

Future of Transport Pre-Consultation  
Community Engagement  
FINAL REPORT

15 March 2023 – 30 April 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:

- road safety and speed management
- cycling, walking and active travel
- public transport (including buses and rail), and
- the long-term vision for transport in Taranaki.

This report will inform policy development of a Better Travel Choices for Taranaki strategy by the Council and inform the development of Speed Management Plans by New Plymouth District Council, Stratford District Council and South Taranaki District Council (the three Territorial Authorities).

This engagement will be followed by formal consultation by the Council and the three Territorial Authorities from October to December 2023 on the above strategy and plans. All of the above plans will feed into the Regional Land Transport Plan (RLTP). The public will be consulted about the RLTP between January 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 developed strategies for cycling and walking and public transport in the past. The Regional Walkways and Cycleways Strategy provided a frame for developing and implementing walking and cycling initiatives but has not been updated since 2007. The Taranaki Regional Public Transport Plan sets out the Council's objectives and policies for public transport in the region and was last updated in 2020. A new Better Travel Choices for Taranaki strategy is being developed by the Council and 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.

To facilitate the development of the Better Travel Choices for Taranaki, the speed management plans and the RLTP, the Council and the three Territorial Authorities decided to seek high-level feedback from the community. Using the Social Pinpoint online engagement tools and traditional feedback mechanisms such as a hard copy survey, feedback was sought 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 via an interactive map and a survey featuring 51 questions. The engagement was open between 15 March and 30 April 2023 and was accompanied by a multi-media promotional campaign featuring social media, print media and radio to drive people to take the survey and/or comment on the interactive map.

Feedback from the consultation will be used to develop the Better Travel Choices for Taranaki strategy and the three speed management plans developed by the three Territorial Authorities. Further consultation will take place between October to December 2023 on the finalised strategy and plans before they are approved by the Committee and the three Territorial Authorities. The speed management plans need to be submitted for approval by Waka Kotahi by March 2024.

## Key Focus Areas

Community feedback was sought in the four key areas identified below. In addition to these focus areas, respondents had the opportunity to provide feedback on any other issues of importance to them.

### Road safety and speed management

Road safety is a major concern in Taranaki and there are many factors affecting the issue including the condition of the region's roads and speeds. Safe and appropriate speed limits are key to creating a safe transport system that puts all people, no matter how they travel, at its heart. Even when speed does not cause a crash, it is what will most likely determine how badly someone is hurt.

### Transport in 2050: vision for the future

This area focused on what people want transport in Taranaki to look like in the long-term. We asked what the priorities should be as councils plan ahead. Transport systems are expensive to build and maintain and take time to change while climate change and the resulting increase in severe weather events is set to impact the resilience of the region's transport networks. Long-term solutions are required so the public has reliable transport connections for communities and the region's economy.

### Public transport

This area looked at what is currently being done well with public transport in Taranaki and what could be done better. The more people that use bus services, the cheaper it will become for everyone and the more services we can provide. We asked what people wanted from their bus service, including issues like frequency and route locations.

### Cycling, walking and active travel

This focus area examined attitudes to cycling, walking and active travel and what could be done to help people enjoy these activities and travel modes more. Getting out and about walking or cycling is good for people and good for the environment. By switching to active travel for some trips, cars are taken off the roads, which reduces greenhouse gas emissions.

## Engagement Approach

Councils will engage with the public and stakeholders at various stages of the process to ensure that community concerns and aspirations are directly reflected in the plans that are developed. Councils will also provide feedback to the community about how public feedback influenced plan development and any related decisions.

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: RLTP Notification	Jan-Mar 24	Consult
Phase 4: Public hearings	Mar 24	Consult
RLTP comes into effect	Jul 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 “Involve” 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>	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.
<b>Involve</b>	<b>To work directly with the community throughout the process to ensure that public concerns and aspirations are consistently understood and considered.</b>	<b>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>
<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 – Opinion piece (Steve Francis – 19 April)	25,000	General Public
Daily News – 3x front page ads	75,000	General Public
More FM – Charlotte Littlewood interview	13,000	General Public
North Taranaki Midweek – Advert	45,000	General Public
Stratford Press – Advert	22,500	General Public
Stratford Press – editorial	22,500	General Public
South Taranaki Star – Advert	45,000	General Public
Opunake & Coastal News – Advert	7,500	General Public
Facebook/Instagram [16 posts]	59,000	General Public
Website – Social Pinpoint	12,000	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>584,520</b>	

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

Table 4 Social media reach and engagement by category

	Road safety/ Speed	Transport vision	Public transport	Cycling & walking	Anything else	Total
Facebook/ Instagram reach	21,582	13,675	7,964	13,921	0	57,142
Facebook/Instagram engagement	575	4507	242	352	0	5,676
						62,818

## Results

### Total responses

Across all channels, as at 13 May 2023, a total of 1,805 pieces of feedback have been received and Table 5 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 49 questions and generated an estimated 15,000 individual pieces of feedback, while online map comments were single comments, generating 1,154 pieces of feedback.



Table 5 Number of responses by response channel

Response channel	Description	Total
Online map comments	Using the Social Pinpoint engagement tool, respondents positioned a map pin related to one of the focus areas (eg public transport) and provided freeform comment. There was no limit to the number of pins an individual could place.	1,154
Social media comments	Individual comments provided via Facebook.	175
Online survey	Survey completed by respondents via the Social Pinpoint online engagement tool.	442
Hard copy survey	A shorter version of the online survey available at various locations around Taranaki such as libraries and public transport service hubs.	30
Written submissions	Bespoke submissions made by individuals or organisations via email or hard copy correspondence.	4
<b>TOTAL</b>		<b>1,805</b>

## Responses by channel

Across all channels, road safety and speed management and active travel generated the most feedback, together accounting for 50% of all responses received. Figure 1 shows the breakdown of all categories based on volume of responses in each category.

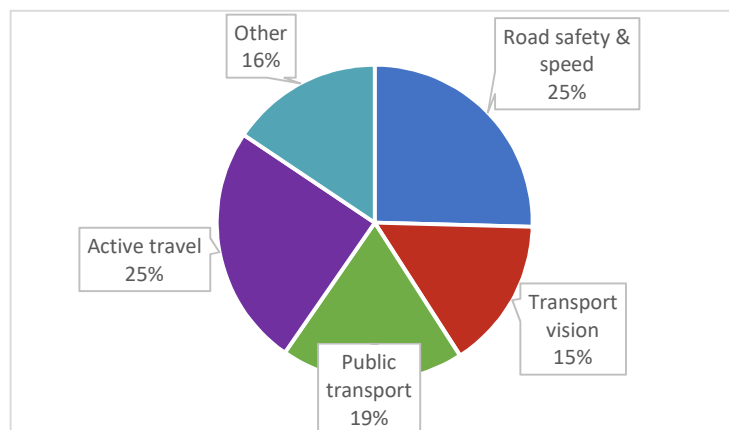


Figure 1 Responses by category (all response channels)

## Demographic overview

The tables below show various demographic details about respondents by response channel.

The demographic breakdown figures for each response channel are noted as either typical (specified average for that channel) or specific (specified by respondents). Where available figures for the Taranaki region as a whole are provided for comparison purposes.

Table 6 District of residence

	Online comments	Online survey (%)	Social media (%)	Written submission	Hard copy survey	Taranaki district of residence (%)
<i>Data type</i>	Data not collected	<i>Specific</i>	<i>Typical</i>	Data not collected	Data not collected	<i>Specific</i>
New Plymouth district		76	66			69
South Taranaki district		14	14			23
Stratford district		10	10			8
Outside Taranaki		0	9			n/a
<b>TOTAL</b>		100	100			100

Table 7 Area of residence: rural or urban

	Online comments (%)	Online survey (%)	Social media	Written submission	Hard copy survey
<i>Data type</i>	<i>Specific</i>	<i>Specific</i>	Data not collected	Data not collected	Data not collected
Urban	74	78			
Rural	15	22			
Unspecified	11	0			
<b>TOTAL</b>	100	100			

Table 8 Respondent age

	Online comments	Online survey (%)	Social media (%)	Written submission	Hard copy survey	Age of Taranaki residents (%)
<i>Age in years</i>	Data not collected	<i>Specific</i>	<i>Typical</i>	Data not collected	Data not collected	
< 18 years		3				34
19-24 years		3	4			16
25-65 years		75	91			46
65+		18	5			6
Prefer not to say		1				
<b>TOTAL</b>		100	100			

Table 9 Respondent gender

	Online comments	Online survey	Social media (%)	Written submission	Hard copy survey	Gender Taranaki residents (%)
Data type	Data not collected	Data not collected	Typical	Data not collected	Data not collected	
Male			37			50
Female			63			50
<b>TOTAL</b>			100			

## Travel Habits

### Modes of travel

Survey question: In the past month, what ways of travelling have you used? Please rank in terms of frequency with the primary method of transport first. Travel by car was the most frequent method of transport as shown in Figure 2.

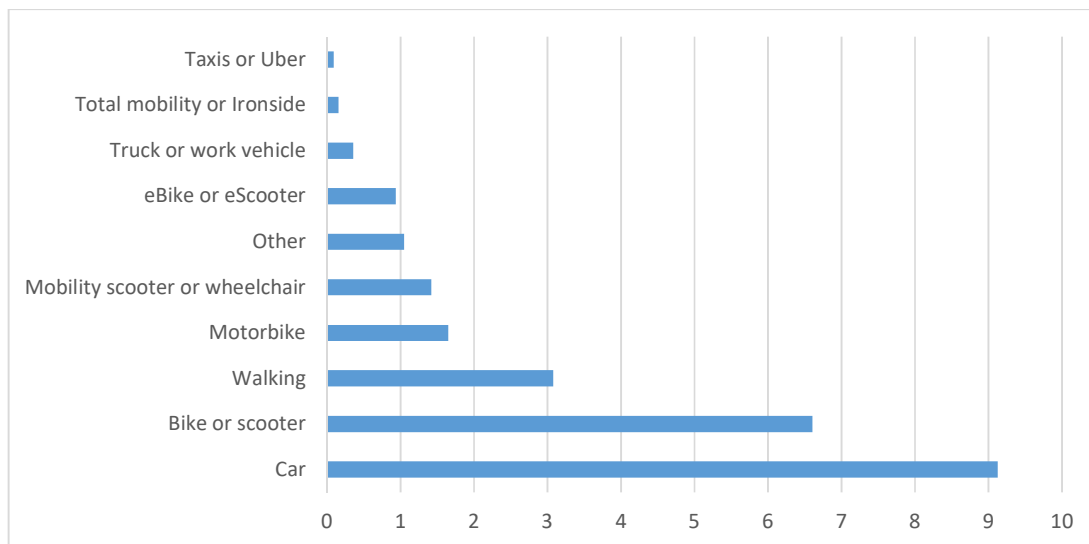


Figure 2 Online survey: method of travel

Main reason for travel

Survey question: What was the main reason for using the primary method of travelling around Taranaki?

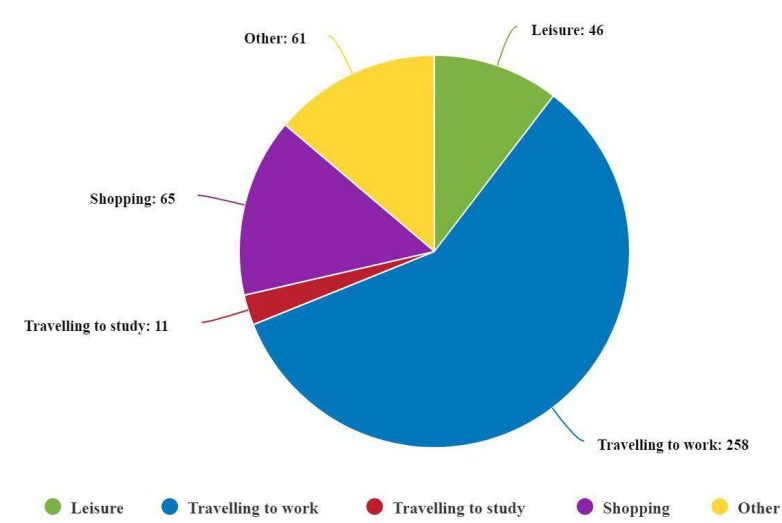


Figure 3 Online survey: main reason for primary method of travel

Table 10 below provides further detail around reasons for travel from those who indicated “other” in Figure 3 above.

Table 10 Other reasons for primary method of travel around Taranaki.

<ul style="list-style-type: none"><li>• Dropping kids at school</li><li>• Taking kids to activities</li><li>• Running errands in town and non-work related travel</li><li>• Sport and recreation. Tennis and pickleball. Surfing to stay healthy.</li><li>• Managing the lives of our family, commuting, shuttling actives for the kids. Life basically.</li><li>• Other includes most of the above [options defined in Figure X above], leisure, shopping, visiting friends and family. (An important reason you missed out in survey.)</li></ul>
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Number of km travelled for daily commute

Slightly more than half (54%) of online survey respondents travelled 10km or less for their daily commute and 74% travelled under 20km to and from work or school each day.

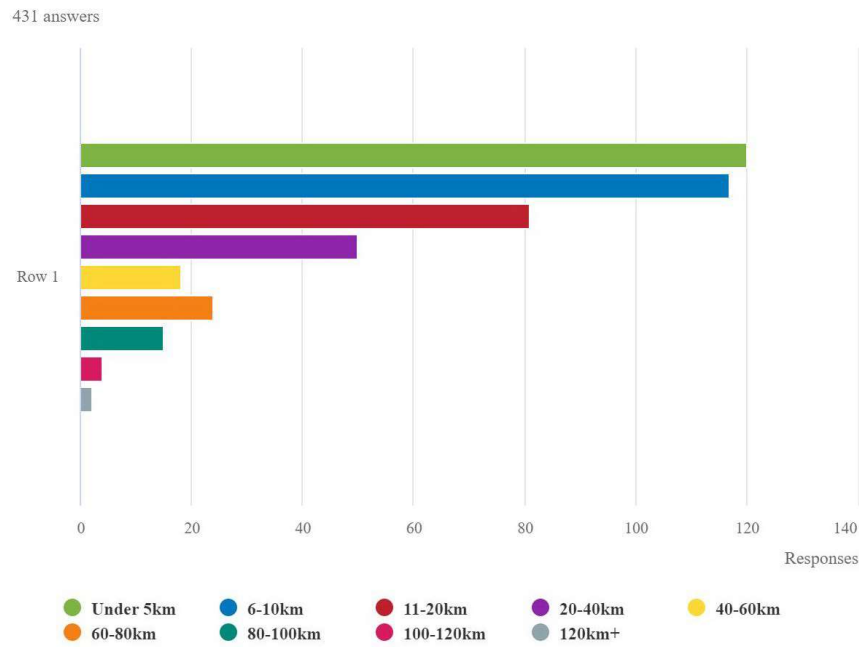


Figure 4 Online survey: daily average commute

### Time of daily travel to/from work or study

Survey results indicate that most people are moving from their homes to and from work or study from 6am-10am and 4pm-6pm in the evening (Figure 5).

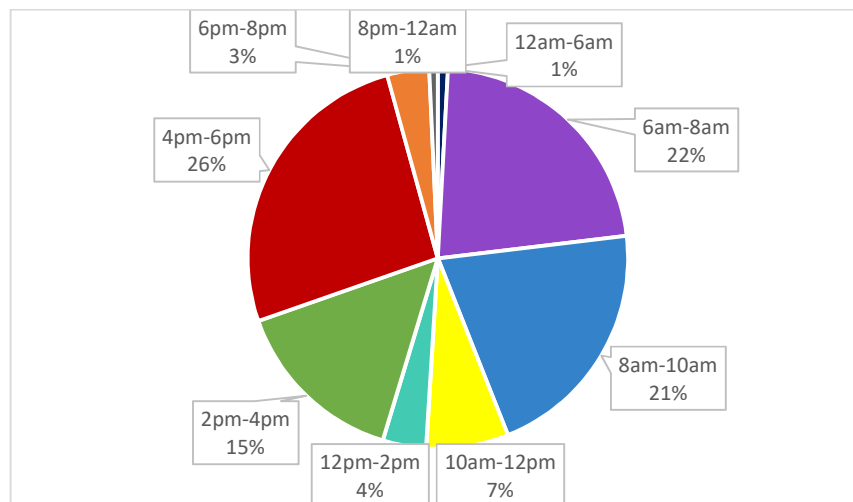


Figure 5 Online survey: daily commute travel times

# Transport Vision 2050

This section summarises community aspirations for the region’s transport vision including level of support for proposed long-term goals.

## Level of support for proposed goal to reduce 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% of respondents were strongly or generally supportive of the proposed goal as shown in Figure 6 below.

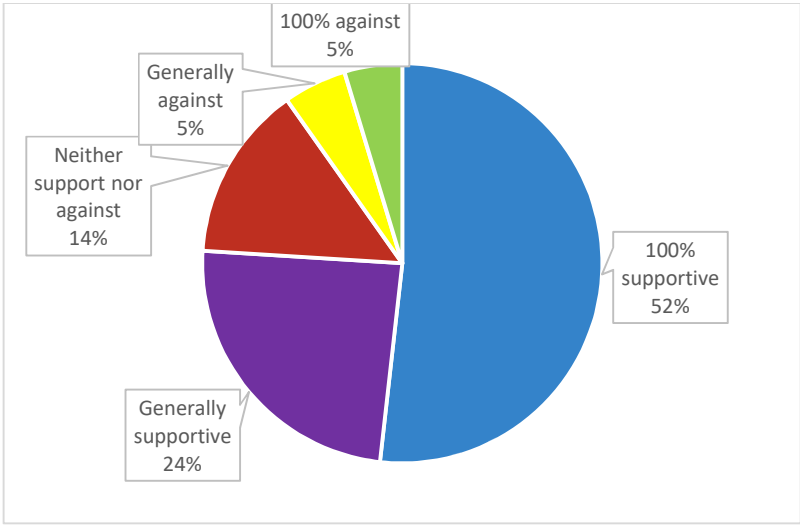


Figure 6 Online survey: level of support for proposed goal to reduce car journeys

Some written submissions expressed their position on the proposed goal, and these comments are noted in Table 11 below.

Table 11 Written submissions: level of support for proposed goal to reduce car journeys

<ul style="list-style-type: none"><li>Federated Farmers neither support nor is against the goal to reduce to number of car journeys by 25% by 2023 to help make roads safer and reduce greenhouse gas emissions.</li></ul>
--

## Is the goal too ambitious?

Survey respondents were also asked whether they thought that the goal was aggressive enough by indicating whether the goal was not ambitious enough, about right or too ambitious. The majority of online survey respondents (53%) thought it was “about right” as shown in the table below.

Table 12 Online survey: is the goal ambitious or not ambitious enough

	Count	Percent
	436 respondents	
Too ambitious	114	26%
About right	232	53%
Not ambitious enough	90	21%

Extensive feedback was provided by respondents about their reasons why they believe the goal was either too ambitious or not ambitious enough and a selection of these comments is shown in Table 13 below, with a link to a verbatim summary of all comments available in the appendices to this report.

*Table 13 Online survey: select comments on ambitiousness of proposed goal to reduce car journeys*

- Small population base makes ambitious public transport plans unaffordable.
- It takes a very long time to change people's attitudes.
- Not practical with Taranaki profile.
- It has to be enacted carefully, thinking about the impact it would have on those who need to drive - it has to be practical.
- The goal will be self-achieving if there was better services and localised businesses.
- I think it is a great goal and one we definitely need to aspire to.
- It should not be a goal at all. Human flourishing means having the freedom to travel and interact with others as you see fit, not to be governed by artificial limits on car journeys.
- Too ambitious because population will increase due to development of new industries. Taranaki does attract people from big cities able to work from home. There will be more cars, not a reduction in cars.
- We seem to find every excuse why we cannot implement something NOW. Everything comes at a cost, it is just a case of which cost we are prepared to pay. At the moment, the climate continues paying.
- The date is not ambitious enough, we need to make the plans and action now.
- Cars are not going anywhere anytime soon. The suburbs are designed to have a car. I agree we should try use cars less, ride share etc. but with a 25% drop while population is increasing it a big call.
- Not practical and nothing New Zealand much less Taranaki can do will significantly affect world emissions. It is a ridiculous notion.
- Because NZ does not plan well enough for long sustained improvements. We tend to react to a crisis only.
- Will be difficult to get people to change their habits and their freedom of travel. Cars are too convenient for people to resist using.
- We need to do more, more quickly. Providing better public transport is the key.
- Most households in this day and age have at least two cars per household.
- I think the number of people living in Taranaki is going to increase so more vehicles. A better target might be keeping the number of trips at the current level and supporting people into better vehicles with reduced greenhouse gas admissions.
- It's a good start, but 25% in 10 years is not enough, the climate needs more. The availability of e bikes can bring this down further. We are a hardy bunch in Taranaki, a bit of rain and some hills shouldn't stop us.

## **Level of agreement with proposed active travel goal**

Survey question: Is a proposal to double the number of journeys by walking, cycling or other active travel to school and work by 2033 ambitious or not ambitious enough?

436 answers

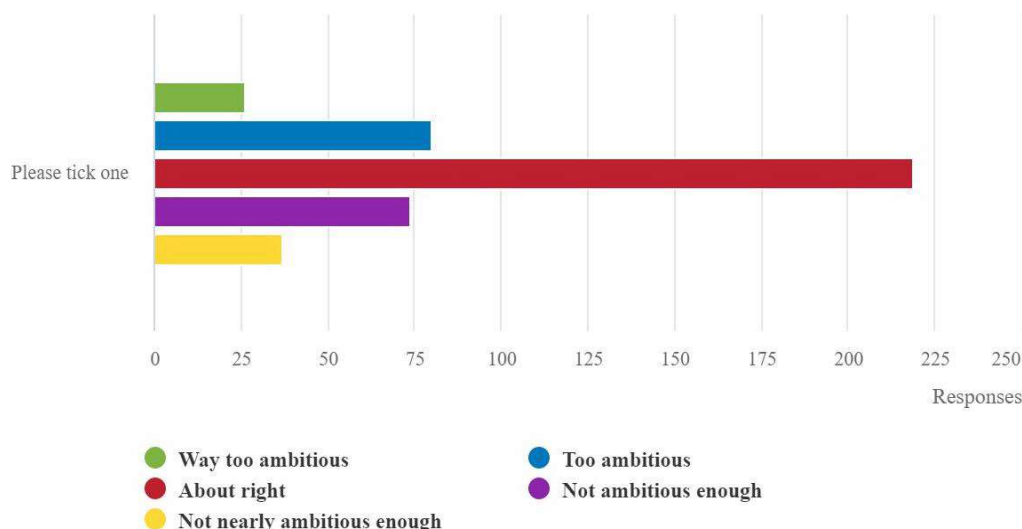


Figure 7 Online survey: level of agreement to doubling current active travel

## Long-term transport priorities

Table 14 Selected comments regarding transport vision 2050 (all channels)

- Let's celebrate the laneways more! I would love to see more pedestrian/bike only areas in town. The area around Currie street would be a good candidate.
- Taranaki should aim to be the most walking and cycling friendly region in Aotearoa. We're not leaders currently, but with some effort and coordination we could be.
- Bring back passenger trains.
- Economically and environmentally sustainable options that suit the needs of our diverse rural and urban population.
- Bring back rail.
- More public transport options available that are affordable. Lots of cycle lanes, shared cars available to book and use.
- Our cycling infrastructure should not be designed for "avid cyclists." It should be designed for nervous cyclists, kids, new cyclists, families, and would-be cyclists.
- Separated cycle ways or off-road cycle paths making it safe for all ages and abilities. Active and public transport being the default for most people. Low levels of private vehicle use.
- More frequent and easily accessible public transport that is cost effective and considers late nights and weekend availability.
- Low emissions and resilient, accessible, equitable, affordable, frequent, easy-to-use - to the point that from a financial and time perspective it makes more sense to take public and / or low-emission transport options (bus, train, bike, walk) vs. the car.
- People-centric and low-emissions based approach to transport that incentivises people to use public or low emission options, and decentivises car use.
- By 2050 I want to see the majority of journeys completed as a passenger in driven vehicles eg. taxis, Uber cars, buses or minivans.
- Many cycle lanes and better safety for cyclists in urban areas.
- Less heavy vehicles on the roads - more use of rail especially for transport to and from the port. Safer spaces for scooters/bikes to travel - shared spaces.
- Safer roads. Better quality roads. Better bus services. Big traffic off the road.
- A resilient road network to get in and out of the region and bike friendly options to get around our towns in day to day living.
- No traffic congestion, compact cities with lots of public transport options within the city or across the region.



- Enhanced public transport using electric buses and commuter rail to assist the transition to a carbon free future.
- That on 1st January 2050 TRC proudly celebrate 25 years of providing Public transport in Taranaki that is powered by renewable energy. It would mark the date of 31st December 2024 as being the last day that Taranaki Public transport used energy derived from fossil fuels that create an unsafe environment in which people have to live and breathe.
- Accessible to everyone in the region. Let there be no discrimination between the able bodies and those with a disability.
- Bus services after 6pm and at weekends.
- More walker and cycle friendly areas and reduce vehicle use in the CBD.
- Less private vehicles, more cycling, public transport and pooling.
- Utilising the train tracks more for public transport around Taranaki. Trains from Hawera to New Plymouth etc.
- Safer roads. Better quality roads. Better bus services. Big traffic off the road.
- Greater numbers of people active commuting.
- I would love to see a better bus service during the day and on weekends and public holidays.
- Turn the Transport pyramid on its head. Walking and cycling should be your first priority. Next public transport. Then EVs. Do not keep pandering to (fossil fuelled) car dependence. Replace car parking with cycle ways. This is all completely normal in other cities around the world.

## Ranked transport long-term change priorities

Survey respondents (online and hard copy) were asked to rank 10 specified transport improvements in order of importance. Figure 8 shows online survey results.

The relative order priority shown in Figure 8 below was the same for hard copy survey respondents who also ranked their top three priorities (in order) as:

1. More bus routes/services
2. Improvement in road surfaces and
3. Improved cycling options.

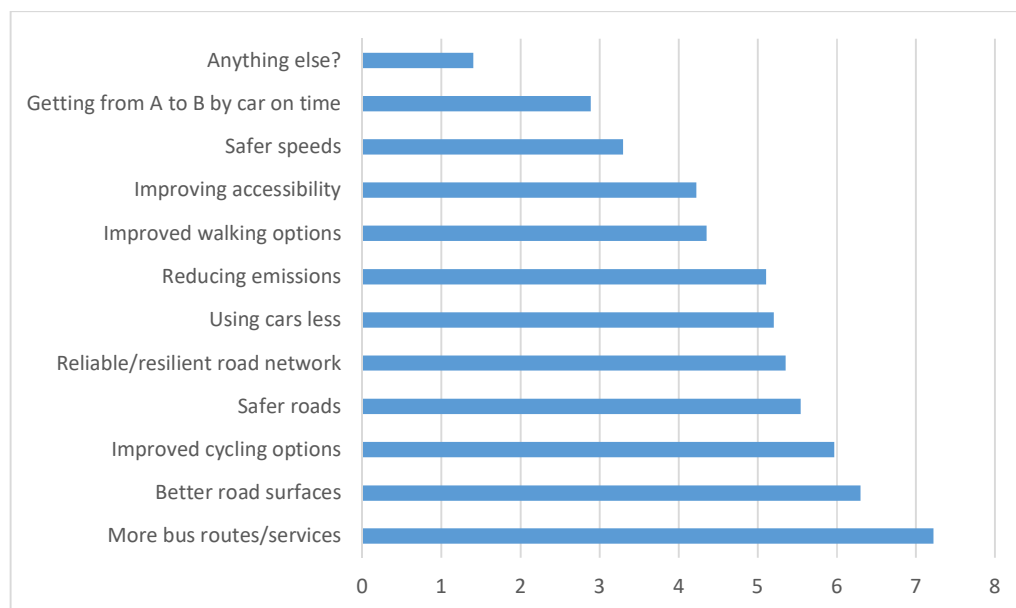


Figure 8 Online survey: ranked long-term transport vision priorities

## Other transport improvement long-term priorities

159 survey respondents provided additional ideas about transport improvements that were not on the specified list. Selected comments are noted below in Table 15 below.

*Table 15 Online comments: selected survey comments on other possible transport improvement priorities*

<ul style="list-style-type: none"> <li>• Walkway to Waitara. More regular buses from Waitara to CBD.</li> <li>• Shade on walkways and cycle ways</li> <li>• Wider dual use footpaths for cycles and pedestrians (shared use).</li> <li>• Less heavy freight on roads.</li> <li>• Bus lanes.</li> <li>• More places to lock up scooters and bikes in town. Smoother curbs to get on and off footpaths for scooter, wheelchair and Mobility scooter riders.</li> <li>• Reduce car traffic. The more cars there are on the road, the less safe it is for walkers and cyclists.</li> <li>• Make multimode transport accessible. Have Transport hubs where there a bus station has options to lock your bike, or has e-bikes, e-scooters to rent.</li> <li>• Who cares about cyclists?</li> <li>• Encourage workplaces/businesses to come on board. No cars in central city.</li> <li>• Affordability. Cheaper/better/more frequent public transport options. Subsidies for e-bikes.</li> </ul>
--

## Time horizon for transport improvements

In response to this question: "When do you think it is realistic to see those [specified in Figure 8 above] improvements in transport happen?", the majority of respondents indicated a preference for changes to occur within 5 years as shown in Table 16 below.

*Table 16 Survey: preferred time horizon for transport improvements*

When do you think it is realistic to see those improvements in transport happen?	Online Survey	Hardcopy survey
3-5 years	251 – 57.44%	57%
5-10 years	157 – 35.93%	36%
10 – 20 years	29 – 6.64%	7%

## Online survey: transport vision theme

In addition to completing the specific survey questions relating to vision for transport in the future, 338 respondents made additional free form comment, in answer to the question: "What do you want transport in Taranaki to look like in 2050?".

Key themes from respondent feedback are noted in the Table 17 below.

*Table 17 Online survey: key themes from transport vision comments*

	Count	Percentage (%)
Better/safe cycle network	139	13%
Better, affordable and accessible public transport	160	17%
More frequent buses covering more areas	132	13%
Better connectedness (btwn modes, btwn towns and around town)	88	8%
Rail services for freight and passengers	83	8%
Fewer vehicles on road	78	7%

	Count	Percentage (%)
Low emission transport options	69	7%
Region-wide (not just urban)	64	6%
Safer roads (incl intersection)	62	6%
Well maintained roads + infrastructure	53	5%
Better walking network (regional + local)	49	5%
Pedestrian friendly	23	2%
Accessible for vulnerable peoples	20	2%
Car-free CBD	18	2%
Car sharing options	10	1%

## Written submissions

*Table 18 Written submissions: Federated Farmers of New Zealand transport vision*

- Federated Farmers supports a goal of safer roads with fewer emissions, but we feel that the method for achieving this should be through an improved roading network. The Council must recognise that rural people have no choice but to use personal vehicles on public roads to reach their destinations and ensuring that roads are fit for purpose and well maintained should be a priority. We are also concerned that through the survey there is no focus on ensuring the roading network supports economic growth for Taranaki.
- Federated Farmers draws attention to the need for ongoing investment for upgrading infrastructure, particularly bridges and culverts for both improved safety and resilience in adverse weather events.
- Another area of concern is the impact of logging operations on road surfaces and safety for other rural users. Council should ensure that investment matches anticipated pressure from future forestry activity.
- Federated Farmers would like to see functioning roads and a sound roading network that is reliable and resilient. A high quality rural roading network that allows for economic growth in the district.
- While Federated Farmers generally supports a goal of reduced emissions and safer roads, we are concerned that this goal shifts the focus from improving the quality of roads. While less traffic on the road may reduce emissions and address road safety concerns for a portion of the community, it does not improve rural roads or facilitate economic growth and development. Rural people have no choice but to drive on rural roads to reach their destination.

*Table 19 Written submissions: The New Zealand Automobile Association transport vision*

- Facilitate provision of alternative fuel (electric and hydrogen) refuelling stations for vehicles. These refuelling stations will be in increasing demand as the country's vehicle fleet moves to renewable energy. Organisations providing these facilities should be encouraged through appropriate land use planning rules.

## Road Safety and Speed Management

This section summarises community feedback on road safety and speed management at a regional level.

### Road safety and speed management issues reported by district

Through the online survey and online comments, a significant volume of data about safety concerns, speed issues and suggestions for traffic calming or other traffic improvement measures at specific named

locations was gathered. This raw data has been provided to local councils for analysis and review and related files are listed in the appendices to this report.

### Level of concern about safety on local roads

Survey respondents were asked: "How concerned are you about safety on Taranaki's local roads (not including state highways)?" Among those who responded there was a trend to being either concerned or very concerned about safety on local roads as shown in Table 20 below.

Table 20 Level of concern about safety on local roads

	Hard copy survey (%)	Online survey (%)
	437 respondents	40 respondents
Concerned or very concerned	76	67
Neither concerned or unconcerned	21	23
Unconcerned or very unconcerned	3	10

Survey question: Please select the issues you think are relevant when it comes to road safety (tick all that apply)

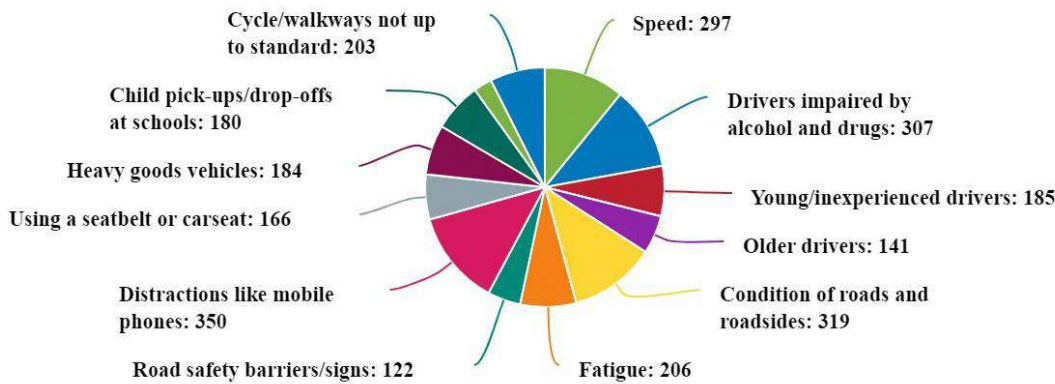


Figure 9 Online survey: perceived road safety issues

### Level of willingness to accept longer journey times for safety improvements

In answer to the question: "How willing would you be to accept slightly longer car journey times if this helped to make local roads safer for all people?" 66% of online survey respondents indicated they were either very willing or willing to accept longer journey times for safety improvements.

438 answers

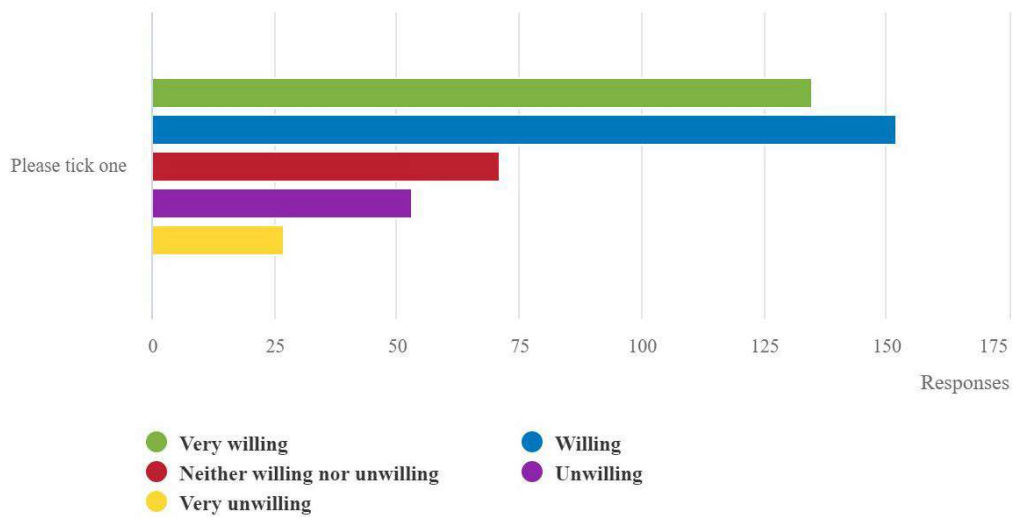


Figure 10 Online survey: level of willingness for longer journey times to improve road safety

Table 21 Written submissions: Federated Farmers of New Zealand speed management

- Federated Farmers is unwilling to accept slightly longer car journey times to make local roads safer for all people. Roads should be created and maintained at levels that allow for safe driving at current speeds. Education and signage should be used to encourage drivers to drive to the road type and condition rather than regulation.

## Road safety Facebook comments

Table 22 Facebook: selected road safety comments

- This is a good idea to get feedback but is it actually taken into account? It is not very easy to give input as requested, as it is not always possible to submit it due to website design. Other areas have large roundabouts at difficult state highway intersections. These are safe and keep the traffic moving. We should only need to slow down near those roundabouts instead of all the way between NP and Waitara as seems to be the plan. Over between Hastings and Napier, the highway has numerous roundabouts, I can't understand why we are left for years with so many dangerous intersections onto Highway No 3!
- Please fix the man hole covers in the middle of the lanes on the one way streets in town they are downright dangerous.
- The road from Waitara to Inglewood around the railway bridge to Inglewood someone is going to get seriously hurt.
- Reducing speeds on state highways is needed in a few small areas but not everywhere.
- Fix potholes then lay a decent thickness of asphalt over the whole road. At least the heavily used ones.
- Dual carriageways between Stratford and Inglewood. Improvement in road surfaces everywhere.
- If cars have to be safe to drive on our roads, shouldn't our roads be safe for our cars?
- All very well lowering the speed limit on some roads but unless you police it, you are wasting time and money that is not yours to waste.
- Increase speed limit to 110km on all roads in the region to make up for all the time lost sitting at stop-go roadworks.
- Leave the dam [sic] speed limits alone and fix the bloody [sic] roads. Absolutely shocking those potholes could injure or even kill a motorcycle rider. Time to get real
- Fix the potholes. Low-hanging fruit. Start small!

Road safety written submissions

Table 23 Written submissions: Federated Farmers of New Zealand road safety

<ul style="list-style-type: none"><li>Federated Farmers have Safety concerns for rural roads due to poor quality and unreliable roads in rural areas.</li><li>Federated Farmers think the current speed limits on local roads are about right.</li></ul>
--

Table 24 Written submissions: The New Zealand Automobile Association Incorporated road safety

<ul style="list-style-type: none"><li>SH3 North/ Egmont Rd Intersection. This is a busy intersection with safety and congestion issues. Either major intersection improvements or a parallel road to SH3 to connect with the Bell Block industrial area is needed to fix these issues.</li><li>SH3 North/ Mangorei Rd Intersection. This is another busy intersection that will need further development as the traffic volume grows (prior to a second northern outlet).</li><li>SH45 Bridges. Several bridges are barely two lanes wide and are therefore a traffic safety risk. These bridges should be widened.</li><li>SH45 Intersections. Several intersections in the Whalers Gate area have high traffic volumes and should be considered for traffic safety improvement.</li><li>Second Northern Outlet from New Plymouth. The rapid residential and commercial development of suburbs immediately to the north of New Plymouth means traffic volumes on SH3 through Waiwhakaiho and beyond are heavy and are increasing. In addition it is the only northern outlet without a major diversion through Inglewood, so a second outlet would help provide traffic resilience and could be considered in conjunction with the SH3 North/ Egmont Rd Intersection referred to above.</li></ul>
--

Level of support for existing speed limits

Survey respondents were asked: What do you think about the current speed limits on local roads? Of the 464 respondents (30 hard copy and 434 online survey), the most common response (across both channels) was that current speed limits were “About right”.

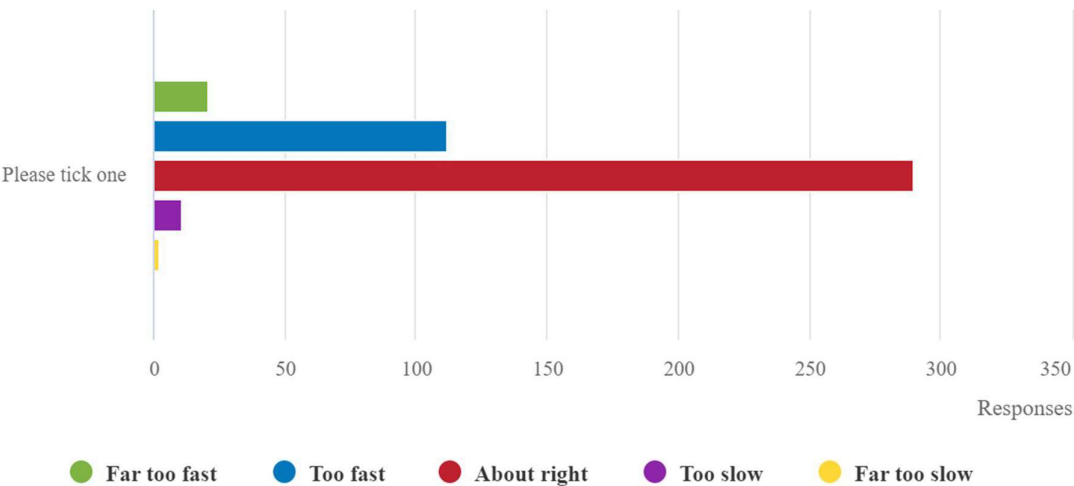


Figure 11 Online survey: speed limits on local roads

Speed management written submissions

Table 25 Written submissions: Fire and Emergency New Zealand speed management

<ul style="list-style-type: none"><li>• We support the primary focus areas of Road to Zero for the Taranaki region to improve roads, reduce risk and keep people safe. It aligns with our goal to minimize the social, economic and environmental impacts from emergencies.</li><li>• We support the reduction of speed limits on streets located across the Taranaki region that are within town centres or are close to Kura and schools.</li><li>• We are concerned that speed limit changes on urban streets, when coupled with physical traffic calming devices, will negatively impact emergency response time and on roads close to fire stations, will slow volunteers travel from their homes or work to respond to incidents, thereby negatively impacting emergency response time.</li><li>• We support the principle of traffic calming to reduce the risk of roads accidents and associated fatalities on roads in the Taranaki Region.</li><li>• In general Fire and Emergency in Taranaki recommends that primary response routes and protected routes should remain free of physical impediments (vertical and horizontal devices), or have limited physical impediments, such as speed humps, speed cushions, traffic circles and chicanes, or narrowing of roads so as not to slow emergency response. Mapping of primary routes for Fire and Emergency across Taranaki region can be share with Council.</li></ul>
---

As a result of this feedback, district councils are in conversation with Fire and Emergency New Zealand to discuss their stated concerns about the impact of traffic calming measures on emergency response times.

Public Transport

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

Public transport: bus

Are you a current bus user?

Survey question: Do you currently or have you previously used one of the bus services in Taranaki? Of the 440 survey respondents to this question, 37% indicated that they are regular or semi-regular users of Taranaki’s bus service and 63% rarely or never use the bus in Taranaki.

440 answers

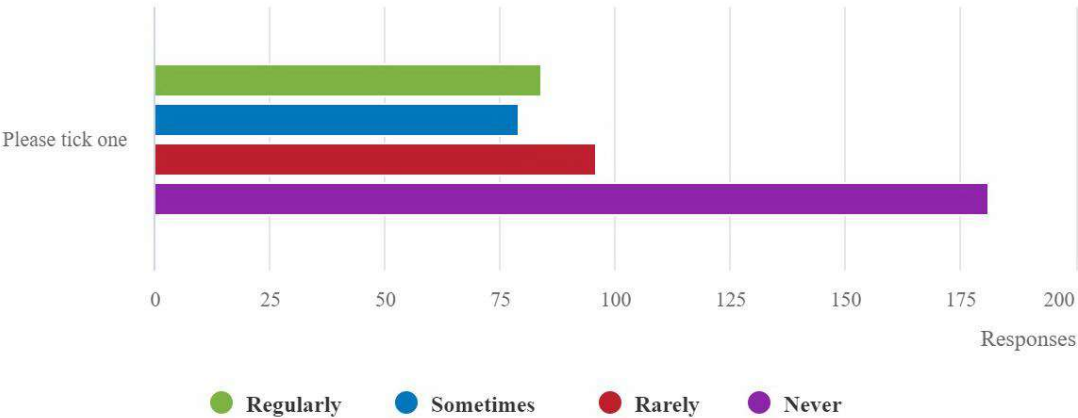


Figure 12 Online survey: bus usage

## Main reasons for using the bus

275 survey respondents indicated their reasons for using the bus, and these reasons were collated into the representative categories shown in Table 26 below.

Table 26 Online survey: main reasons given for using the bus

Reason category	Count
To go somewhere	49
It is economical, cheap	30
Philosophical reasons	25
Avoid parking hassle or cost	22
It is convenient	22
To get to school	22
I don't drive	18
To avoid car use	17
Car is unavailable or don't have one	16
Fun	16
Avoid drink driving	8
It is relaxing	7
It is safe or safer than other options	4
Better than cycling	3
Other	16
<b>TOTAL</b>	<b>275</b>

A selection of representative comments for each category are noted below in Table 26a.

Table 26a Online survey: main reasons given for using the bus (comments by category)

Reason	Comment
To go somewhere	<ul style="list-style-type: none"> <li>• Commuting to work in New Plymouth.</li> <li>• Hospital, shopping, recreation, social.</li> <li>• Out of the ordinary trips where a cycling isn't appropriate - say doing a short trip into town.</li> <li>• To get to and from work on rainy and windy days.</li> </ul>
It is economical, cheap	<ul style="list-style-type: none"> <li>• Cheaper option for work and no longer have to worry about parking</li> <li>• Saving money on petrol, and helping to reduce emissions.</li> </ul>
Philosophical reasons	<ul style="list-style-type: none"> <li>• I deliberately make a point of using it even though it's not that convenient for me, as a way to vote for a more comprehensive bus service.</li> <li>• To demonstrate that they [buses] are needed and important.</li> <li>• To do the right thing for the environment and stay safer.</li> </ul>
Avoid parking hassle or cost	<ul style="list-style-type: none"> <li>• Easier than driving and finding a park.</li> <li>• Avoid driving and parking hassles.</li> </ul>
It is convenient	<ul style="list-style-type: none"> <li>• Convenience - easy walk to bus stop.</li> </ul>



Reason	Comment
	<ul style="list-style-type: none"> <li>Convenient commute, don't need to find parking, bus stop close by.</li> </ul>
To get to school	<ul style="list-style-type: none"> <li>I catch the bus to get to and from school because I go to highlands and I live in Hurdon.</li> <li>Convenience and time saved. It would actually take so much longer to be driven or drive to my school than to take a bus. For only \$1 a trip, it's a no brainer.</li> </ul>
I don't drive	<ul style="list-style-type: none"> <li>For medical reasons means I'm not allowed to hold a driver's license. Bus is the next best option.</li> </ul>
To avoid car use	<ul style="list-style-type: none"> <li>To save using the car. Relaxing travel.</li> <li>Want to decrease car usage.</li> <li>For trips to town to avoid taking the car out.</li> </ul>
Car is unavailable or don't have one	<ul style="list-style-type: none"> <li>If I don't have access to my car, like if it's getting fixed.</li> <li>[I had] no access to car transport at that time</li> </ul>
Fun	<ul style="list-style-type: none"> <li>To take grandchildren on bus in holidays</li> <li>Treat for the kids in the school holidays.</li> </ul>
Avoid drink driving	<ul style="list-style-type: none"> <li>Wanted to have a couple of drinks in town.</li> <li>Cheap, and want to go out for dinner or to be able to drink and taxis are way too expensive.</li> </ul>
It is relaxing	<ul style="list-style-type: none"> <li>Convenient, relaxing.</li> <li>Able to work/relax on commute.</li> </ul>
It is safe or safer than other options	<ul style="list-style-type: none"> <li>Avoid having to concentrate on driving safely.</li> </ul>
Better than cycling	<ul style="list-style-type: none"> <li>[Take bus] on days where I cannot bike for some reason.</li> </ul>

## Barriers to using the bus

Survey respondents selected from specified options to answer the question: "If you don't use buses or want to use services more, what barriers are stopping you?". See Figure 13 below.

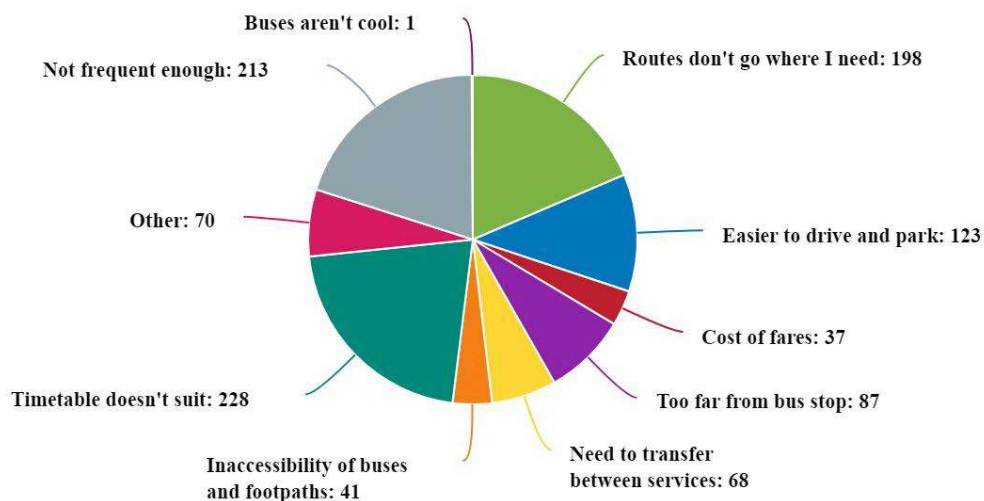


Figure 13 Online survey: barriers to using the bus

Main reasons for *not* using the bus (other)

Seventy respondents indicated other reasons for not using the bus (beyond those specified in Figure 13 above) and a selection of their comments are shown below in Table 27 below.

Table 27    Online survey: barriers to bus usage

<ul style="list-style-type: none"><li>• I live rural.</li><li>• It is quicker, cheaper and more convenient to cycle and is better for my health.</li><li>• It's faster to drive, park and walk.</li><li>• Need weekend and evening buses. Need more bus shelters as it rains a lot in Taranaki and we get wet waiting for a bus.</li><li>• You are not in control of any antisocial behaviour on the public bus, it's a gamble when you get on whether you will encounter this.</li><li>• The buses don't start early or go late enough for me to use as way to get to work and back.</li><li>• Shared travel in close proximity with strangers is off-putting from a health and safety perspective.</li><li>• Lack of bus shelters. Lack of bus stops. No real time information about bus arrivals.</li></ul>
--

Preferred bus service improvements

Survey question: "Please rank the following potential service improvements you would like to see for bus services".

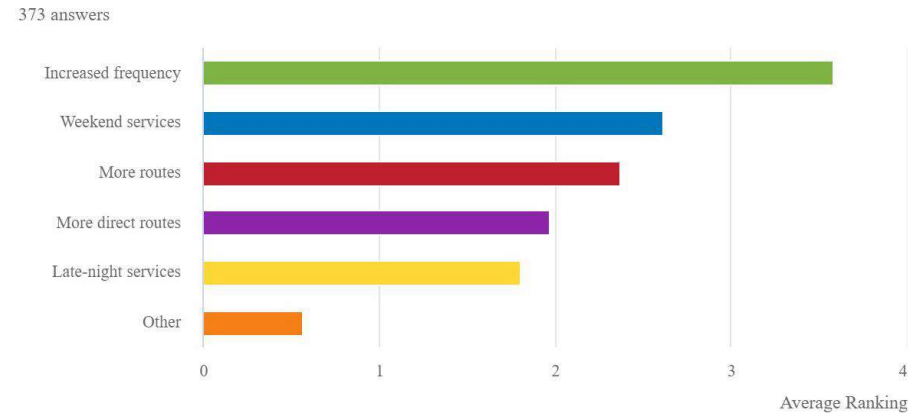


Figure 14    Online survey: bus service improvements

A selection of comments from the 68 respondents that identified "other" are noted below in Table 28:

Table 28    Other bus service improvement priorities

<ul style="list-style-type: none"><li>• Free public transport for under 20yr olds</li><li>• School kids off the regular routes. Provide bus for schools.</li><li>• Electric or Hydrogen powered [buses]</li><li>• [Buses] won't ever be popular</li><li>• I would like to see bike racks on all buses and get drivers to be more friendly towards users. Almost every time I've used a bike rack or seen others use them, the drivers have been impatient and rude. The bike racks are not obvious or easy to use.</li><li>• Would it be possible to use smaller buses, or mini buses at off peak demand times, rather than the under used big buses?</li><li>• Get busses out of central city - they are way too big. Most of the time they look empty. Bring back the trams</li><li>• Airport bus</li><li>• Better rural connections</li></ul>
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## Likelihood to use the bus if improvements are made

Survey question: If we made these service improvements [Figure 14 above], would you be more likely to start getting the bus?

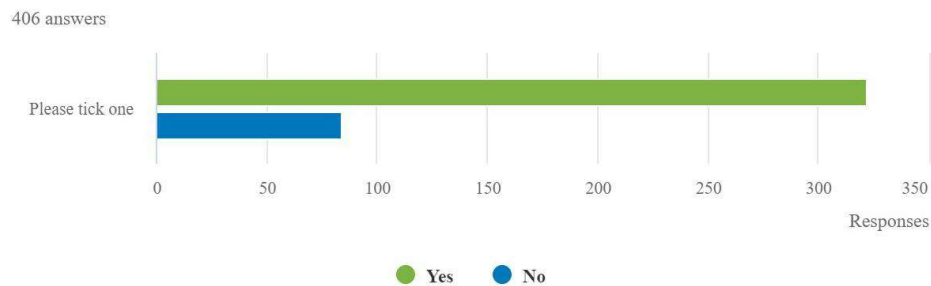


Figure 15 Online survey: likelihood to use the bus if improvements are made

## Online comments: bus service improvements

In addition to survey questions on bus services, 196 pieces of feedback about bus services were received via online map comments and the key themes from this feedback are similar to survey feedback and are shown in Table 29.

Table 29 Online comments: key themes regarding bus service improvements

	Count	Percentage
Increased frequency of services	71	30%
Weekend services	29	12%
Improvements to routes and timetable (general)	62	26%
Better commuter services (inc evening services)	26	11%
Improvements to routes and timetable (school services)	19	8%
Add an airport service	14	6%
Special events services (eg during WOMAD)	6	3%
Bus infrastructure improvements (eg bus shelters)	5	2%

## Ranked infrastructure improvements

Survey respondents were asked to rank a specified list of bus infrastructure improvements by their importance. Results are shown in Figure 16 below.

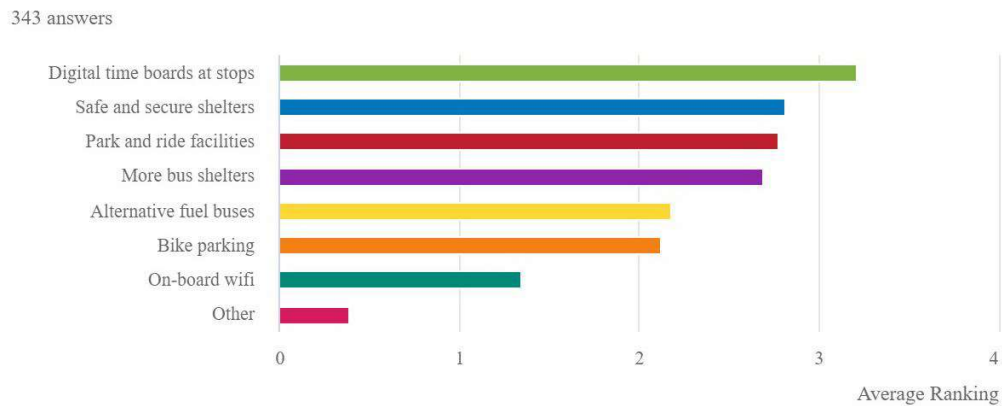


Figure 16 Online survey: bus infrastructure improvements

## Public transport: passenger rail services

### Level of support for passenger rail

Table 30 Level of support for passenger rail services

	Count	Percentage
Would you like to see passenger train services established in Taranaki?		
Yes	339	79%
No	91	21%

### Willingness to contribute rates to cost of establishing train services

Survey question: The main barrier to creating a passenger train service is the high cost of creating the infrastructure. Would you be willing to contribute via your rates to pay for this?

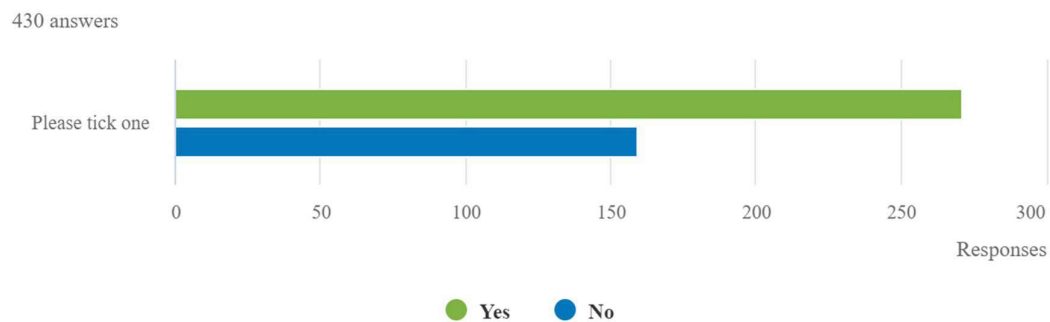


Figure 17 Online survey: willingness to contribute to train service via rates

### Communities to connect via passenger rail service

In response to the question: "If there was a passenger train service, which communities should this connect?" half of the 345 respondents (50%) indicated that they would like to see services that utilise the existing Taranaki rail network. This and other preferred community connections are shown in Figure 18.

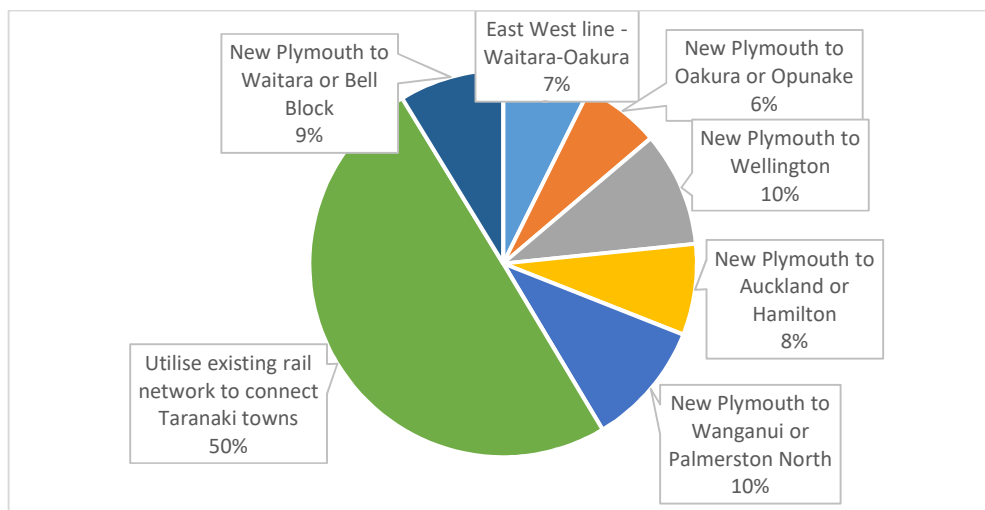


Figure 18 Online survey: communities to connect via passenger rail service

### Rail services: online map comments

In the online map comments, 52 pieces of feedback were received about rail services. The themes from this feedback are consistent with other response channels including calls for a Taranaki passenger service connecting communities along the existing rail network; using trains for travel between regions, and calls to remove heavy traffic from roads and replace with rail.

### Public transport general

#### Public transport online map comments

The table below includes the top 10 public transport comments as ranked by respondents. The comments are ranked from most popular to least popular.

Table 31 Online comments: top 10 public transport comments from online survey

- A more frequent service to the hospital would be helpful for people trying to get to appointments etc. Even better if people from more suburbs could get there on one bus, rather than needing to transfer in town.
- We need a better bus service that runs from Inglewood to New Plymouth and return. Should have a service that operates 6 days a week at least and more regular journeys. The Connector is good but doesn't run on Saturdays. Inglewood is part of the NPDC area and we need a more consistent bus service, you could also look at bringing rail back into service if you want to get us out of our cars you need to provide consistent transportation.
- The existing bus services are a start, but to be a viable option for more people more often, the frequency needs to be much higher, with more services outside commuter times.
- A weekend bus service that connected suburbs and recreation points (e.g. pools, park, and beaches) would be great for families and might reduce parking congestion at some popular spots.
- Waitara needs more bus services.
- Passenger Rail travelling between New Plymouth to Hawera/Patea everyday would be great. Would take pressure off the highways, increase accessibility for locals and non-locals. It gives younger people an option to travel cross region if their own means of travel isn't possible.
- Hospital is a big employer in Taranaki but hard to get there on public transport and no direct route, hence the glut of cars parked in David Street and Lyn Street. One of the most common shift times is 7am to 3pm so if buses started at 6am and if there was a cross-town bus as someone has suggested, many more employees could travel there by public transport.
- I live in New Plymouth and work in Stratford. I would prefer to take public transport to and from work a few days per week. Currently the Connector gets me to work after 9am, and then I have to catch the return bus at around four. This makes for a short workday. I'd like an option that fits a working day of 8am - 4/5pm. An express option would be a bonus.
- This main departure point needs better shelter, [New Plymouth central] especially around the route 7/8 buses; the little roof cover does not protect in downpours, and awaiting for a bus in pouring rain is horrible. In general more covered stops are needed along most routes
- Car parking at the mountain visitor Centre's can be terrible. A shuttle service or park and ride would be a great option for both locals and visitors.

## Public transport: Facebook comments

Table 32 Facebook: selected public transport comments

- Our rural bus service, Yoo-hoo.
- Fantastic service.
- I've taken my granddaughter for our first ever ride on the bus to New Plymouth she was so excited friendly helpful driver.
- Very good service and cheap bus ride and friendly staff.
- A great service in South Taranaki.
- Around the mountain-route, clockwise and anti-clockwise. South Taranaki along SH45 is nearly cut out from public transport. Get some inspiration from the Rarotonga bus network, it's a great service, which could be copied to Taranaki.
- Great service for people who don't drive. Airport shuttle would be perfect.
- Get more buses for weekend work.
- I am 69. I don't know how to pay for them, I don't know their times or routes, I know zero about where to catch one from.
- We are a one car family and some of the time I have the car out of town, my husband would like to catch the bus from Hawera to New Plymouth, and isn't able to get to the hospital or the Info Centre. Are there other stops along Glover Road?
- I have not used connector service yet, but I think I want to be a tourist in the towns around the mountain. Does the current timetable work for that?
- You could make the timetable on the Taranaki Regional Council website easier to interpret.

Public transport: written submissions

Table 33 Written submissions: The New Zealand Automobile Association public transport

<ul style="list-style-type: none"><li>• As an organisation the New Zealand Automobile Association is concerned with peoples’ access to mobility as restricting peoples’ ability to travel freely has serious social and economic consequences.</li><li>• The Taranaki AA Council has lobbied consistently for improved public transport services within the province since 2012 and welcomed the introduction of the Opunake, Hawera, and New Plymouth daily Connector service in 2014. However, the lack of a public transport service to some of the province’s high deprivation, isolated communities in South Taranaki remains a concern. Extending the current twice weekly service to a daily Waverley to Hawera service connecting with Hawera to New Plymouth Connector Service is the obvious next step in the development of a viable public transport service for the people of South Taranaki.</li><li>• Additionally there is a need for more frequent smaller bus services around New Plymouth City (in addition to the buses connecting towns). This would really encourage greater use as would convenient morning and evening workers buses Waitara - Bell Block – New Plymouth each direction.</li><li>• Rail. With awareness of the importance of sustainability gaining momentum, the preservation of the existing Stratford to Taumarunui, Te Roti to Kapuni, and Lepperton to Waitara railway lines should be considered in any future planning of transport in Taranaki.</li></ul>
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Cycling, walking and active transport

This section of the report summarises community feedback about active transport including preferences and barriers to travelling more actively.

Level of interest in walking or cycling more

Around 80% of online survey respondents would like to walk, cycle or travel actively more in their daily lives (Figure 19).

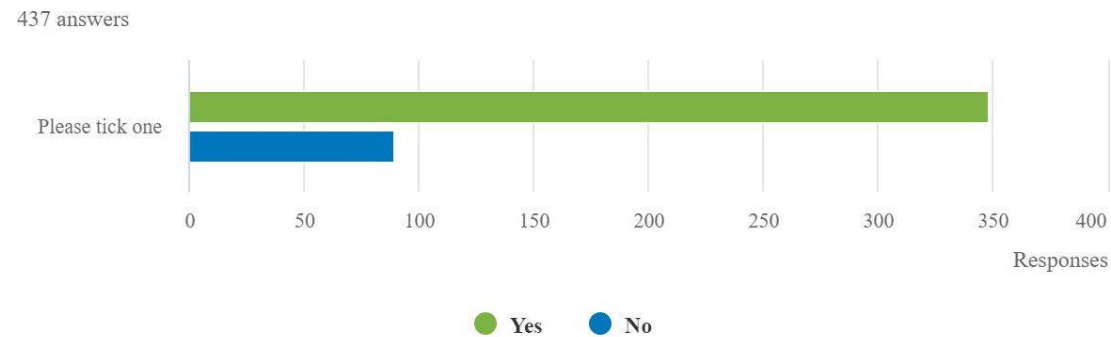


Figure 19 Online Survey: level of interest in walking or cycling more

Actions to facilitate more walking or cycling

Survey question: If you said yes [to wanting to travel more actively in your daily life], what needs to be done to get you walking, cycling or travelling actively?

Table 34 Online survey: selected comments regarding actions required to travel more actively

<ul style="list-style-type: none"><li>• Improved footpaths for mobility transport used by elderly or disabled people.</li><li>• Wider roads.</li><li>• More local cycle tracks/ paths</li><li>• Safer cycling lanes, or a cycle path connecting NP to Bell Block and Waitara.</li><li>• Safety for this in rural areas</li><li>• Paths that link areas of town</li><li>• better separated paths</li><li>• Reduce speed limits and add more pedestrian crossings</li><li>• Better weather! More cycle racks so I don't have to find somewhere suitable to lock the bike.</li><li>• Increased safety and more options to securely park my bike in town, at shops etc</li><li>• More protected cycle lanes. Better crossings. Bike-priority crossings.</li><li>• Safer cycleways</li><li>• Safer rural roads (passing distance)</li><li>• Separation from vehicular traffic</li><li>• Safer roads and slower drivers</li><li>• Safer places to park bikes</li><li>• Park and ride options</li><li>• Improve the weather... Not sure about an easy fix for that</li><li>• Provide the safe links, pathways, and facilities.</li></ul>
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Perceived safety of walking/cycling to work or school

Survey question: How safe/confident do you feel about you or your children walking or cycling to school or work?

431 answers

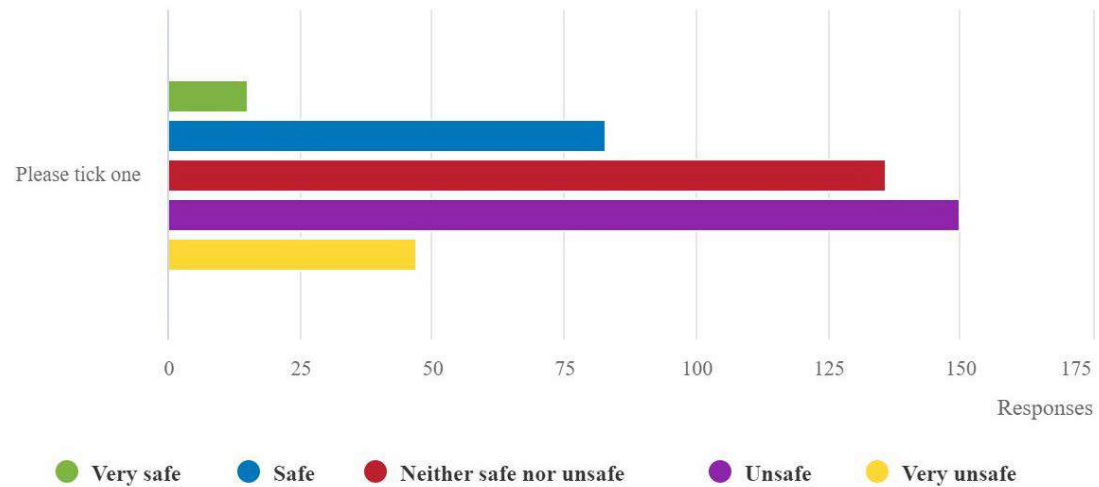


Figure 20 Online survey: safety levels for children travelling to school

Actions needed to be safe and confident about walking/cycling to work or school

Survey question: What would help to make you feel more safe/confident for you or your children walking or cycling to school or work? 286 online survey respondents answered this question (with many offering more than one required action) and answers were categorised and shown in Table 35 below.

Table 35 Online survey: actions required to feel more safe cycling or walking



Action required category	Count	Percentage
Dedicated, complete lanes and/or separate from vehicle traffic	114	32%
More or safer road crossings	49	14%
Reduced driver speed	42	12%
Driver and student education	30	8%
Better path surfaces or wider paths	18	5%
Reduced traffic	14	4%
Wider road shoulder	11	3%
Improved driver attitude	10	3%
Remove on-street parking	6	2%
Create bike/walk only zone	4	1%
Reduce heavy traffic	3	1%
Other	54	15%
TOTAL	355	100

## Priorities to improve active travel opportunities

Survey question: What should the priorities be to improve active travel opportunities?

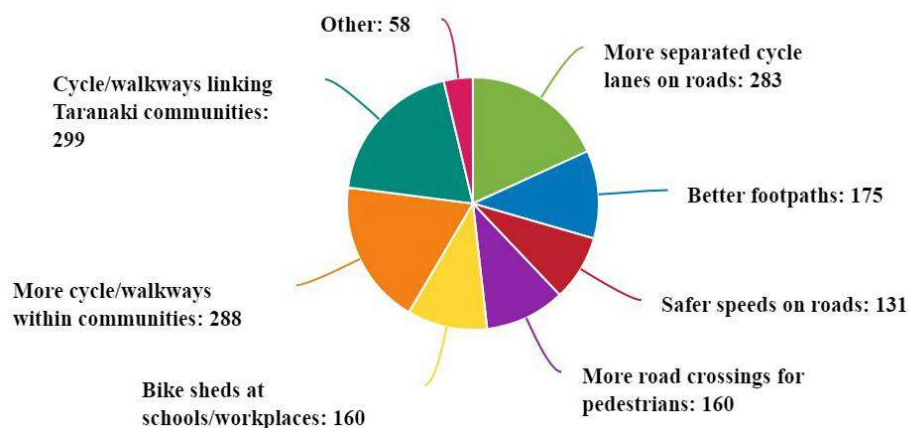


Figure 21 Online survey: priorities for improvements to infrastructure

## Level of support for specified initiatives to improve safety of cyclists and walkers

In response to the question, "Would you support initiatives to improve the safety of people who walk or ride a bike by reducing vehicles' speeds, removing parking spaces and other safety measures on some roads?". 72% of online survey respondents were either 100% or generally supportive as shown in Figure 22 below.

436 answers

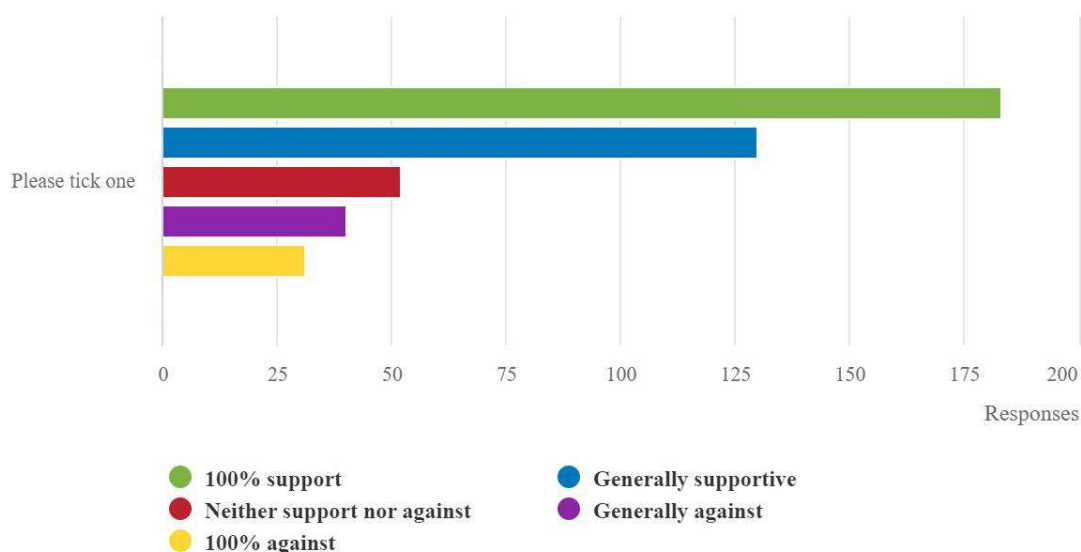


Figure 22 Online survey: support for initiatives to improve safety

## Cycling/Walking online map comments

Table 36 below includes the top 10 cycling/walking comments as ranked by online map respondents. The comments are ranked from most popular to least popular.

Table 36 Online comments: top 10 cycling/walking comments from online survey

- Extend New Plymouth walkway all the way to Oakura. A lot of people would use this for electric bikes to get to town and back, taking more cars off the road.
- Bike/walk track up Waiwhakaiho River to link up to Lake Mangamahoe.
- The city supermarkets are difficult to access by bike, mostly due to having to cross two lanes of busy traffic. Some protected cycle lanes and bike lights at key intersections could help connect people on bikes to the supermarkets.
- I would like to see a safe cycling zone around Taranaki. Around the coast and on the main roads where trails are unavailable. New Plymouth, Hawera, Opunake and then back to New Plymouth. This could be turned into a cycling feature for Taranaki similar to the other famous trails.
- A pedestrian/cycle access to the Valley from Fitzroy would be really useful for me. Even better if it connected to the walkway (maybe at Record St?)
- A cycle path that connects Brooklands Zoo, the playground at Pukekura Park and through to Kawaroa Park/Aquatic Centre would be a great route for kids and families.
- Acquire the designated esplanade reserve on the true left bank of this part of the Waiwhakaiho River and form the intended pathway for walkers, cyclists and anglers. Makes a great loop walk through the Mangamahoe Forest connecting with existing trails.
- Lots of cyclists traverse this bridge over SH3 and it is always busy with cars coming up the off ramp and also turning onto the on-ramp heading into town. Cyclists are traversing between Pohutukawa Dr and Connett Rd along Henwood Rd over the bridge. Can this area be made safer for cyclists? Thanks.
- Walk/cycle path on East side of SH3 from Mangorei Rd to Burgess Hill Rd. Connects NP to Lake Mangamahoe via Meeting of Waters and Hydro Rd.
- The gates to slow walkway traffic on the walkway at East End are difficult with a cargo bike or large bike. Many bikers go through the carparks instead. Either adjusting the walkway to make it easier to manage by bike OR making a safer route through the carpark here would be an improvement.

Table 37 Facebook: selected cycling/walking comments

- Continue making good cycling tracks.
- Yep more paths wide enough for walking/cycle. Pembroke road up to school/hall. A complete loop across to Cardiff back to town.
- If bikes want to use the road they should have to have a license and pay registration, but all they do is make demands.
- Inglewood has the 'Windsor Walkway' What a joke! No footpath at all and a road that has big ditches and is 100 km/h speed limit. How does this get called a walkway? I see people complain about sharing the coastal walkway with bikes and scooters try sharing with cars!
- Sloping the footpaths is very hazardous for those with knee replacements, not friendly to the knees at all, walking on a lean.  
Bet this will get some valuable comments.
- Make property owners cut back overhanging vegetation.
- Upgrade and repair existing pathways first, then extend to other suburbs.
- Don't mix bikes with footpaths. Keep the separate!
- Yep more paths wide enough for walking/cycle. Pembroke road up to school/hall. A complete loop across to Cardiff back to town.
- Until we have designated cycle lanes, I'm driving my car. There are hundreds of big trucks using our road every day, so no!

## Cycling/Walking written submissions

Table 38 Written submissions: The New Zealand Automobile Association cycling/walking

- Cycling and walking wider carriageways. We understand the Councils (and particularly NPDC) are planning further cycle way improvements within urban areas. We believe recognition of rural cyclist needs should also be identified and provided. In particular, wider shoulders on popular cycle routes and potential cycle routes should be included in the region's transport strategic plan.

## Appendix 1

This section lists reference documents and appendices. These documents have been provided with the Future of Transport Interim Report and are available on request if additional copies are needed.

Reference document	FRODO reference
Online survey: raw data ( <i>.csv file for extraction purposes</i> )	3170613
Online survey: summary report ( <i>.xls file tab for each question</i> )	3170614
Online comments: raw data	3170610
Online comments: comment subcategory descriptions	3165781
Transport vision: community feedback on transport vision (all response channels)	3172778
Transport vision: community feedback on whether proposed goal to reduce car journeys was too ambitious or not ambitious enough	3172774
Hard copy survey questions	3172780
Online survey questions	3172857
Future of Transport Interim Report (12 May 2023)	3172779