should also be considered as it offers links to the coastal walkway. We support a dedicated cycle path through Pukekura Park to enhance active transport and link the hub, CBD, and school routes.

Other Specific Feedback on Draft Better Travel Choices Document

- We agree that reshaping of streets is important for active travel but would support where possible that choice is offroad.
- We would like Figure 12 to include cycle routes through Pukekura Park, this is safer, and could connect to the proposed Tuparikino Active Recreation Hub.
- Through our Green Prescription work, work with schools to get students active, and our role in the promotion of active recreation, Sport Taranaki plays a leading role in getting Taranaki people more active. We wish to be included as a key partner for active travel and in a tracks and trails strategy on page 41. Similarly, we wish to be included as a key partner for promoting active travel and listed as such on page 48.



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Better Travel Choices Survey

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| Submission Number: 156 |
| Sharon Bevins (Future is Rail – Taranaki Working Group) |

The Future is Rail – Taranaki

29 October 2023

Submission to the Taranaki Regional Council's**Better Travel Choices Consultation: Have Your Say****Introduction**

1. 'The Future is Rail – Taranaki' is a public interest group committed to working towards achieving passenger rail in Taranaki. We formed after a public meeting in New Plymouth earlier in the year which showed good support for rail in Taranaki. Our group has an email list of 67 and a Facebook page. Our local group is affiliated with the nationwide Future is Rail organisation.
2. In the TRC Future of Transport pre-consultation survey, 79% said they would like to see passenger rail service established in Taranaki. Nearly two-thirds said they would be willing to contribute via rates for the cost of a rail service and half said they would like to see services that utilise the existing Taranaki rail network between Hāwera and New Plymouth.
3. We endorse the key potential initiative mentioned in the draft Regional Public Transport Plan (RPTP) regarding passenger rail, to deliver, "Inter-regional passenger rail services from New Plymouth to Whanganui and beyond to Palmerston North (and onward connections to Auckland and Wellington)."
4. As stated in the Rail Network Investment Programme (RNIP) June 2021 (page 17) "Rail reduces congestion, reduces air pollution, reduces fuel use, reduces greenhouse gas emissions, reduces road maintenance and improves safety outcomes", which meets the objectives of the RPTP.
5. RNIP points out that "While we often hear about the costs associated with rail, there is an economic value that is generally not captured in traditional profit and loss calculations. These benefits are delivered to all New Zealanders through social, environmental and economic values." (page 16)

Better Travel Choices Survey

6. Reaching net zero is enshrined in law and requires reducing reliance on cars. A key action is "improving the reach, frequency and quality of public transport" (Aotearoa New Zealand's first emissions reduction plan). Passenger rail is necessary in addition to buses. Trains appeal to users who may not be attracted to buses. This includes 'travellers' and commuters who would be able to work as they travel. Trains can continue to run when there are roadworks or damage to roads and are also much safer than travelling by road.
7. Our group members find trains are a great way to travel, very comfortable and it's an advantage to be able to get up and walk around. Trains are more accessible for the disabled and older people.
8. Trains also contribute to the development of a region; inter-regional trains connect towns with cities and can revitalise the regions by making them more accessible and provide more options for domestic vacations.
9. A successful passenger rail service requires a convenient timetable and adequate speed, track work is needed to deliver the latter. Stations are also required. The "multi-modal transport hubs" proposed in Better Travel Choices should consider railway stations in location decisions, using extant railway stations or building something that could also be used for a railway station. New Plymouth Tasman Prospect Park would work well for this as it's adjacent to the coastal walkway and would be well-located for other future walking-cycling links like the Huatoki awa project.
10. Regions having some success with the expansion of passenger rail had strong commitment from their respective regional councils. The draft RTP lacks any practical steps that will progress passenger rail. Investigations could explore the viability of a service between New Plymouth and Hawera.

Recommendations

11. That the TRC ensure implementation steps feature in the RTP by committing to a feasibility study to investigate the establishment of inter-regional passenger services between New Plymouth and Whanganui.

Better Travel Choices Survey

12. Commitment to passenger rail should also be reflected in the next Regional Land Transport Plan.
13. To build multi-modal transport and service hubs incorporating railway stations. The RNIP on page 9 states that "rail is a key part of a multi-modal transport system for both freight and passengers in New Zealand, and a critical part of New Zealand's supply chain."

Conclusion

14. Outcomes for RNIP includes on page 53 that more people travel by rail, more truck trips are avoided and that the rail network is more fully utilised. This outcome is particularly relevant for our region where we have a rail line running strategically right along the main arterial route and an excess of trucks on the road. As a reference the Waka Kotahi State Highway Traffic Monitoring annual average daily traffic map shows that 10,219 vehicles pass through Tariki with 11.7% of them being heavy traffic that equates to 1,195 trucks every day.
15. Utilising the railway network will support KPIs including Waka Kotahi's vehicle kilometres travelled (VKT) reduction programme.
16. We noted in the online survey there was no specific question on rail, however your document did encourage us to make comment on any aspect. We hope you will consider our submission to see our province become a vibrant destination for travellers and a satisfying place to live.
17. We would like to deliver an oral submission in early December. Thank you for the opportunity to make comment.

The Future is Rail – Taranaki working group

trainstaranaki@gmail.com

Better Travel Choices Survey

Submission Number: 157

Harry Duynhoven (New Plymouth District Council)



When replying please quote: ECM 9109157

26 October 2023

Taranaki Regional Council
Private Bag 713
Stratford 4352
Taranaki

Dear Chair and Councillors

SUBMISSION TO THE REGIONAL PUBLIC TRANSPORT PLAN

Thank you for the opportunity to submit to the Regional Public Transport Plan.

We appreciate our current working relationship and look to build on this in the future.

We request to speak to this submission.

Strategic Alignment

The New Plymouth District Council (NPDC) appreciates and acknowledges the critical role of public transport in helping achieve the district's vision of a sustainable lifestyle capital and to transition the region to a low carbon economy.

New Plymouth is classed as a Tier 2 City where a key focus is to slow the growth in vehicle kilometres travelled (VKT) across the district. In the New Plymouth urban area public transport services will perform a significant role in achieving this.

To achieve real change, public transport must be provided at a level where people have real choices in how they access the opportunities available in the area where they live and work.

While we appreciate the existing roles and relationships between council officers such as RTAG and regular meetings to move ahead with bus stop infrastructure, we are of the firm view that a governance level committee consisting of elected members of territorial authorities and the Taranaki Regional Council, and other key stakeholders is required to achieve real change in the provision of public transport for the region - achieving travel choice for work trips, school trips and for those who are transport disadvantaged. This will create better alignment between the councils' functions for improving and supporting public transport and provide better coordination between push and pull levers such as land use development, parking management, public transport, travel demand management and infrastructure investment.

Integrated Transport Framework (ITF)

NPDC is currently developing a draft ITF and Programme Business Case (PBC), which sets out the preferred transport investment programme for the next 30 years. A projected step change in public transport is a key intervention of the programme and will be an important catalyst for enabling more travel choice, supporting more intensive urban growth and easier connections across our district. A

Better Travel Choices Survey

draft of the framework developed together with TRC, Waka Kotahi and Te Atiawa will be available by December 2023.

ITF Transport model

Initial modelling undertaken to support the ITF and PBC demonstrates that a four-fold increase in public transport can achieve between a 2-2.5% reduction in light vehicle kilometres travelled (VKT) and will be a significant contributor to achieving the Government's VKT reduction by 2035 target for our district. This would represent a public transport mode share of around 20% for morning peak journeys to work and education.

Land Transport Management Amendment Act 2023 (LTMAA 2023)

NPDC notes that the changes provided for in the LTMAA 2023 point towards a more collaborative approach between regional councils and territorial authorities in the delivery of public transport services in regions.

Priorities until 2025 (end of current contract)

NPDC is supportive of a number of the proposals outlined in the draft Public Transport Action Plan (the Plan) and appreciates this is a funding constrained environment. NPDC's priorities for the next two years until 2025 are:

- Establish a Public Transport Committee to formalise and align investment programmes and support open communication between key partners. A useful template for a Committee's terms of reference can be drawn from Waikato, Whanganui, and Dunedin.
- Invest in planning to develop a best practice bus network and infrastructure development that is appropriate for our tier 2 city, specifically high frequency and direct routes in order to achieve a step change for New Plymouth from 2025.
- Trial a high frequency (15 minutes) peak service connecting key locations as an exemplar service – for example Bell Block, Valley to CBD to Base Hospital along Devon Street (dependent on further investigation), starting within the next financial year.
- Explore all funding opportunities to achieve a significant improvement to public transport in the district.

Priorities 2025 onwards

NPDC wishes to see the following improvements explicitly stated in the 10-year plan from 2025. Prioritisation of these improvements to be determined through the Public Transport Committee and the above-mentioned planning in the transitional 2 years:

- Meeting the legislative requirement for the decarbonization of the public transport bus fleet by 2035.
- More frequent services than currently proposed on identified key routes which connect suburban areas to key destinations that meet the community's current and latent demand. The proposed increase to half-hourly services is an improvement but research shows that the tipping point for significant behaviour change is when buses are available at 15-20 minute frequency.
- Direct, quicker bus trips (e.g. less one-way loop services and improved ability to transfer across the bus network outside of the CBD). This will require increasing the number of direct, quicker services, and reducing coverage services of the current network, and providing more transfer points between services. We understand that one of the key criteria

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for redesigning the current bus routes has been ensuring all current passengers remain on the routes. While this is understandable, it also misses the opportunity for quick direct routes which would drive increased uptake by people who are not currently public transport users.

- Consideration of on-demand services in those urban areas which are hard to service by conventional public transport, e.g. Bell Block, Waitara (south SH3). Community-based services are deemed more suitable for rural areas.
- More frequent services between district towns (e.g. Inglewood, Oakura), key employment areas such as the eastern industrial area, and shopping attractors such as the Valley.
- Consideration of park and ride facilities to support transfer from district towns and rural areas to connect with urban services in New Plymouth.
- Trigger points for servicing growth areas - including southern growth areas (Patterson Rd, Junction Rd, Carrington Street) and Puketapu/Bell Block.
- Increasing school services, which are currently often full, along with additional advertising of school services.
- Increased level of service to suburban areas / towns where car ownership levels are lower and deprivation levels are higher.
- Options for services to provide for whānau, hapū and iwi and communities to access marae and other important cultural sites.
- Operating some of the City urban services as a through-route service east and west of the CBD. The through-routed arrangement could mean fewer transfers, reduce the pressure on terminal facilities, allow easier increases in frequency on the linked routes, and lower capital and operating costs.
- Higher levels of promotion including easier payment options, encouraging bikes on buses and improvements in signage including electronic signage (e.g. at Ariki Street) and destinations on 'Bus blinds'.
- Embracing the potential of digital technology including real time signage and phone apps, on demand services, multi-modal trip planning apps.

Other Comments

A streamlined document will enable the community to better understand what improvements will be delivered when.

Section 4: Vision and strategic objectives for Public Transport

NPDC is concerned with stating Public Transport as a "preferred mode of transport". It is one mode within a package of low emission transport choices, with walking and cycling being less/no emissions and are appropriate for many short trips. This statement should align with the overarching Better Travel Choices Strategy of "Increasing wellbeing and environmental sustainability of Taranaki communities by enabling people to safely and conveniently travel by public transport and active travel".

NPDC agrees with the stated strategic objectives. However, there is an opportunity to strengthen the outcome statement with reference to equity.

Table 14: Public transport network review proposals within existing budgets

NPDC supports:

- A cross-city route between Waitara, Bell Block, The Valley, city centre and hospital.

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- Replacement of current Saturday routes with the running of some weekday routes with increased frequency.

We are concerned with the removal of Glen Avon / Smart Rd service due to poor use. Improvements to the level of service may address low patronage. NPDC's Waste Minimisation and Management Plan refers to improved public transport access to our facilities including the Junction on Colson Rd, which is currently serviced by the Glen Avon route.

Table 15: Potential future service improvements requiring additional investment

NPDC supports the proposed items. However, as discussed above we are seeking clarity as to phasing of these proposals and an increase in weekday urban services to higher frequency than that proposed.

Frequency

NPDC is disappointed to see the modest frequency increases proposed. The change to hourly routes until 2025 will not achieve the modal shift required. This is an opportunity to demonstrate the region's intent to achieve a step change in public transport provision.

Section 5: Strategic framework

Policies and potential initiatives

The council supports many of the proposed initiatives, however more detail and phasing of the initiatives, as stated above, is requested.

Key Performance Indicators and targets

NPDC proposes that KPIs are specified for the New Plymouth district, separate to the region as the district's population density, projected growth and urban form has the most potential for higher public transport use.

Best Practice

NPDC recommends the collection of quality evidence from successful bus services in comparable towns as New Plymouth¹ to inform improvements.

We appreciate the opportunity to submit on this Plan, and look forward to working together to improve public transport in our region.

Yours faithfully

Neil Holdom
Mayor New Plymouth District

¹ for example Nelson, Whanganui and Timaru

Better Travel Choices Survey

| |
|--|
| Submission Number: 150 |
| Harry Duynhoven (New Plymouth District Council) |

Better Travel Choices for Taranaki: Submission

By Anthonie Tonnon

Public Transport Advocate

Representative for Whanganui District Council on the Horizons Passenger Transport Committee.

19 Kawatiri Avenue, Gonville, Whanganui 4501

Please note I am submitting in a personal capacity.

I am requesting to speak to my submission.

Overview

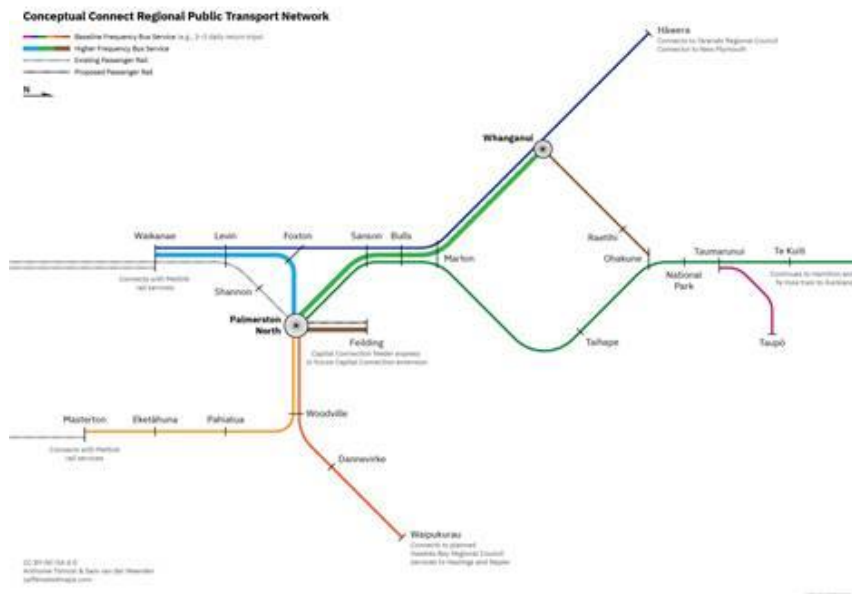
My main notes relate to the draft Regional Public Transport Plan, as I am able to compare this to my experience of working on the Horizons Regional Council's RPTP 2022-2032, which was passed last year.

The points the draft RPTP makes around future desired outcomes, and the drivers of patronage are very sound, and in line with Horizons' RPTP. TRC has been an innovator in long distance services, and I support the exploration of even better frequency and connections on these. However, compared to Horizons and other comparable regions, TRC has less practical response in the form of an urban network review for the Citylink system - which is not working efficiently, and is becoming out of date with best practice in New Zealand and comparable countries.

Connector Services

- Taranaki is a leading region with its long distance Connector service - which has four times the current frequency of Horizons' Whanganui- Palmerston North service. This has been influential for Horizons' regional services review. Through that review, Horizons are considering establishing a New Plymouth-Wellington connection - and GWRC have shown support for this. TRC have an opportunity to work together with these councils to connect The Connector through to the Wellington rail network at Waikanae via Whanganui. Below is a concept map that I presented based on some of the routes that have been discussed, including a Taranaki connection.

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I support the continued Connector improvements TRC makes note of, like hourly frequency, weekend service and a coastal connector route. I would also suggest that there may be efficiencies in the Coastal Connector continuing north to Waitara, and this should be considered as part of a City Link review - as it may present efficiencies for the urban network.

I would also suggest that TRC have a clear item in their RPTP to further investigation of rail services, and aim to duplicate this in the TRC RLTP plan. While rail may be a long way away at present, study and planning needs to be undertaken to progress this for when demand becomes too high on the interurban bus routes. If rail study is not specified clearly, there may be no work done or commissioned in the life of this RPTP.

City Link

New Plymouth has excellent geography for public transport, and with a new contract coming up, it has a once-in-a-decade opportunity to make the best of that geography, with a full urban network review which aims to create a **Patronage focused network**, as opposed to the coverage network it has at the moment - which is fast becoming out of date with best practise in New Zealand and comparable countries.

If it did this, it would be joining **Palmerston North, Nelson, Hamilton, Dunedin, Queenstown and Hawkes Bay**, which have all recently implemented, or are about to implement, patronage focused networks. It is important to note that New Plymouth may be able to create Patronage focused services **within the current budget**, as it has an impressive level of budget at the moment (three

Better Travel Choices Survey

times that of Whanganui). Increases in budget would of course help further, but shouldn't be a precondition of improvements.

- There are two types of PT routes and systems - **Patronage** (designed to be high use, and usable by everyone, with good frequency but routes cover fewer kilometres), and **Coverage** (designed for people who don't have cars, and low use by design. Can reach a wide area, but with service most people won't find useful). Many PT systems now allocate a percentage to each - e.g. 70% patronage routes and 30% to coverage routes. The Citylink system is essentially a 100% coverage model system, with no element of patronage focused service.

- In saying this, the coverage model TRC runs is doing quite well compared to other coverage systems, which suggests New Plymouth has good underlying demand for improvements. However, the model itself restricts the PT user market to people who don't have cars or other good alternatives to public transport. Most people who do have cars simply won't use it at current frequency, hours of operation and route structure.

- TRC's budget for PT is high by comparison with other regional cities, at around 6 million per year. For comparison - Nelson's new network, which includes a patronage focused, 15 minute frequency spine, costs under 6 million a year, and Whanganui currently spends 2 million per year, including the 20 minute frequency Te Ngāru (The Tide) service. With a network review - a frequent spine route and a more integrated network with much more patronage potential could be created within a similar budget. Further budget may well be desirable, but much could be done within the current spend.

- A move to a patronage network would be a return for New Plymouth - which had a very efficient and even profitable PT network mid century. Trams, and later buses had very high patronage on very few kilometres of routes. Patronage was close to 5 million passengers per year at peak, but still near 2 million in the 1980s with frequent buses. Today the whole network has 600 000 passengers spread over many more kilometres of routes. Note also that the tram system ran crosstown to Fitzroy, and that routes were always two-way, never taking one road out and another road back.

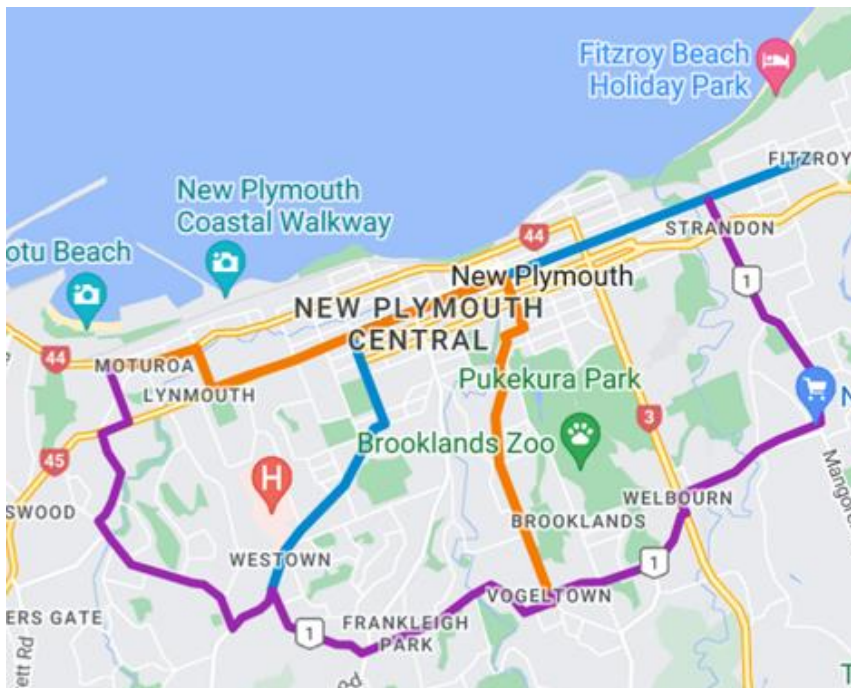


Better Travel Choices Survey

- Today, it is the opposite story: New Plymouth is spreading its budget very thinly over 10 coverage routes - 6 of them North to South with large loops. Note that the purpose of many of these routes is to reach neighbourhoods that all sit on the Route 1 arterial ring road, like Frankleigh Park or Merrilands. This road should actually be a candidate for a frequent, half moon shaped orbital route could actually be a more convenient way to reach these destinations.

- The RPTP's plans for potential improvements intend to spend more budget equally over 8 routes, giving a max 30 min frequency, pending a large increase in budget. In a patronage network, new budget would be focused on frequency to 1-3 of the most used routes, allowing them to reach turn up and go standard (15 minutes, or at minimum 20 minutes). As noted in this draft RPTP, frequency is the biggest driver of patronage and new users, but there is no practical step identified to reach the stated 20 minute or better frequency that can drive mode shift.

- While more work is needed - it is not hard to envisage what a three route, frequent network for New Plymouth could look like. A frequent core like this would allow useful connections to major destinations for a large portion of the city. Note that these would not be the only routes in a patronage network, but just the focus of frequency. A network like this would provide a backbone for less frequent coverage routes to connect to the frequent network and add to its reach. Frequent routes could also branch or lollipop after these points to add some coverage at the end of their routes.



Better Travel Choices Survey

- The study that TRC has commissioned recently has good practical improvements for a coverage model pulse system, without changing its coverage nature. What is needed however, is a full network review, which is a different kind of study.

- The most valuable thing I think TRC could do would be to delay the process of seeking a new operator contract (currently planned for 2025), or move quickly to a full network review ahead of the contract. The former could be done by extending the current contract a year or so, while still signing in the RPTP next year but with an added plan to investigate a patronage-focused network review.

A patronage focused network review, along the lines of that done by MR Cagney for Hawkes Bay last year (see below), could be achieved in a relatively short amount of time - I would suggest a few months.

https://drive.google.com/file/d/1PmKICR8_G-uyOWX8rzPzAjyUg6-KajAv/view?usp=sharing

- If TRC moves quickly to a new contract - the coverage model will be much harder to change for the next 8 years. It will have been in place for well over two decades by the time it finishes, and it will be very out of date with best practice in other cities.

- If a full network review couldn't be achieved, an alternative would be the introduction of a Tide-like route, likely on the Hospital - Fitzroy corridor. Again this would be much better value if brought in as part of a new operator contract. Note that **a full network review would actually be cheaper**, as savings could be found from reforming the existing system.

- There is a focus on spending resources on increasing frequency to Waitara. Waitara is indeed important, and deserving of greater frequency. However, because of its density, **there is much more potential within the New Plymouth city boundaries** itself - as long as a service is created that is useful for people who do have cars as well as those who don't.

- An example of how that corridor would be handled elsewhere: Dunedin has 15 minute frequency from North Dunedin to St Clair, which is analogous to Westtown to Fitzroy. It then has a 30 minute frequency from Dunedin to Mosgiel, which is a similar distance to Waitara. Frequency at this distance is much more expensive to provide, especially as much of the running is over lightly populated areas aside from Bell Block and Waitara, which is why most agencies would increase frequency to a higher degree in the city.

- When considering Bell Block and Waitara, there is mention of 'branching' - so one service goes to Bell Block, the next goes express to Waitara. However, this is not good practice, because Bell Block is

Better Travel Choices Survey

directly on the way to Waitara, and therefore it would not be hard for it to be a stop on all services. What is needed is the development of one, more express Bell Block station so that the bus does not require a loop around Bell Block on the way to Waitara. In this case, all new services would go to Bell Block, and every second service would go to Waitara. Bell Block only services could still complete a lollipop in the town similar to the way they do now.

Thank you for your time. Congratulations on the work, and I look forward to speaking to this submission in person.

Nāku noa, nā

Anthonie Tonnon.

From: Kati Freeman
Sent: Sunday, 29 October 2023 10:26 PM
To: Transport <transport@trc.govt.nz>
Subject: Public transport submission

You don't often get email from kati.aroha@gmail.com. [Learn why this is important](#)

Hi there,

Unfortunately I'm not able to fill in the fuller survey as part of the submission process tonight.

But I wanted to lodge my concern about the proposal to reduce the frequency of the #5 Frankleigh Park bus service to two hourly. This would really make use of the bus untenable for myself and my young family, as we would need to really plan our time in the CBD closely to ensure we made it back on such a spaced bus frequency.

I appreciate the service isn't used to anywhere near its capacity currently, and this makes it challenging financially. But to attract more patrons, you have to operate a functioning service that makes it feasible to use over a car, and then use will pick up.

Please reconsider this and keep with *at least* the current frequency of weekday services, and also expand to Saturdays.

Many thanks,
Kati

Have your say on transport



Are you a bus user or would like to start using public transport?

Is road safety and how speed is managed something you want to talk about?

Or do you want more opportunities for walking or getting out and about on your bike?

Your survey answers will help Taranaki Regional Council and the region's district councils shape key strategies and plans which aim to improve active and sustainable travel and make our local roads safer to travel on.

QUESTION 1:

What do you want transport in Taranaki to look like in 2050? EFFICIENT, INCLUSIVE
AND AVAILABLE PUBLIC TRANSPORT THAT SERVES
EVERYONE AT A REASONABLE PRICE

QUESTION 2:

What are your main transport priorities? Tick one or more of the options.

- | | |
|--|--|
| <input type="radio"/> Reducing emissions | <input type="radio"/> Safer speeds |
| <input type="radio"/> Getting from A to B by car on time | <input checked="" type="radio"/> Reliable/resilient road network |
| <input type="radio"/> Better road surfaces | <input type="radio"/> Improved walking options |
| <input checked="" type="radio"/> Improving accessibility | <input checked="" type="radio"/> More bus routes/services |
| <input type="radio"/> Using cars less | <input type="radio"/> Improved cycling options |
| <input type="radio"/> Safer roads | <input type="radio"/> Anything else? |

QUESTION 3:

If you put anything else, please tell us what: 06 OCT 2023
NPDC 9:23pm
A

QUESTION 4:

How concerned are you about safety on local roads (not including state highways eg SH3)?

- ☒ Very concerned ☐ Concerned ☐ Neither concerned nor unconcerned ☐ Unconcerned ☐ Very unconcerned

QUESTION 5:

Please tell us if you have any safety or speed concerns about specific roads (not including state highways)

NONE IN TOWNS OUTSIDE 100 KM/HR SEEMS
EXCESSIVE IN MOST ROADS

QUESTION 6:

What do you think about the current speed limits on your local roads (not including state highways)?

- ☐ Far too fast ☒ Too fast ☐ About right ☐ Too slow ☐ Far too slow

trc.govt.nz/transport



trc.govt.nz/transport

QUESTION 7:

What should the priorities be to improve cycling, walking and other active travel opportunities?
Tick one or more of the options.

- | | |
|--|---|
| <input type="radio"/> More separated cycle lanes on roads | <input type="radio"/> Bike sheds at schools/workplaces |
| <input checked="" type="radio"/> Better footpaths | <input type="radio"/> More cycle/walkways within communities |
| <input type="radio"/> Safer speeds on roads | <input type="radio"/> Cycle/walkways linking Taranaki communities |
| <input checked="" type="radio"/> More road crossings for pedestrians | <input checked="" type="radio"/> Other |

QUESTION 8:

If you ticked other, please tell us more:

TRAFFIC LIGHTS

QUESTION 9:

Do you currently, or have you previously used one of the bus services in Taranaki?

- ☐ Regularly ☐ Sometimes ☒ Rarely ☐ Never

QUESTION 10:

If you use buses, please tell us which routes you use and the reasons you use public transport.

QUESTION 11:

If you don't use buses or you want to use services more, what barriers are stopping you? Tick one or more of the options.

- | | |
|---|--|
| <input type="radio"/> Routes don't go where I need | <input type="radio"/> Inaccessibility of buses and footpaths |
| <input type="radio"/> Easier to drive and park | <input checked="" type="radio"/> Timetable doesn't suit |
| <input checked="" type="radio"/> Cost of fares | <input checked="" type="radio"/> Not frequent enough |
| <input type="radio"/> Too far from bus-stop | <input type="radio"/> Buses aren't cool |
| <input type="radio"/> Need to transfer between services | <input type="radio"/> Other |

QUESTION 12:

If you ticked other, please tell us more:

.....

.....

.....

.....

COMMENTS:

To comment further on an interactive map, please scan the QR code.

Name:

David S. Vicente

Email address:

david.vicente@gmail.com



- ☒ Tick here if you would like to go into the draw to win a \$200 Prezzy Card.

Please note the survey submissions and any information you supply as part of it is considered public information and will be available in reports and documents relating to this feedback process and may be published on the Taranaki Regional Council website.

trc.govt.nz/transport

Have your say on transport



Are you a bus user or would like to start using public transport?

Is road safety and how speed is managed something you want to talk about?

Or do you want more opportunities for walking or getting out and about on your bike?

Your survey answers will help Taranaki Regional Council and the region's district councils shape key strategies and plans which aim to improve active and sustainable travel and make our local roads safer to travel on.

QUESTION 1:

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QUESTION 2:

What are your main transport priorities? Tick one or more of the options.

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| <input checked="" type="radio"/> Better road surfaces | <input checked="" type="radio"/> Improved walking options |
| <input type="radio"/> Improving accessibility | <input checked="" type="radio"/> More bus routes/services |
| <input type="radio"/> Using cars less | <input checked="" type="radio"/> Improved cycling options |
| <input checked="" type="radio"/> Safer roads | <input type="radio"/> Anything else? |

QUESTION 3:

If you put anything else, please tell us what: *OUR CITY IS STILL TOO VEHICLE CENTRED (CARS + TRUCKS), ITS NOT FRIENDLY ENOUGH FOR PEDESTRIANS AND CYCLISTS*

QUESTION 4:

How concerned are you about safety on local roads (not including state highways eg SH3)?

- ☒ Very concerned ☐ Concerned ☐ Neither concerned nor unconcerned ☐ Unconcerned ☐ Very unconcerned

QUESTION 5:

Please tell us if you have any safety or speed concerns about specific roads (not including state highways)

OUR ROADS AND STREETS ARE WIDE AND ENCOURAGE DRIVERS TO DRIVE QUICKLY, NOT SAFELY

QUESTION 6:

What do you think about the current speed limits on your local roads (not including state highways)?

- ☐ Far too fast ☒ Too fast ☐ About right ☐ Too slow ☐ Far too slow

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Tick one or more of the options.

- | | |
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| <input type="radio"/> More separated cycle lanes on roads | <input type="radio"/> Bike sheds at schools/workplaces |
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| <input type="radio"/> Safer speeds on roads | <input checked="" type="radio"/> Cycle/walkways linking Taranaki communities |
| <input checked="" type="radio"/> More road crossings for pedestrians | <input type="radio"/> Other |

QUESTION 8:

If you ticked other, please tell us more:

As In Europe Pedestrians And Cyclists Should Share Footpaths. Dedicated Cycle Lanes Separate From Roads, Not Just Painted Lines

QUESTION 9:

Do you currently, or have you previously used one of the bus services in Taranaki?

- ☐ Regularly
 ☐ Sometimes
 ☐ Rarely
 ☒ Never

QUESTION 10:

If you use buses, please tell us which routes you use and the reasons you use public transport.

QUESTION 11:

If you don't use buses or you want to use services more, what barriers are stopping you? Tick one or more of the options.

- | | |
|---|--|
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| <input type="radio"/> Easier to drive and park | <input type="radio"/> Timetable doesn't suit |
| <input type="radio"/> Cost of fares | <input type="radio"/> Not frequent enough |
| <input type="radio"/> Too far from bus-stop | <input type="radio"/> Buses aren't cool |
| <input type="radio"/> Need to transfer between services | <input type="radio"/> Other |

QUESTION 12:

If you ticked other, please tell us more:

COMMENTS:

To comment further on an interactive map, please scan the QR code.

Name: Brett Meuli
Email address: brettmculi@gmail.com



- ☒ Tick here if you would like to go into the draw to win a \$200 Prezzy Card.

Please note the survey submissions and any information you supply as part of it is considered public information and will be available in reports and documents relating to this feedback process and may be published on the Taranaki Regional Council website.

trc.govt.nz/transport



BETTER TRAVEL CHOICES

HAVE YOUR SAY

**On the future of
transport in
Taranaki**



THE EASIEST WAY TO HAVE YOUR SAY IS ONLINE AT www.bettertravelchoices.co.nz

Consultation questions

You are welcome to comment on any aspect of this proposal. There are some key questions we would like feedback on:

We want buses faster, more frequent and more direct. They will go where people want them to go, when they need them. We would like to ask:

These bus service improvements are subject to funding and therefore we'd like your assistance with prioritisation. Please rank (1-4) what you think is the most important with number 1 what you think is the most important:

- ☐ Higher weekday frequency on existing services; please specify which one(s):
.....
- ☐ New services; please specify which one(s):
.....
- ☐ More evening weekday services; please specify which ones(s):
.....
- ☐ Higher frequency or new weekend / public holiday services; please specify which one(s):
.....

We propose to trial changes to the current Citylink service – Route 20 with a 'Waitara Express' service. Would you use this service?

Yes – regularly Yes – occasionally ☒ No

We propose to trial changes to the current Southlink service – Ōpunake to New Plymouth, via SH45, offering a peak hour morning and evening timetable. Would you use this service?

Yes – regularly Yes – occasionally ☒ No

We have set out our proposed 2025 – 2030 Citylink (New Plymouth) bus route improvements. Please tell us what you think of the proposed routes, and more specifically if the changes have benefits or drawbacks to your travel plans.

I live in Glenavon and use this service frequently.
PLEASE DO NOT REMOVE THIS SERVICE!
.....
.....

If buses were more frequent, would this prompt you to start using public transport or use it more?

Yes – regularly Yes – occasionally ☒ No

Consultation questions

Would you use a Citylink (New Plymouth) weekend service?

Yes – regularly

Yes – occasionally

☒ No

If yes, please let us know which routes or list the destination/suburb(s) you would use.

.....

.....

Would you use public transport on public holidays?

Yes – regularly

Yes – occasionally

☒ No

If yes, please let us know which routes or list the destination/suburb(s) you would use.

.....

.....

Would you use the proposed addition of a weekend service on the Connector (Hāwera to New Plymouth)?

Yes – regularly

Yes – occasionally

☒ No

Would you use any of the proposed four new services? – please tick all that apply

☐ Cross-town links (avoiding city centre)

☐ Airport to city centre link

☐ More routes to Taranaki Base Hospital

☐ Waitara Express

Are there any other route changes you would like us to consider?

.....

.....

If there was a frequent user discount on fares, would this prompt you to start using public transport or use it more?

Yes – regularly

Yes – occasionally

No

Do you support Taranaki Regional Council helping to establish and coordinate community-run transport groups for areas where fixed route bus services aren't feasible?

☒ Yes

No

Consultation questions

Do you like the idea of multi-modal transport and service hubs?

Yes

☒ No

If so, what services and facilities would motivate you to use the hub?

.....
.....

Are there particular townships that you think would be a priority for these?

.....

Are there any other initiatives you would like us to consider?

.....
.....
.....

We want to enable people to safely and conveniently travel by active and shared travel. We would like to ask:

Where in Taranaki would you like to see new or improved active travel routes created?

.....
.....

If new improved active travel routes were built, would you use them?

.....
.....

How do you think new active travel routes would benefit either you personally or the wider Taranaki community?

.....
.....

In order to improve active travel modes (walking, cycling etc) on some roads, more space would be needed for things like dedicated cycling lanes, or widened footpaths to become shared pathways. Please identify any areas you would like to see more road space given over to active travel modes.

Please do not put cycle lanes on narrow streets such as Devon St West + St Aubyn St. It's not fair to business + parking cars. We have the Coastal Walkway for cyclists.

If you have mobility issues, please identify areas you would like to see more road space given over to improve how you travel?

.....
.....

Consultation questions

Are there any neighbourhoods which you think would benefit from reductions in traffic levels?

If a car is used for the school-run (either being dropped off or driving your child to school), what are the challenges to switching from using a vehicle to active travel?

What can be done to address those challenges and make active travel a viable option?

If you use a car to commute all or part-way to work, what are the challenges in switching to active travel?

What would enable you to make more journeys to work using active travel?

Would you like to see schools and work places developing transport plans that help enable staff to switch from using cars to active travel modes?

There are a number of ways to share your views with us on this proposal. Please read the Better Travel Choices for Taranaki document before having your say. Thanks for taking the time to get involved.

First name: Valda Last name:
Email: valda.w@actrix.co.nz
Address: Gordon St Glenavon

Do you wish to present your submission to the Regional Council at a hearing on 4 December 2023?

Yes

☒ No

If yes, please provide contact number and/ or email address:

Privacy Statement – Submissions are public information. Your name and feedback will be included in public documents as part of the decision-making process. All other personal details will remain private. This information will be held by Taranaki Regional Council but only for the purpose of this feedback process.



30 October 2023

Kia ora,

Please accept the following feedback as the Ministry of Education's submission on the draft *Taranaki Regional Public Transport Plan 2024-2054 (RPTP)*, as required under Section 125(1)(v) of the Land Transport Management Act 2023¹. As School Transport assistance is provided by the Te Pou Hanganga, Matihiko group of the Ministry, the Secretary for Education, Iona Holsted, has asked me to provide the following feedback on her behalf.

The Ministry is generally supportive of the information provided in the Plan, which seeks to provide safe and accessible public transport to all (including students).

Background

Ministry-funded school transport assistance is provided through the administration of an appropriation from Vote Education. The purposes for which this appropriation may be used are detailed in section 559 of the Education and Training Act, 2020 which states²:

Section 559 School Transport

The Secretary for Education may assist in the provision of school transport by doing any of the following:

- a) paying schools to provide school transport to their students;
- b) arranging transport providers to provide school transport;
- c) contributing to the cost of parents providing school transport.

School Transport policy is designed to ensure the efficient and fair distribution of a limited resource. Under this policy, School Transport assistance is only available to students who meet all three of the following criteria:

- a) They are attending their closest State or State integrated school that they can enrol at
- b) They live more than a certain distance from school:
 - 3.2km for Years 1 – 8
 - 4.8km for Years 9 – 13
- c) There is no suitable public transport available. "Suitable" public transport must travel within:
 - 2.4km of the roadside gate of the student's home, and
 - 2.4km of the closest appropriate school.

In assessing suitable public transport options, the Ministry gives consideration to the following guidelines:

¹ [Land Transport Management Act 2003 No 118 \(as at 23 February 2022\), Public Act 125 Consultation requirements for regional public transport plans – New Zealand Legislation](#)

² [Education and Training Act 2020 No 38 \(as at 01 January 2023\), Public Act 559 School transport – New Zealand Legislation](#)



Ideally, the student:

- won't have to be picked up before 7 am;
- can get to school before it starts;
- can be picked up no later than one hour after school finishes;
- won't have to change buses more than once on a journey.

While caregivers are ultimately responsible for getting students to and from school, the Ministry may offer assistance to students in cases where distance, mobility or other issues create barriers to accessing an appropriate learning environment.

Demarcation between Regional Council and Ministry-funded services

The Ministry has a specific focus on reducing barriers to educational access and offers transport assistance as an enabling service in support of this objective. The Ministry's school transport services traverse the whole country but largely consist of low-volume services in rural and peri-urban areas where there are no suitable public transport options. Despite significant differences in their funding models, legislative mandate and geographical distribution, Ministry-funded services can overlap with public transport operations delivered by regional councils.

While we engage through formal and informal communication channels to try to avoid duplication or gaps in services in regions, there are no formal, national guidelines governing the demarcation of public transport and Ministry-funded School Transport services. Historically, the Ministry has assumed that public transport planners will observe Waka Kotahi's 2013 guidelines for Public Transport planning, which states the Ministry is a "provider of 'last resort'":

Section 9.2 Consultation with Key Stakeholders

Ministry of Education: in respect of school transport services, the Ministry of Education is a provider of 'last resort' – where a suitable public transport service exists, the Ministry of Education is legally unable to provide a duplicate service.

The Ministry maintains ongoing dialogue with Waka Kotahi and the Ministry of Transport, and regularly advocates for greater co-operation between regional councils and the Ministry's School Transport group to maximise efficiency of the wider public transport network and minimise gaps and disruption for the network's users. We see this as an area of significant opportunity for meaningful future collaboration between Taranaki Regional Council (TRC) and the Ministry.

We believe there may be further opportunities for the Ministry and TRC to work co-operatively to develop, clarify and refine operational policies governing the provision of services that serve ākonga. It's important to note that while our services only carry students, student users of the public transport system can be served by dedicated school buses (that PT planners typically put on to help manage capacity issues on the network) or by mixed used services (i.e., a mix of students and commuters).

A strategic and collaborative approach would allow both agencies to ensure services are aligned for optimal public value and remain responsive to the changing needs of communities and the wider region. A collaborative approach to service planning has the potential to assist TRC in meeting their goals of reduced emissions and delivery of integrated services. As the Ministry has a clear mandate on how it allocates its funding for school transport assistance, we are eager to establish and implement terms of engagement between our two organisations to collaborate on school transport planning to support this.

In particular we are eager to explore how the Ministry and TRC might collaborate regarding the aim of increasing the share of trips made by walking, cycling and public transport, especially those trips made by students. Noting students already make up a significant proportion of TRC's public transport network.



Overall, the Ministry requests that TRC undertake regular engagement with the Ministry and schools when planning for routes that run near to school sites, including school bus services. This will enable a co-ordinated approach to ensure public transport networks are provided to and around our school communities to support safe and accessible travel to school.

We have provided a table of specific feedback to TRC's Draft RTP below, which we believe will enhance our joint strategic and collaborative approach and allow both agencies to ensure that services remain responsive to the need of the community.

I hope this information is helpful.

Nāku noa, nā

A handwritten signature in blue ink that reads "Rhona Hewitt". The signature is written in a cursive, flowing style.

Rhona Hewitt

Acting Group Manager, School Transport
Te Pou Hanganga, Matihiko | Infrastructure & Digital



| RPTP section | Ministry of Education Comment TRC |
|------------------------------|--|
| New Plymouth Schools | The Ministry recognises the valuable school bus services in New Plymouth provided by TRC. The Ministry would like to note that there is an opportunity to review the coverage TRC school bus services and evaluate how rural students who are currently transfer between Ministry-funded services and TRC services could benefit from an improved public transport network. The Ministry requests that TRC work with the Ministry's School Transport team on the potential initiatives to deliver policy detailed in table 16 on page 28 |
| Connector service | The Ministry notes that as the 'Your Connector' services link a series of townships, and that students are travelling further to attend schools in New Plymouth. These schools are nearing or over capacity. The Ministry is currently in discussions with schools regarding the potential introduction of enrolment zones. While 'Your Connector' is a useful service for the community, we would like to note that we are seeing impacts on the school networks in the neighbouring townships. |
| Bus Transfers | The Ministry supports the potential improvement of more convenient transfers at city centres or local hubs for a greater range of journey options. To allow for safe and easy transfers for our ākonga we encourage TRC to design transfers so they occur at the same drop-off/pick-up locations or as close by to each other as possible, with timetables designed to allow of reliable short wait times between services. |
| Ministry of Education | <p>The Ministry notes that high usage of TRC's public transport services is by school students, with children and young people embracing the bus. The Ministry agrees with the opportunity to review how school and urban services could work better together and make more efficient use of resources. The Ministry supports the goal of improving services and experiences for children and young people, to retain them using public transport in the future.</p> <p>The Ministry would like to note that we are in the process of doing a review of the Ministry-funded routes in the New Plymouth area, which includes routes that connect to public transport. We are keen to work with TRC and schools in this process.</p> |