

Better Travel Choices  
Community Engagement  
REPORT

11 September 2023 – 29 October 2023



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## 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
<b>Phase 2: Options consultation</b>	<b>Oct-Dec 23</b>	<b>Consult</b>
Phase 3: Public hearing	4 Dec 2023	
Council deliberations on submissions	17 Jun 2024	
Finalisation and approval process	Jul-Aug 2024	
Better Travel Choices comes into effect	3 Sep 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
<b>Inform</b>	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
<b>Consult</b>	<b>To obtain public feedback on analysis, alternatives and/or decisions.</b>	<b>We will keep you informed, listen to and acknowledge your concerns and provide feedback on how public input influenced the decision.</b>
<b>Involve</b>	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.
<b>Collaborate</b>	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
<b>TOTAL*</b>	<b>824,214</b>	

\* 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
<b>TOTAL</b>		<b>403</b>

## Public transport

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

### Public transport priorities

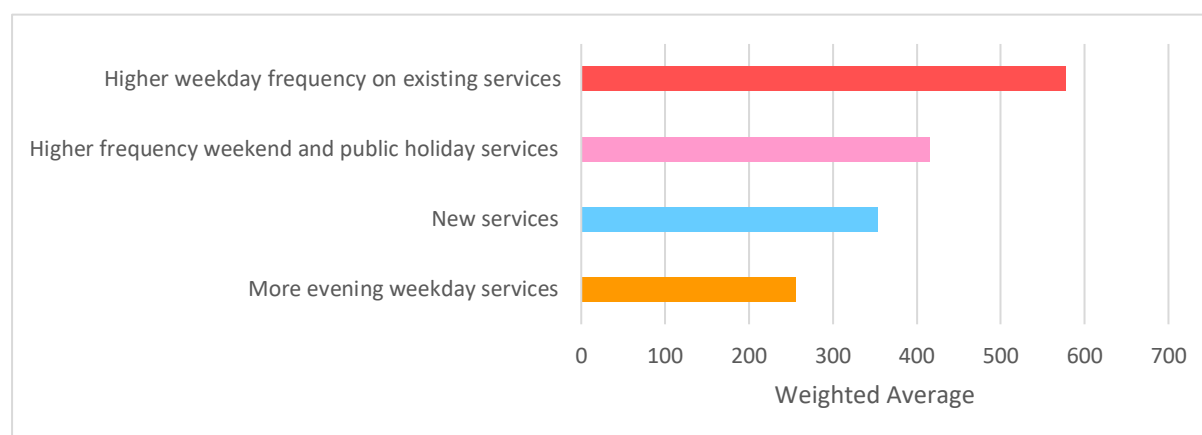
**Survey respondents (online and hard copy) were asked to rank four specified transport improvements in order of importance.**

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*

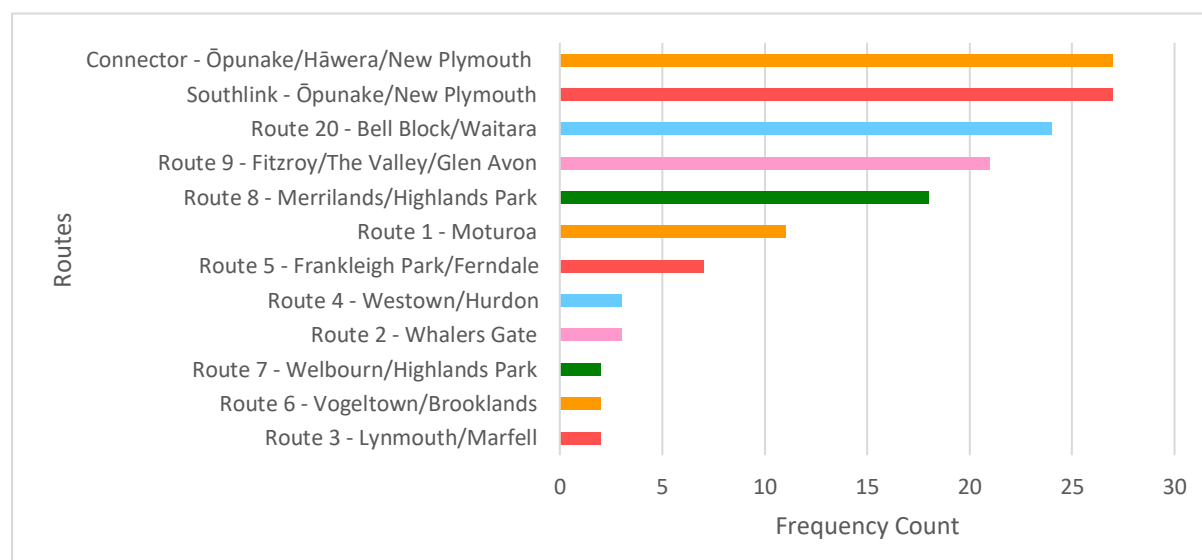


Table 5 below provides a sample of comments.

*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*

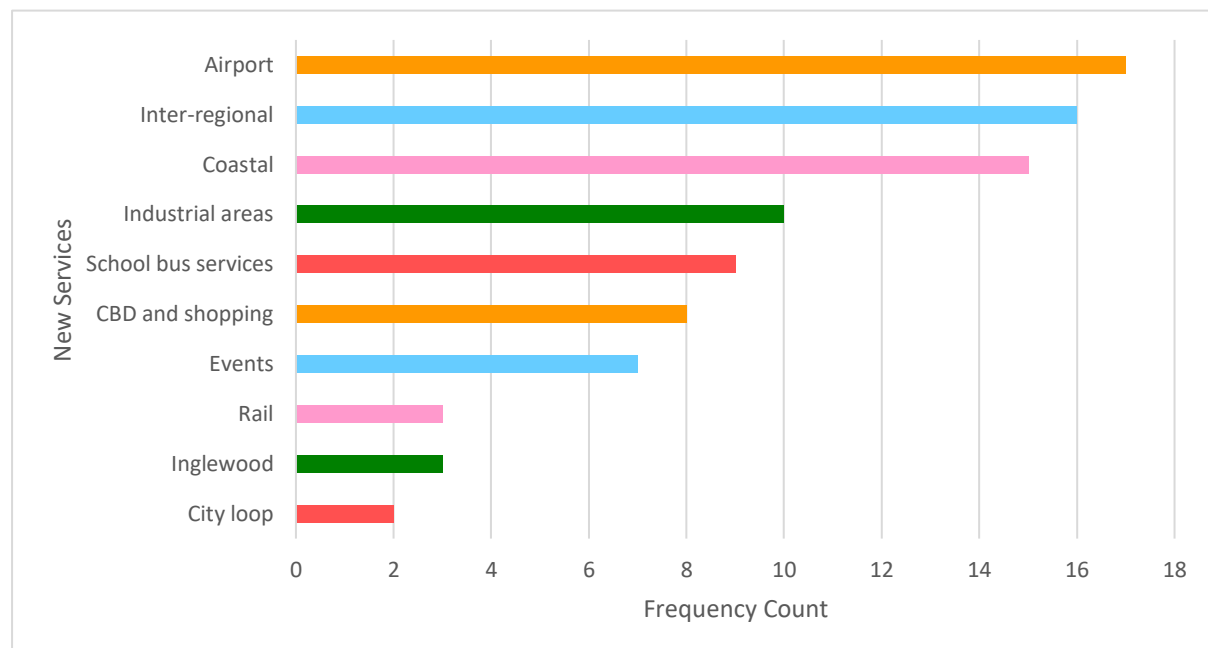


Table 7 below provides a sample of comments.

Table 7 Survey: Sample of comments about new services

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

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

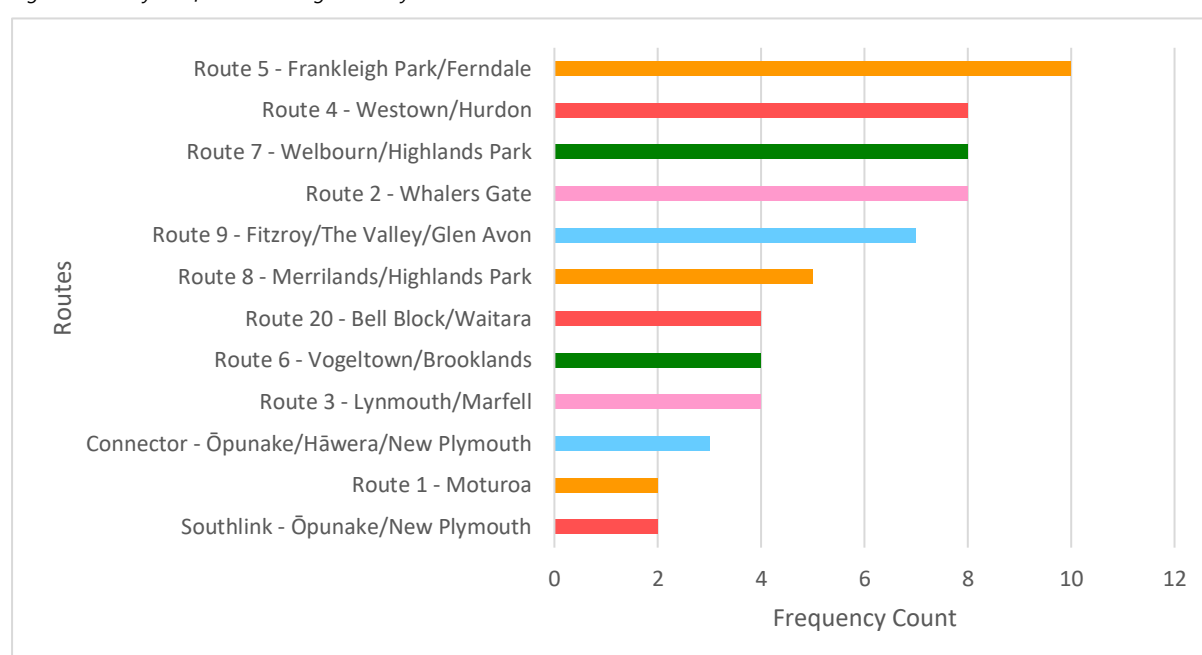


Table 9 below provides a sample of comments.

Table 9 Survey: Sample of comments from evening weekday services

<ul style="list-style-type: none"> <li>• 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.</li> <li>• Proper (not drop-off only) services until at least 7pm weekdays/Sunday and 10pm Friday and Saturday.</li> <li>• 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.</li> <li>• Buses on a Friday night after the movies or the footy at Yarrow Stadium.</li> </ul>
---

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

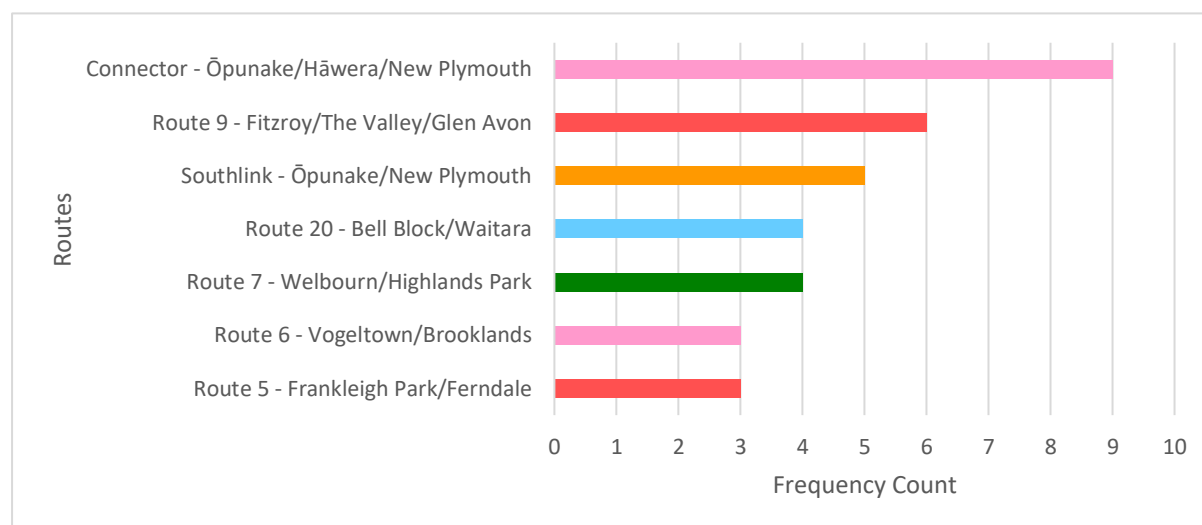


Table 11 below provides a sample of comments.

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

<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.)</li> </ul>
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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*

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.

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)
- Waiwhakaiho 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:

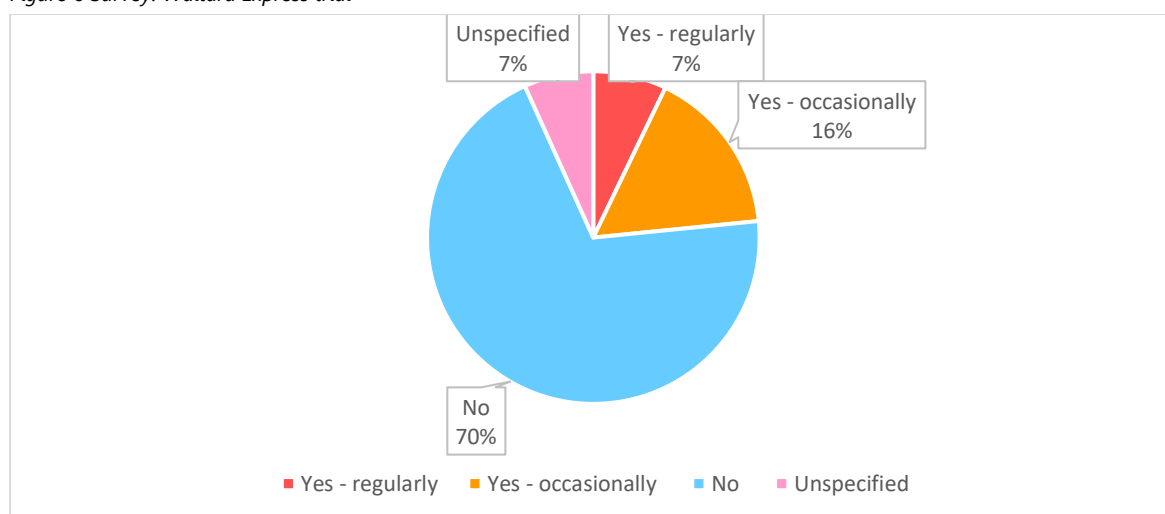
- Western Park and Lynmouth Park (Friday and Saturday cricket)
- Pukekura (Saturday cricket)
- Tennis Clubs (Various locations – primarily Saturday)
- East End, Fitzroy and Oākura Beaches (surf lifesaving, skate sports, general beach recreation)
- Touch Rugby at Hickford Park in Bell Block

## 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*

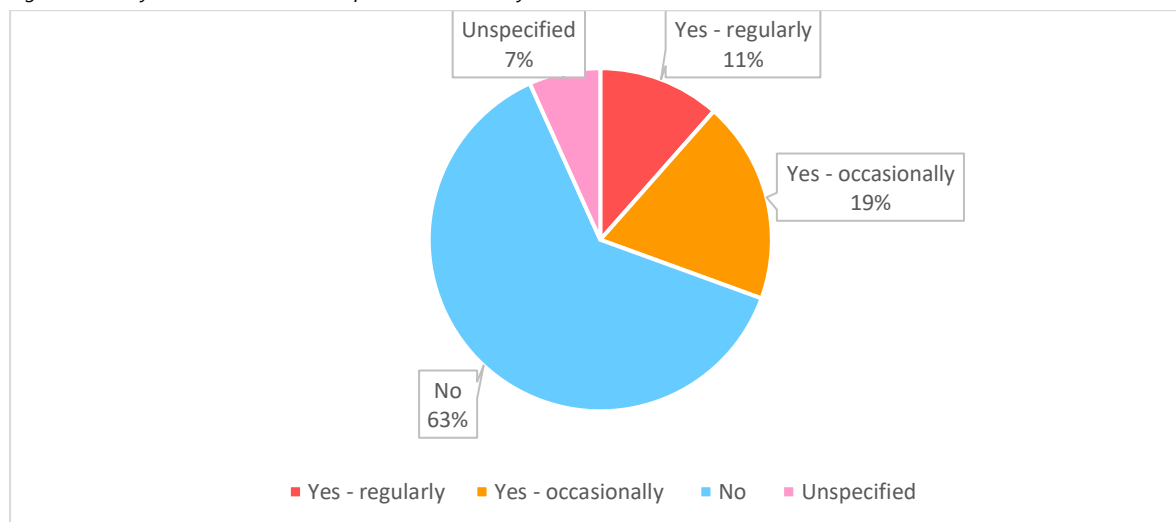




Feedback from earlier consultation rounds shows strong support for a Waitara express service from Waitara residents. This graph depicts responses from all districts, and is likely skewed by non-residents. Data in this survey only collects district of residence, not township, so no further breakdown is 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
<b>Frequency and convenience of bus services</b>	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.
<b>Route changes and coverage</b>	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.
<b>Accessibility and location-specific</b>		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
<b>Airport connectivity</b>	There is interest in having a direct bus service to the airport, with suggestions for coordinating with flight schedules or providing on-demand services.	
<b>Safety</b>		Some respondents express concerns about safety on the bus and related infrastructure with later running times.
<b>Community needs and impact</b>	Some respondents highlight the importance of considering community needs, such as accessibility for seniors, schoolchildren and residents in specific suburbs.	
<b>General feedback</b>	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.

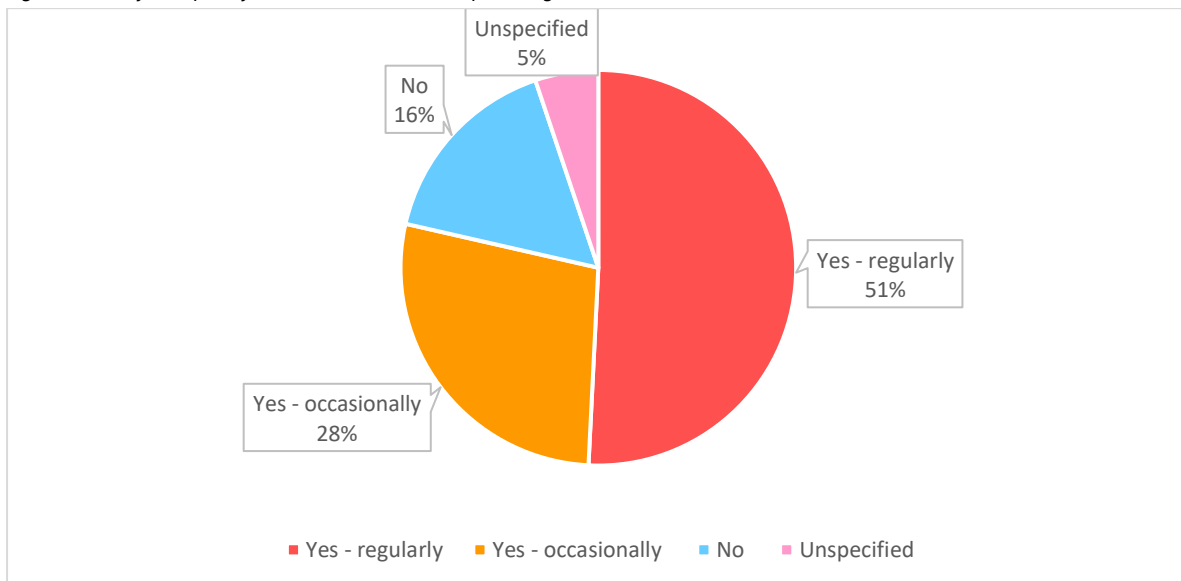
## Bus frequency

**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.

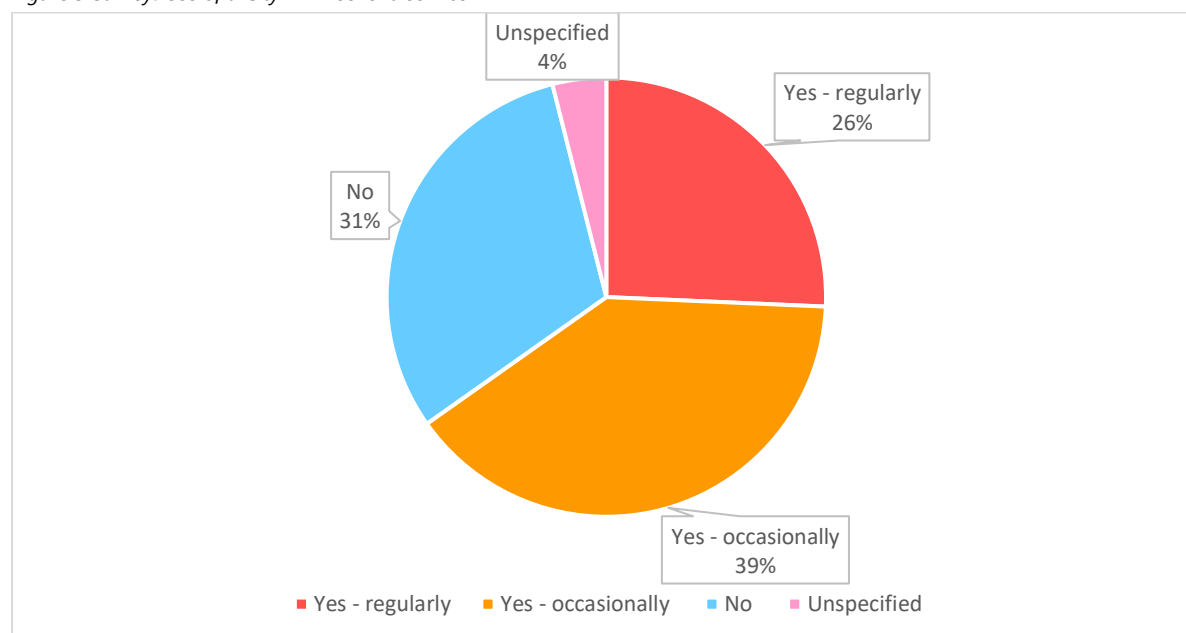
Figure 8 Survey: Frequency of buses and increased patronage



**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

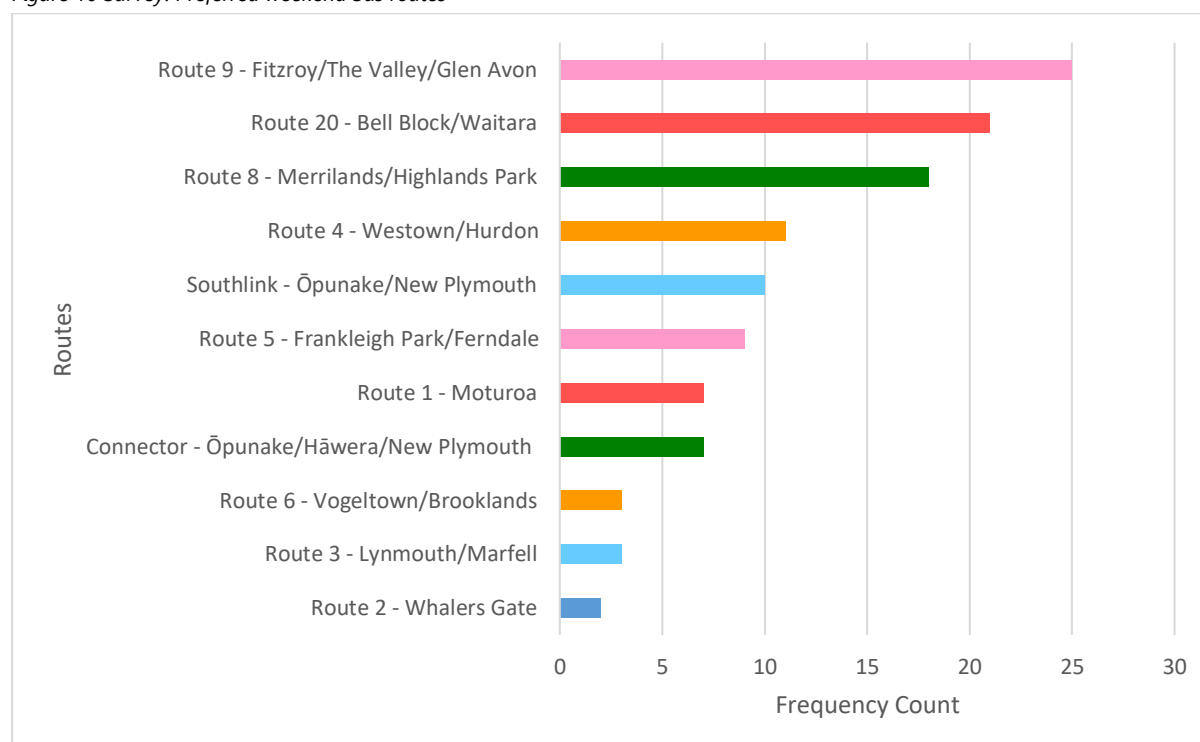


Table 14 below provides a sample of comments.

*Table 14 Additional comments for Citylink weekend services*

- 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*

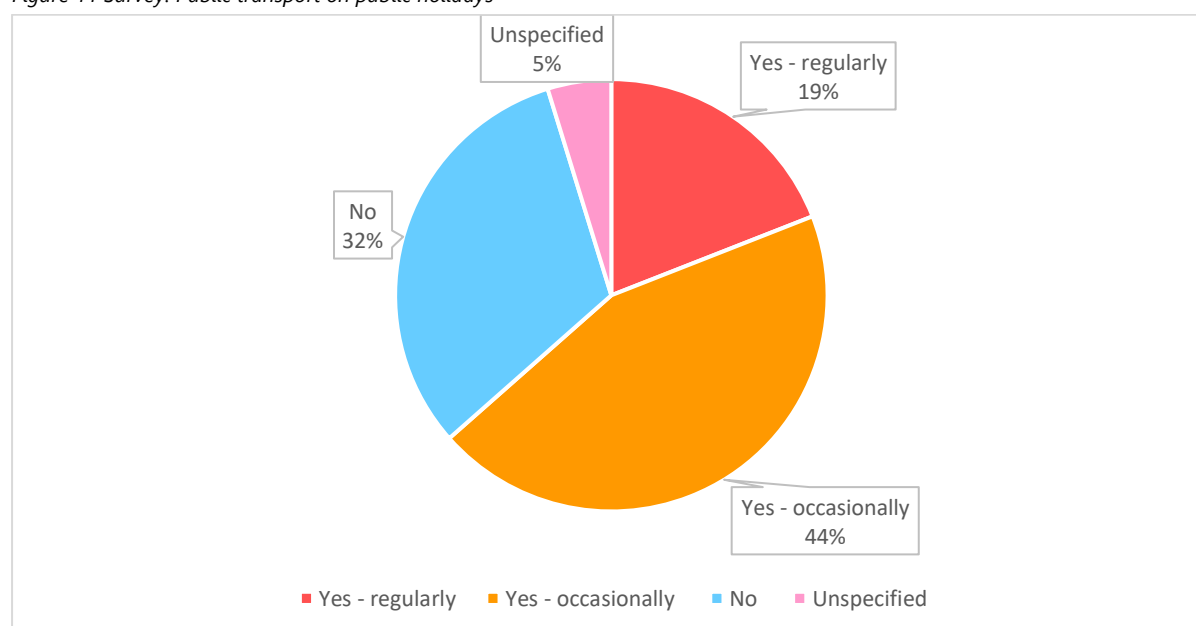
NPDC Supports:

- 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

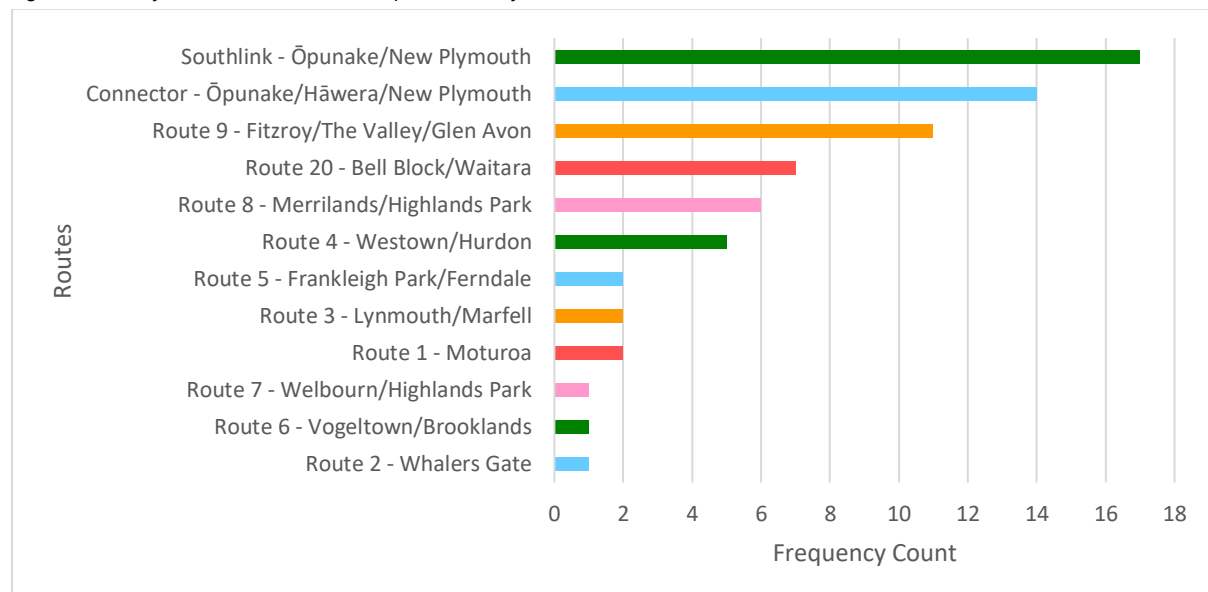


Table 16 below provides a sample of comments.

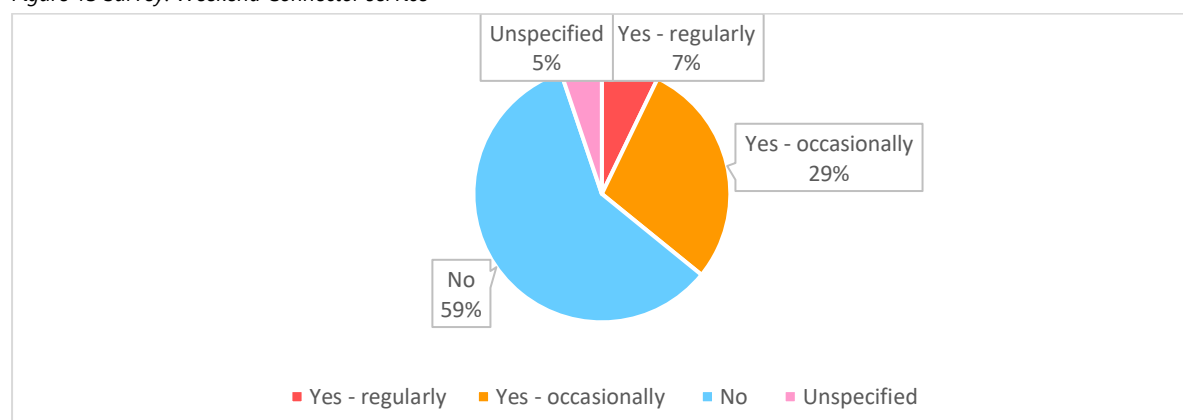
Table 16 Additional comments for bus services on public holidays

<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• Fitzroy, especially one that went to parks, playgrounds, pools, and other fun family activities.</li> </ul>
--

**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

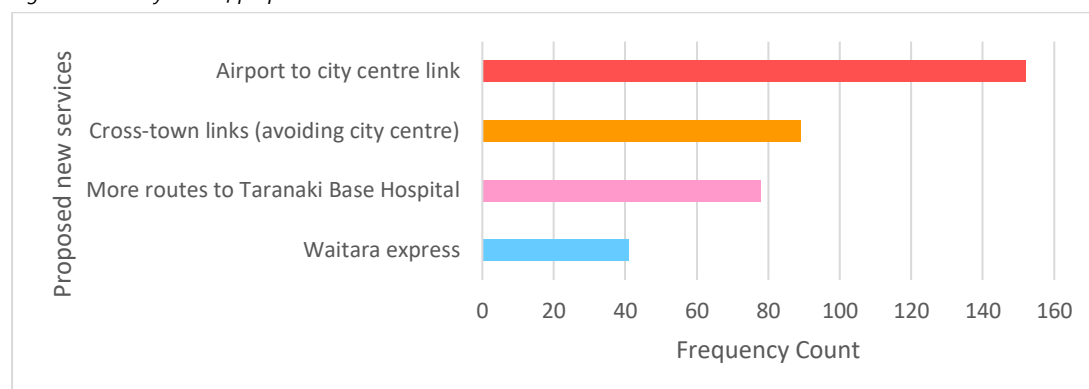


Table 17 Written submission: NPDC on cross-town links

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

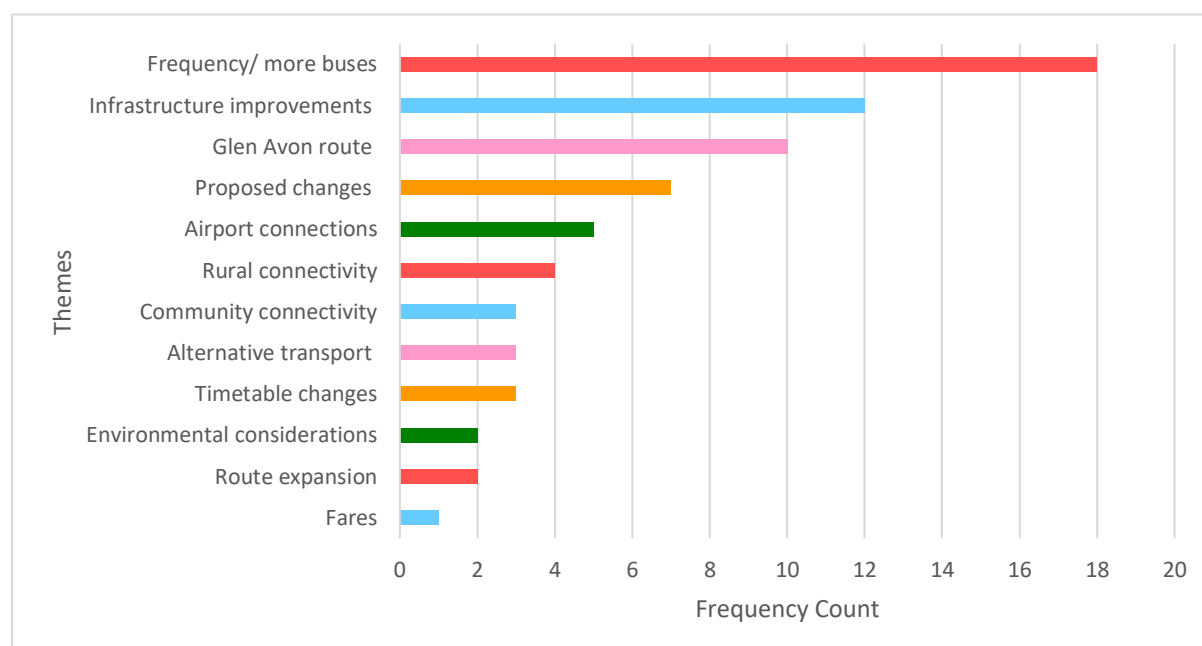


Table 18 Additional comments for route proposals

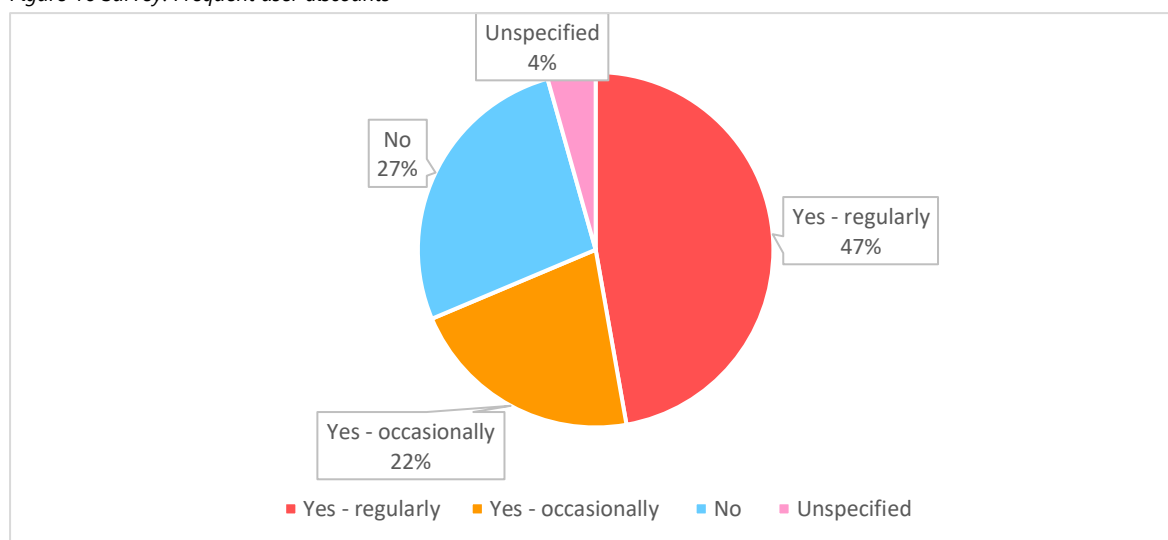
- Morning and evening links to the Valley. Weekend and evening buses through New Plymouth and to other Taranaki towns.
- At least one high-frequency (every 10-20 minutes) bus like Whanganui.
- An early bus from Bell block to get to work.
- Please add a Connector bus that gets people from New Plymouth 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

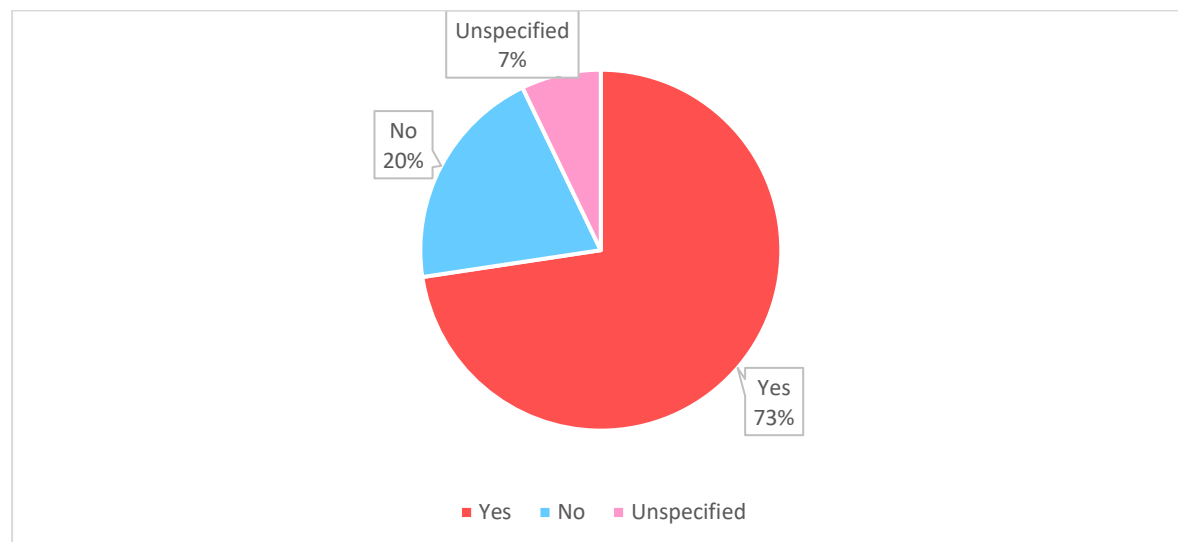


## Community-run transport

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



**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**

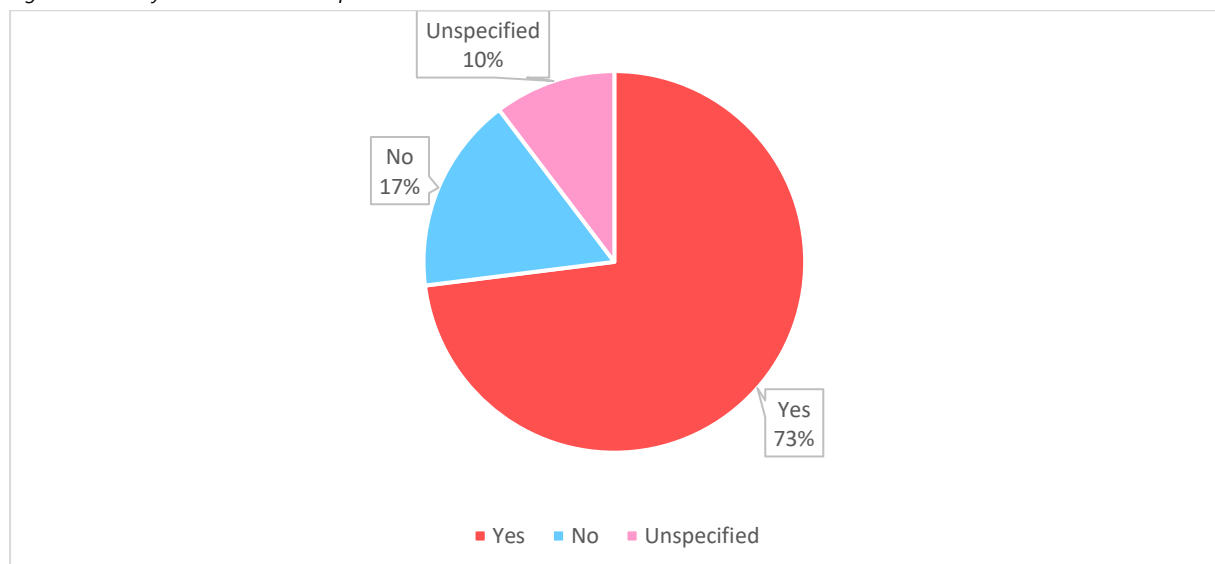
- Some frustration expressed about ratepayers funding community-run public transport.

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

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

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 Ōpunake
- 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.

### 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

Township/ Areas	Frequency Count	District
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

#### Public transport infrastructure:

- Discussions about improving public transport infrastructure.
- Suggestions for tram services and rail connections.

#### Multi-modal hubs

- Suggestions and support for multi-modal hubs that integrate various transportation modes.

#### Rail services

- 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

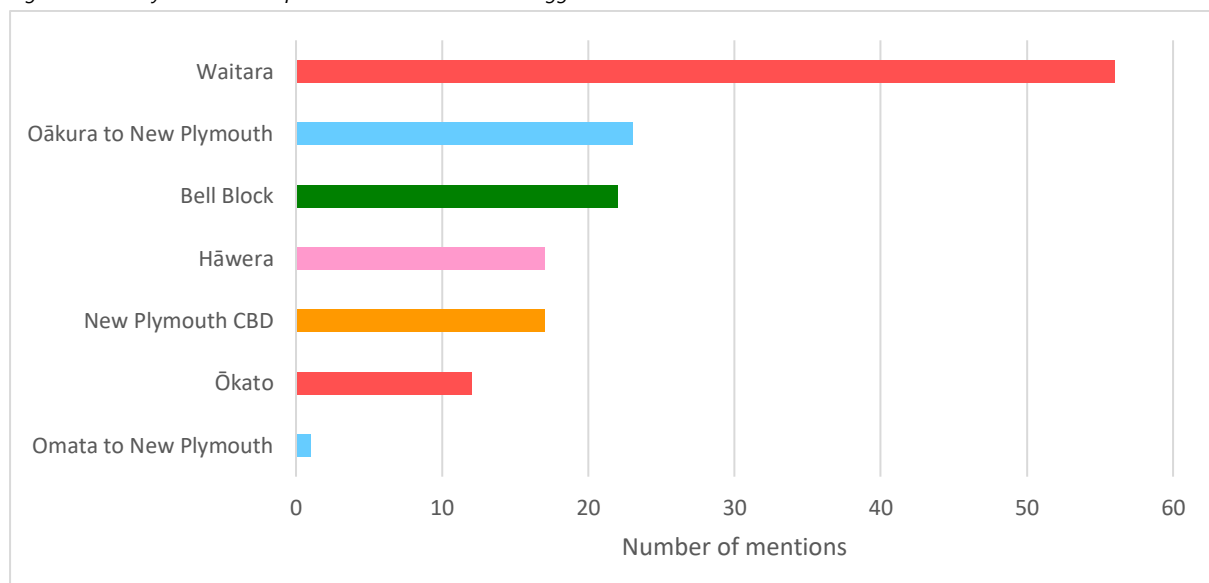


Table 27 below lists additional feedback received.

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

- 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.

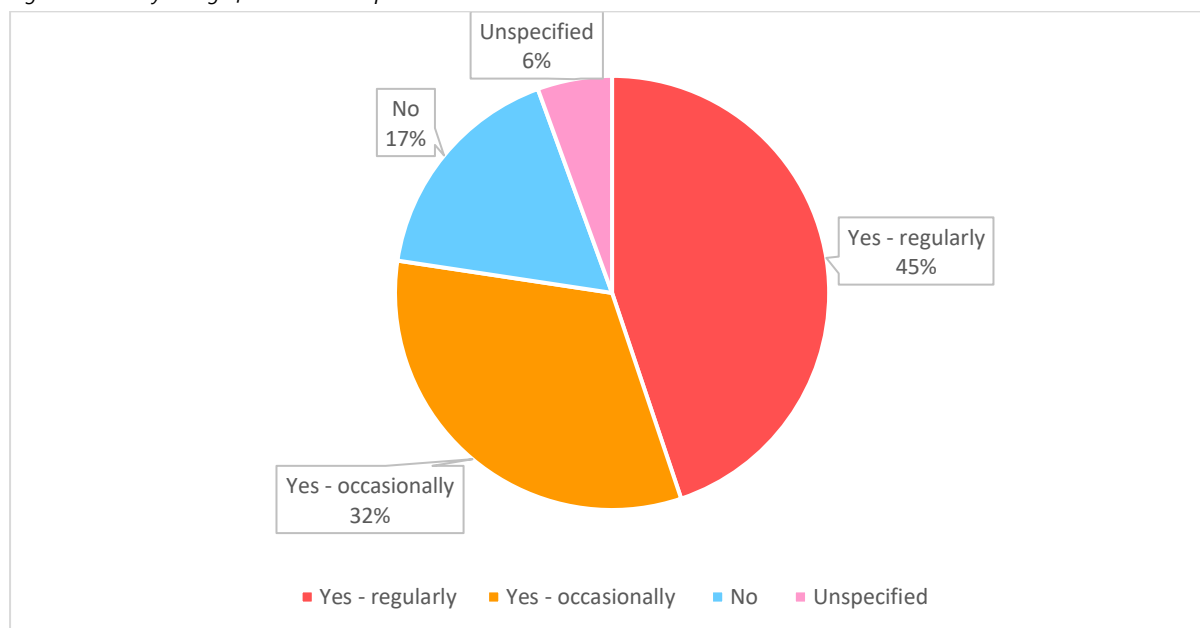
*Table 28 Written submission: North Taranaki Cycling Advocates on improved active travel routes*

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.

### **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*

- 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"> <li>• It would enable my older children to have independent travel options</li> <li>• It will give me independence and autonomy</li> <li>• It will reduce my isolation</li> <li>• It will enable me to get places when I'm on medications that make it illegal for me to drive</li> <li>• Get more tourists into the region enjoying a larger part of the region</li> <li>• 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.</li> </ul>
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## 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
<b>SH45 between New Plymouth, Oākura and Okato</b>	16	New Plymouth & South Taranaki
<b>New Plymouth CBD</b>	3	New Plymouth
<b>Tukapa</b>	3	New Plymouth
<b>Devon St East and West</b>	3	New Plymouth
<b>Mangorei Road</b>	5	New Plymouth
<b>Coronation Ave</b>	3	New Plymouth
<b>Carrington Road</b>	3	New Plymouth
<b>Toko to Stratford</b>	2	Stratford
<b>Vivian Street</b>	2	New Plymouth
<b>McDonalds intersection</b>	2	New Plymouth
<b>Bell Block to New Plymouth</b>	2	New Plymouth
<b>Hāwera to Ohawe</b>	2	South Taranaki
<b>Ngāmotu and Breakwater roads</b>	2	New Plymouth
<b>Waiwhakaiho Hill</b>	2	New Plymouth
<b>Frankley Road between the center roundabout and Brois/Waimea intersection</b>	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"> <li>• 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).</li> <li>• Around Oākura village. Children do not have safe bike paths.</li> <li>• 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.</li> <li>• 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.</li> </ul>
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- 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*

<b>Areas identified</b>	<b>District</b>
<b>New Plymouth CBD</b>	New Plymouth
<b>Hāwera to Normanby</b>	South Taranaki
<b>SH45</b>	New Plymouth & South Taranaki
<b>Record Street, Newton Street</b>	New Plymouth
<b>Inglewood</b>	New Plymouth
<b>Clemow Road, Barriball Street</b>	New Plymouth
<b>Beach Street</b>	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*

<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• More refuge bays on middle of Devon/St Aubyn St to make easier to cross.</li> </ul>
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**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*

<b>Areas identified</b>	<b>Frequency Count</b>	<b>District</b>
<b>New Plymouth CBD</b>	11	New Plymouth
<b>Weston</b>	7	New Plymouth
<b>School Zones</b>	5	All Taranaki
<b>Fitzroy</b>	5	New Plymouth
<b>Inglewood</b>	4	New Plymouth
<b>Bell Block</b>	4	New Plymouth
<b>Merrilands</b>	3	New Plymouth
<b>Mangorei Road</b>	2	New Plymouth
<b>Welbourn</b>	2	New Plymouth
<b>Ōkato</b>	2	South Taranaki
<b>Spotswood</b>	2	New Plymouth

<b>Moturoa</b>	2	New Plymouth
<b>Blagdon</b>	2	New Plymouth
<b>Oākura</b>	2	New Plymouth
<b>Coronation Ave</b>	2	New Plymouth
<b>Vogeltown</b>	2	New Plymouth
<b>Glen Avon</b>	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

- 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

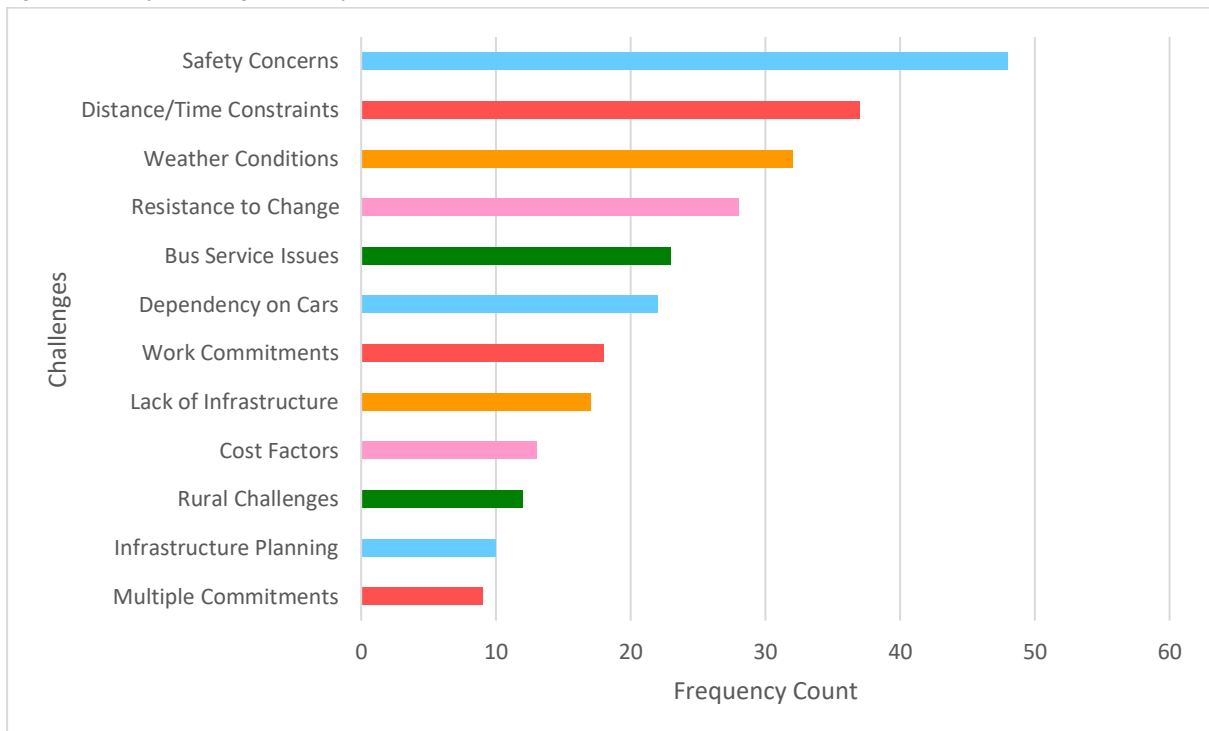


Table 37 below provides a sample of comments.



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

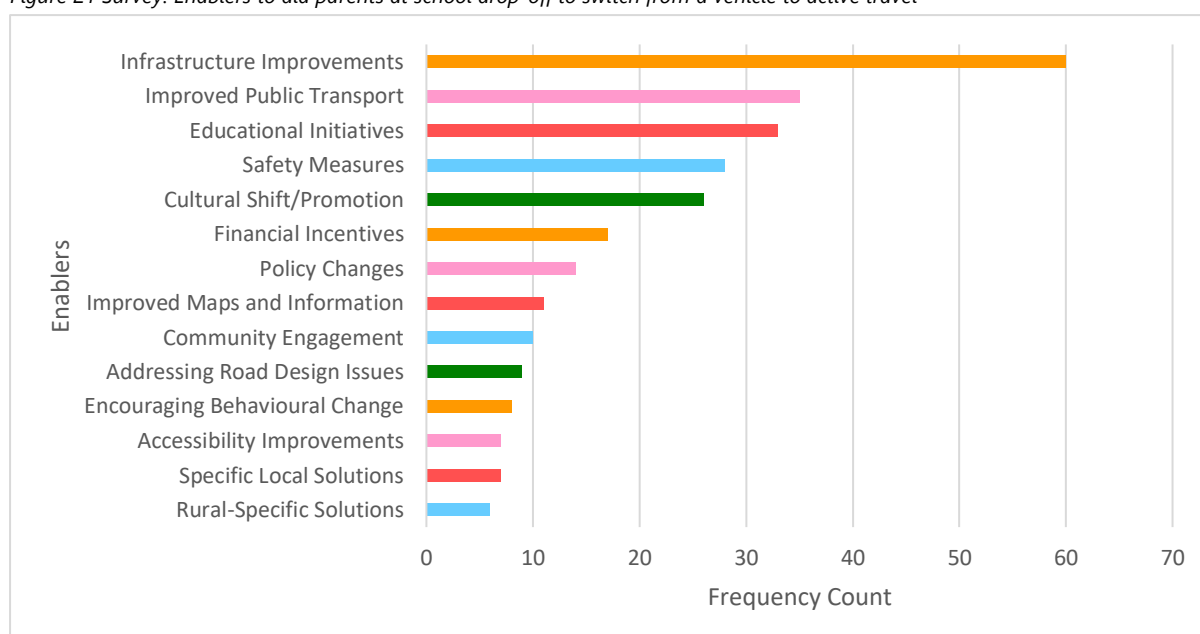


Table 38 below provides a sample of comments.

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

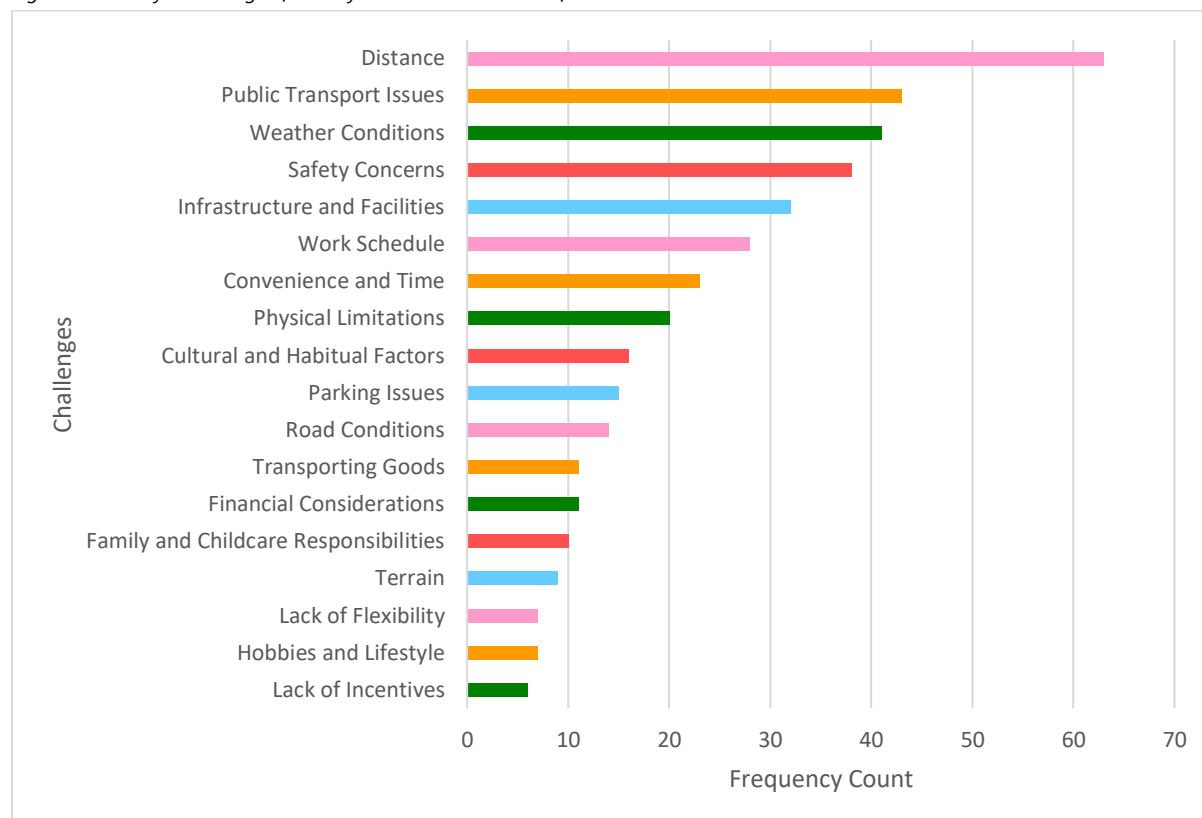


Table 39 below provides a sample of comments.

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"> <li>• Cycling: Safety</li> <li>• Walking: Poor quality, narrow footpaths, sometimes no footpath (Frankley Road) and long waits to cross at traffic lights in town.</li> <li>• I live near the Huatoki Pathway but I would never use that when travelling alone as a woman because of personal safety</li> <li>• Irregular work hours and early starts on some days.</li> <li>• My work place does not have shower facilities so getting sweaty cycling/walking to work wouldn't be ideal.</li> <li>• 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</li> <li>• 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.</li> <li>• 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.</li> </ul>
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## 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

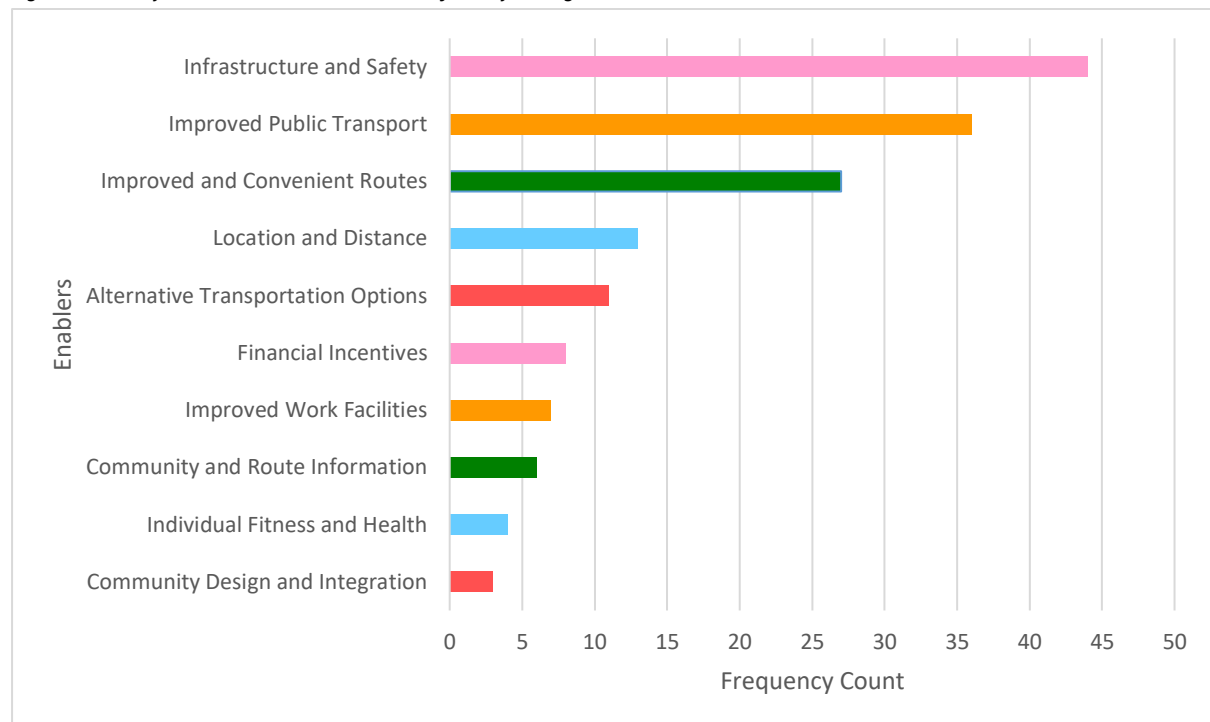


Table 40 below provides a sample of comments.

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"> <li>• Greater frequency of bus services at commuter times.</li> <li>• Dedicated and protected active travel mode spaces.</li> <li>• Financial incentives to choose active transport.</li> <li>• More frequent buses would help and options such as bus shelters, better bus signage and real-time information.</li> <li>• Safer bike routes - separated bike paths</li> </ul>
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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"> <li>• Bus routes that stop at key points of bike infrastructure (e.g. the coastal pathway in New Plymouth)</li> <li>• 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?</li> <li>• Bike parking at some of these bus stops, not just at the transport hubs.</li> <li>• More advertising of the bike racks on our buses and how to use them.</li> </ul>
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**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*

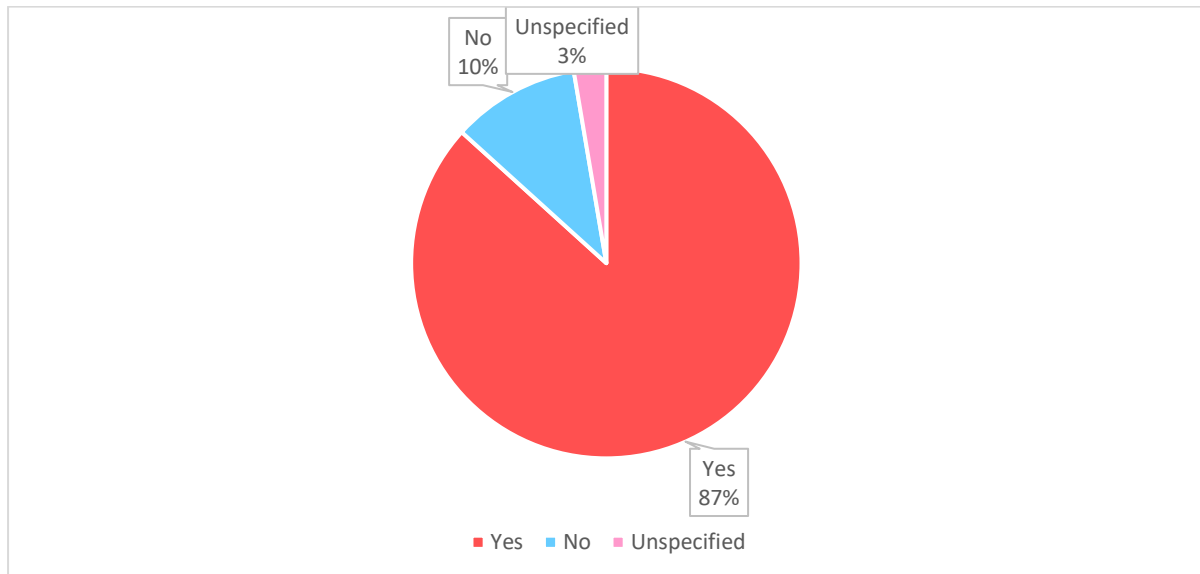


Table 42 below provides a sample of additional commentary.

*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.