Taranaki Regional Council

AGENDA

Executive, Audit & Risk

Monday 11 September 2023, 10.00am

Executive Audit and Risk

11 September 2023 10:00 AM

Whakataka te hau

Karakia to open and close meetings

Whakataka te hau ki te uru	Cease the winds from the west
Whakataka te hau ki te tonga	Cease the winds from the south
Kia mākinakina ki uta	Let the breeze blow over the land
Kia mātaratara ki tai	Let the breeze blow over the ocean
Kia hī ake ana te atakura	Let the red-tipped dawn come with a sharpened air
He tio, he huka, he hauhu	A touch of frost, a promise of glorious day
Tūturu o whiti whakamaua kia tina.	Let there be certainty
Tina!	Secure it!
Hui ē! Tāiki ē!	Draw together! Affirm!

Nau mai e ngā hua

Karakia for kai

Nau mai e ngā hua	Welcome the gifts of food
o te wao	from the sacred forests
o te ngakina	from the cultivated gardens
o te wai tai	from the sea
o te wai Māori	from the fresh waters
Nā Tāne	The food of Tāne
Nā Rongo	of Rongo
Nā Tangaroa	of Tangaroa
Nā Maru	of Maru
Ko Ranginui e tū iho nei	I acknowledge Ranginui above and
Ko Papatūānuku e takoto ake nei	Papatūānuku below
Tūturu o whiti whakamaua kia tina	Let there be certainty Secure it!
Tina! Hui e! Taiki e!	Draw together! Affirm!

Date 11 September 2023

Subject: **Executive, Audit and Risk Committee Minutes – 31 July 2023**

Approved by: M J Nield, Director - Corporate Services

S J Ruru, Chief Executive

Document: 3202402

Recommendations

That the Taranaki Regional Council:

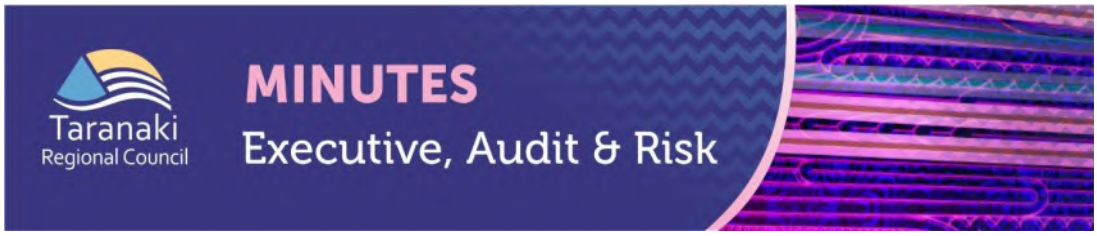
a) takes as read and confirms the minutes of the Executive, Audit and Risk Committee meeting of the Taranaki Regional Council held in the Taranaki Regional Council chambers, 47 Cloten Road, Stratford on Monday 31 July at 10am

b) notes the recommendations therein were adopted by the Taranaki Regional Council on Tuesday 8 August 2023.

Matters arising

Appendices/Attachments

Document: 3193609 Minutes Executive Audit and Risk Committee – 31 July 2023



Date	Monday 31 July 2023 10.00am
Venue:	Taranaki Regional Council Boardroom, 47 Cloten Road, Stratford
Document:	3193609

Members	Councillors	M J Cloke	*Chair*
		S W Hughes	
		C S Williamson	
		C L Littlewood	*ex officio*
		N W Walker	*ex officio*
Attending	Mr	S J Ruru	Chief Executive
	Ms	R Johnson	Financial Services Manager
	Mrs	M G Jones	Governance Administrator
	Miss	N Chadwick	Executive Assistant
	Mr	C Woollin	Communication Advisor
	Miss	A Smith	Science Communication Advisor
	Ms	F Ritson	Senior Policy Analyst

The meeting opened with a group Karakia at 10.00am.

Apologies: Were received and sustained from Councillor Jamieson and Councillor McIntyre.

Cloke /Williamson

1. Confirmation of Minutes Executive Audit and Risk – 19 June 2023

Resolved

That the Taranaki Regional Council:

a) took as read and confirmed the minutes of the Executive, Audit and Risk Committee meeting of the Taranaki Regional Council held in the Taranaki Regional Council chambers, 47 Cloten Road, Stratford on Monday 19 June 2023 at 10am

b) noted the recommendations therein were adopted by the Taranaki Regional Council on Tuesday 27 June 2023.

Williamson/Walker

2. Financial and Operational Report

2.1 Mrs R Johnston - Financial Services Manager, spoke to the memorandum to update the committee on the Council's financial and operational performance.

Resolved

That the Taranaki Regional Council:

a) received the memorandum *Financial and Operational Report* and the May 2023 Monthly Financial Reports

b) noted the digital media update.

Walker/Hughes

3. Transport Projects Update

3.1 Mrs Fiona Ritson – Senior Policy Analyst, spoke to the memorandum to provide the committee with an update on key transport projects within the region. In particular, the Better Travel Choices Strategy.

Resolved

That the Taranaki Regional Council:

a) received the memorandum titled *Transport projects update*

b) noted that the draft *Better Travel Choices for Taranaki* strategy, which will incorporate a revised *Regional Public Transport Plan*, will be workshopped with councillors on 6 September and considered for consultation at the 11 September 2023 meeting

c) noted the parallel work underway by the district councils to develop speed management plans for their districts, which will be collated into the first *Regional Speed Management Plan for Taranaki*.

Williamson/Cloke

4. Proposed change to Committee meeting time

4.1 The Chair spoke to the memorandum proposing a change to the Committee meeting standard start time.

Resolved

That the Taranaki Regional Council:

a) received the memorandum *Proposed change to Committee meeting time*

b) agreed to undertake a poll with the following options: 9am, 9.30 or remain at 10am.

Cloke/Hughes

5. Port Taranaki Limited: Statement of Corporate Intent 1 July 2023 – 30 June 2026

5.1 Mr S Ruru – Chief Executive, spoke to the memorandum seeking comment on the *Port Taranaki Statement of Corporate Intent.*

5.2 C Littlewood noted her conflict of interest and abstained from the vote.

Resolved

That the Taranaki Regional Council:

a) received the Port Taranaki Statement of Corporate Intent.

b) noted that the Port Taranaki Chair and Chief Executive are due to brief Council on the Port Taranaki Statement of Intent and Annual Report in the near future, which will provide an opportunity to review the company's performance.

Cloke/Williamson

6. Adoption of Statements of Intent

6.1 Mr S Ruru – Chief Executive, spoke to the memorandum requesting the members adopt the finalised statements of intent for the Taranaki Stadium Trust and Regional Software Holdings Limited.

Resolved

That the Taranaki Regional Council:

a) adopted the finalised 2023/2024 Statement of Intent for the Taranaki Stadium Trust

b) adopted the finalised 2023/2024 Statement of Intent for Regional Software Holdings Limited.

Walker/Williamson

7. Regional Software Holdings Limited: Nomination of Directors

7.1 Mr S Ruru – Chief Executive, spoke to the memorandum for the members to consider and make nominations for election to the Board of Directors of Regional Software Holdings Ltd (RSHL).

Resolved

That the Taranaki Regional Council:

a) received the memorandum Regional Software Holdings Limited: Nomination of Directors

b) nominated Mr Michael Nield and Mr Ged Shirley as directors for election to the Board of Regional Software Holdings Ltd

c) authorised the Chief Executive to complete the Notice of Nomination of Director(s) form

d) determined that this decision be recognised as not significant in terms of section 76 of the *Local Government Act 2002*

e) determined that it has complied with the decision-making provisions of the *Local Government Act 2002* to the extent necessary in relation to this decision; and in accordance with section 79 of the Act, determined that it does not require further information, further assessment of options or further analysis of costs and benefits, or advantages and disadvantages prior to making a decision on this matter.

Hughes/Littlewood

8. Health and Safety Report

8.1 Mr S Ruru – Chief Executive, spoke to the memorandum to provide the members with a Health and Safety update

Resolved

That the Taranaki Regional Council:

a) received the June 2023 Health and Safety Report.

b) requested that summary indicators of overall staff leave balances be inserted into future reports.

Hughes/Cloke

Public Excluded

In accordance with section 48(1) of the *Local Government Official Information and Meetings Act 1987*, resolves that the public is excluded from the following part of the proceedings of the Executive Audit and Risk Meeting on 31 July 2023 for the following reason/s:

The matter to be considered while the public is excluded, the reason for passing this resolution in relation to the matter, and the specific grounds under section 48(1) of the *Local Government Official Information and Meetings Act 1987* are as follows:

Item 14 – Confirmation of Public Excluded Executive Audit and Risk Minutes – 19 June 2023

Item 15 – Yarrow Stadium Plus: Project Steering Group Report

Item 16 – Consideration of the 2022/2023 Annual Report

General subject of each matter to be considered	Ground(s) under section 48(1) for the passing of this resolution	Reason for passing this resolution in relation to each matter
Item 15: Yarrow Stadium Plus: Project Steering Group Report	That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good	This report contains commercially sensitive information. The public interest in knowing the details is not outweighed by the harm that could be caused to negotiations and commercial activities.

General subject of each matter to be considered	Ground(s) under section 48(1) for the passing of this resolution	Reason for passing this resolution in relation to each matter
	reason for withholding would exist under section 7 (2) (h) and (2) (i) of the *Local Government Official Information and Meetings Act 1987.*	
Item 16: Consideration of the 2022/2023 Annual Report	That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 7 (2) (h) of the *Local Government Official Information and Meetings Act 1987.*	This report contains commercially sensitive information. The public interest in knowing the details is not outweighed by the harm that could be caused to negotiations and commercial activities.

Cloke/Walker

There being no further business, the Committee Chairperson, Councillor M J Cloke, declared the open meeting of the Executive, Audit and Risk Committee closed at 11.11am.

Executive, Audit and Risk

Committee Chairperson: _____

M J Cloke

Date 11 September 2023

Subject: **Financial and Operational Report**

Approved by: M J Nield, Director - Corporate Services

S J Ruru, Chief Executive

Document: 3198074

Purpose

1. The purpose of this memorandum is to receive information on operational and financial performance.

Recommendations

That the Taranaki Regional Council:

a) receives the memorandum *Financial and Operational Report*

b) notes the digital media update.

Background

2. The Council produces a Monthly Financial Report outlining the financial performance for the month and year to date. This memorandum supports the Monthly Financial Report by providing additional supporting operational and financial information. The Common Seal is operated under delegated authority. Part of that delegated authority is the reporting back of the seal transactions.

Discussion

3. The focus of the new financial year has been the preparation and audit of the 2022/2023 annual report. The July 2023 Monthly Financial Report will be presented to the next meeting of the Executive, Audit and Risk Committee. There are no known financial issues for 2023/2024 to date.

Communications and Engagement

4. Communications and engagement activities are delivered across publications, media releases, advertising, digital media, events, through stakeholders and through education. Recent points of note are:

- Two major community engagement projects will take place before the end of 2023. For the next phase of the freshwater consultation, we have designed an engagement programme to enable the community to get involved in the conversation. We are also supporting the creation of discussion document, survey and website material to support the consultation.
- A wide-ranging Better Travel Choices consultation will be launched in September. We are advising on effective engagement and leading the creation of marketing and advertising campaign to encourage public involvement in the conversation, as well as collaborating with communications teams at the three district councils regarding the speed management aspect of this consultation.
- The above consultations will both utilise a range of in-person, traditional and digital engagement methods to reach as many of our community as possible and make it easy and meaningful for them to have their say.
- Nominations opened this month for the 30th annual Taranaki Regional Council Environmental Awards. The categories have been revamped to align more closely with desired environmental outcomes. The early response has been encouraging, with a number of high quality nominations received within days. The campaign will run up until the closing date of 10 September, with the awards night to be held on 15 November.
- We continue to support on a range of legislative issues affecting our community, for example a recent campaign to farmers to encourage synthetic nitrogen reporting.
- A social media campaign and new website pages have been prepared for the formal implementation of the new Coastal Plan.
- In July, 1041 preschool, primary and high schools students participated in TRC led environmental or sustainability education programmes on a diverse range of topics including undertaking a reef survey, sustainability planting and making beeswax wraps.
- TRC participated in the annual WITT Taranaki Science and Technology Fair as a sponsor, and our scientists and educators also judged relevant categories.

Taranaki Regional Council website overview
30 days to 21 August (compared to previous 30 days)

- **Visits**

  Users that visited the website in the last 30 days **17K** (↓ 2.5%)

- **Top 3 website pages**

  1. Taranaki Regional Council homepage
  2. Environmental data: Air temperature at Stratford
  3. Bus routes and timetables

Taranaki Regional Council Facebook and Instagram overview
30 days to 21 August (compared to previous 30 days)

- **Combined reach** (number of people who saw our posts): **117K** (↑14K)
- **Top 3 pages**
  1. Taranaki Regional Council (93K)

2. Yarrow Stadium (7.8K)
3. Hollard Gardens (5.8K)

- **Combined engagement** (reactions, comments and shares): **3.3K** (↑27.2%)
- **Number of posts across all social media channels**: **48** (↓39)
- **Top 3 posts**
  1. The mountain and the moon (photo): 47.9K reach/1K engagement
  2. Hail at Hollard Gardens (photo): 14.5K reach/310 engagement
  3. Snow in Stratford (photo): 5.6K reach/358 engagement

Financial considerations—LTP/Annual Plan

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

Policy considerations

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

Iwi considerations

7. This memorandum and the associated recommendations are consistent with the Council's policy for the development of Māori capacity to contribute to decision-making processes (schedule 10 of the *Local Government Act 2002*) as outlined in the adopted long-term plan and/or annual plan.

Community considerations

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

Legal considerations

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

Date 11 September 2023

Subject: **2023/2024 Insurance Programme**

Approved by: M J Nield, Director - Corporate Services

S J Ruru, Chief Executive

Document: 3201992

Purpose

1. The purpose of this memorandum is to inform members of the placement of the 2023/2024 insurance programme.

Recommendations

That the Taranaki Regional Council:

a) notes the renewal and placement of insurance policies for 2023/2024.

Background

2. The Council insures itself against various risks. The insurance programme runs from 1 July to 30 June of each year. Prior to the completion of each insurance year, the Council reconfirms the risks it wishes to insure against and the levels of cover it wishes to retain.
3. The four Taranaki councils operate a shared service arrangement for the placement of the region's insurance needs. This acts as a bigger base to attract savings through economies of scale.

Discussion

4. The 2023/2024 insurance renewal process was more challenging than normal.
5. An increase in costs has resulted mainly from the current insurance market conditions, Council asset growth and inflation. In addition, insurance companies are becoming more risk adverse and consequently the statutory liability policy has been limited to the Health & Safety at Work Act 2015 only and work is still in progress to secure long-term cyber risk insurance. Crime insurance was not renewed due to the proposed price increase and our assessment that the risk to Council is low.
6. The attached *Insurance Programme Schedule* outlines the full insurance programme for 2023/2024 including the coverage received, the insurance providers and costs.

Financial considerations—LTP/Annual Plan

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

Policy considerations

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

Iwi considerations

9. This memorandum and the associated recommendations are consistent with the Council's policy for the development of Māori capacity to contribute to decision-making processes (schedule 10 of the *Local Government Act 2002*) as outlined in the adopted long-term plan and/or annual plan. Similarly, iwi involvement in adopted work programmes has been recognised in the preparation of this memorandum.

Community considerations

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

Legal considerations

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

Appendices/Attachments

Document 3202028: Insurance Premium Table 2023/2024

Taranaki Regional Council
2023/2024 Insurance Programme Schedule

Policy	Sum Insured	Insurer	Deductible	2023/24 Premiums	2022/23 Premiums
Material Damage (Commercial)	$56,482,905	QBE (Lead Insurer)	$100,000, except for Natural Disaster: property after 1935 (2.5% site value), property pre 1935 (10% site value)	$112,889	$87,139
Material Damage (Residential)	$4,335,000	QBE (Lead Insurer)	$5,000, except for Natural Disaster: property after 1935 (5% site value), property pre 1935 (10% site value)	$8,230	$6,087
Business Interruption (consequent to damage to property insured by the material damage policy)	Additional Costs: $10,000,000 shared limit (all Taranaki Councils)	QBE (Lead Insurer)	Various	$742	$648
Motor Vehicle	$4,415,300	NZI	$1,000	$76,786	$44,450
Personal Accident	Elected Members: $50K Executive Positions: $100K	AIG	Nil	$630	$600
Employers Liability	$1,000,000 shared limit (all Taranaki Councils)	Vero	$2,500	$955	$910
Statutory Liability	$5,000,000 shared limit (all Taranaki Councils)	Vero	$25,000 for claims in respect of the Health and Safety at Work Act 2015	$2,025	$6,930
Hall Hirers Liability	$1,000,000	Vero	$500	$2,310	$2,200
Travel Insurance	Various	AIG	$250	$805	$512

Policy	Sum Insured	Insurer	Deductible	2023/24 Premiums	2022/23 Premiums
Cyber Risk	$1,000,000 (to 1 Oct 23)	NZI	$25,000	$2,999	$11,900
Public Liability, Professional Indemnity, Harbourmasters and Wreck Removal	Public Liability/Professional Indemnity: $300,000,000, Harbourmasters: $20,000,000, Wreck Removal: $5,000,000	London Insurance Market	Public Liability: $5,000, Professional Indemnity: $10,000, Harbourmasters/Wreck Removal: $25,000	$58,052	$54,254
Environmental Impairment Liability	$1,000,000	London Insurance Market	$25,000	$1,798	$1,893

Date 11 September 2023

Subject: **Health and Safety Report**

Approved by: M J Nield, Director - Corporate Services

S J Ruru, Chief Executive

Document: 3200993

Purpose

1. The purpose of this memorandum is to receive and consider reports on health and safety performance.

Recommendations

That the Taranaki Regional Council:

a) receives the July 2023 Health and Safety Report.

Discussion

2. The health and safety report for July 2023 is attached. There are no significant health and safety issues to report on.

Financial considerations—LTP/Annual Plan

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

Policy considerations

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

Iwi considerations

5. This memorandum and the associated recommendations are consistent with the Council's policy for the development of Māori capacity to contribute to decision-making

processes (schedule 10 of the *Local Government Act 2002*) as outlined in the adopted long-term plan and/or annual plan.

Community considerations

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

Legal considerations

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

Appendices/Attachments

Document 3201580: Health and Safety Report July 2023

Health and Safety Dashboard

Reporting Period:

1 – 31 July 2023

Incidents (1 July 2023 – 30 June 2024)

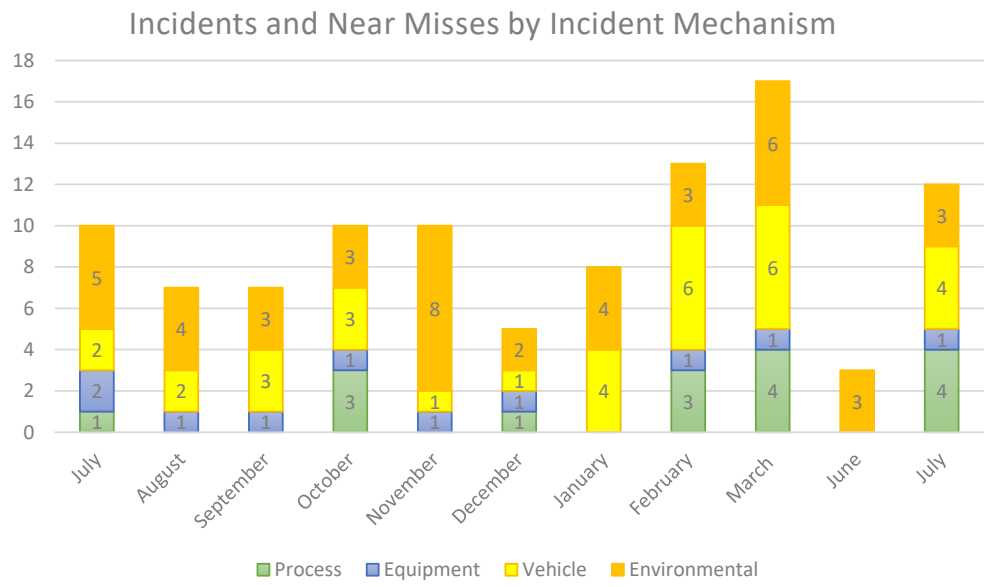
Illness 0 (0)	Incidents 4 (4)	Injury 2 (2)
ACC Claims 3 (3)	**Near Miss 6 (6)**	**Notifiable 0 (0)**

Types of Incidents and Injuries

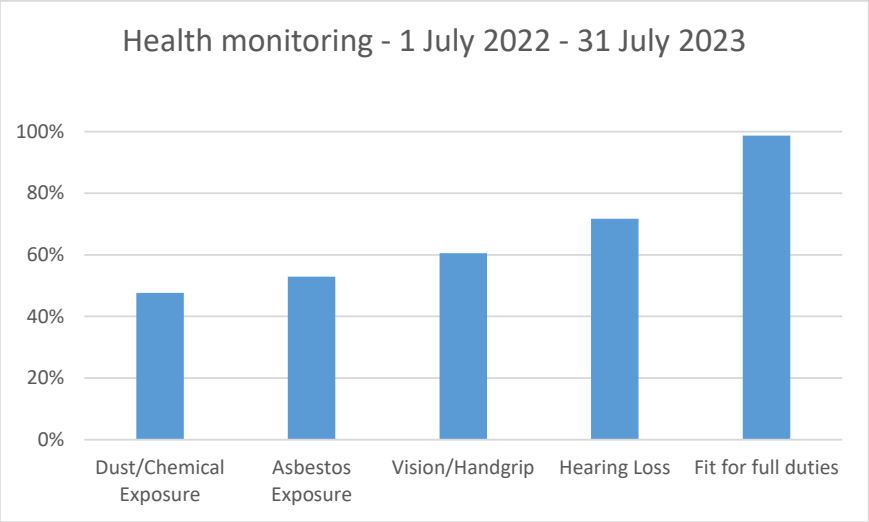
Slips/Trips/Falls (no injury)	
Sprains/Strains	2
Cuts/Abrasions	
Bruising	
Near Miss	6
Vehicle Damage	1
Insect Stings	
Other	3

No Treatment	
First Aid	
Medical Centre	1
Physiotherapy/Osteopath	1
Hospitalisation	

Formal Investigation	
WorkSafe Investigation	



Health and Wellbeing

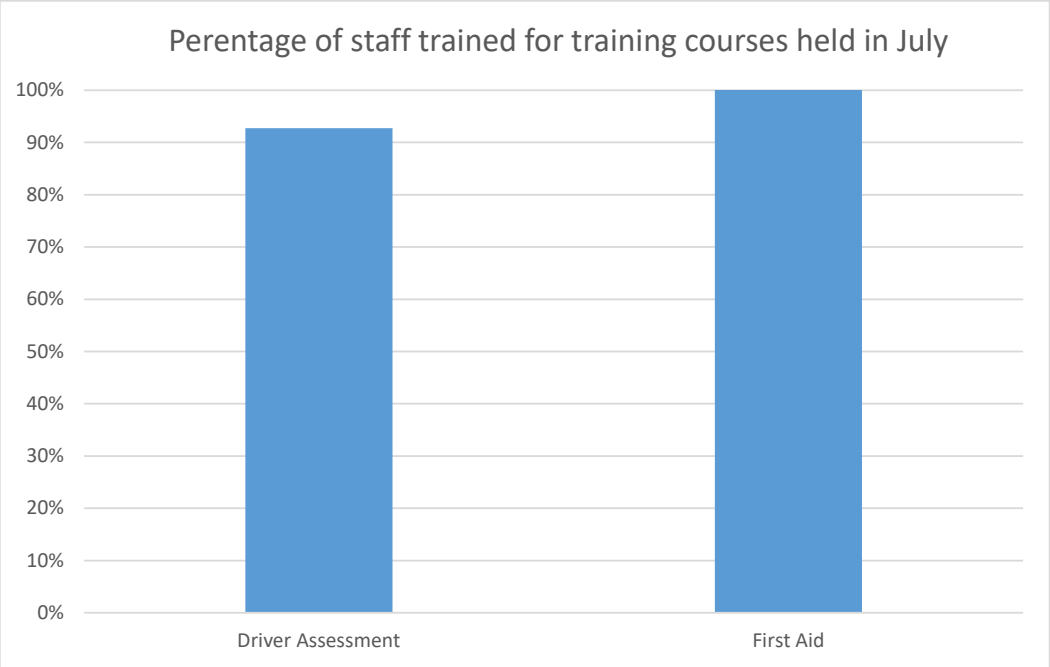


Health and Safety Objectives Update

Work in Progress

- Conducting a deeper dive into the current training delivered for high-risk field activities (ATV, 4WD and water related training) to ensure all trainings/learning outcomes are consistent, sufficient and equips our people with the knowledge and skills required to undertake tasks/activities with the highest level of safety in mind.

- Investigating potential H&S topics/subject areas that would be beneficial to deliver as internal training by December 2023 (hazard identification/management and JHA workshop).



Critical events or have the potential to be critical

Event	Potential Consequence	Actual Consequence	Potential Controls to implement
During the unloading of a quad bike, the ramp was incorrectly installed causing the bike to slide off the ramp.	**High**	**Low**	Tiredness was a contributing factor to this event and caused the operator to wrongly install and unload the quad bike. Because of this, it's timely to look at potentially implementing a stress/fatigue policy. Also, look at the loading/unloading elements of ATV training currently being delivered.
			Ensure appropriate training is implemented and competence is demonstrated prior to staff undertaking field work.

Council Annual Leave Balances

Average Annual Leave Balance per employee	2.9 weeks

Annual Leave Balances	Number of Employees
8 weeks and less	218
Over 8 weeks	15
Total Staff	**233**

Date 11 September 2023

Subject: **Better Travel Choices for Taranaki incorporating the Regional Public Transport Plan 2024**

Approved by: M J Nield, Director - Corporate Services

S J Ruru, Chief Executive

Document: 3201655

Purpose

1. The purpose of this memorandum is to:
   - present for consideration a content draft of *Better Travel Choices for Taranaki* which incorporates a Better Travel Choices Strategy and the draft *Regional Public Transport Plan for Taranaki 2024 (RPTP)*
   - seek adoption of the draft *Better Travel Choices for Taranaki* for public consultation, incorporating any changes the Committee wishes to make
   - advise that the Sustainable Public Transport Framework (SPTF) has now passed into law following the recent passing of the Regulation of Public Transport Bill, so the relevant aspects of this new national framework are included with the draft RPTP.

Executive summary

2. Development of *Better Travel Choices for Taranaki* is key preparation for the land transport activities within the 2024-2027 planning and funding cycles of the Council's Long-Term Plan and the Regional Land Transport Plan (through which national funding support is sought for transport activities in the region).
3. *Better Travel Choices for Taranaki* is a response to community requests and expectations from previous consultations on the Regional Land Transport Plan, Long-Term Plan and the Regional Public Transport Plan. The aim is to support a step change in mode shift in the region away from private vehicle use, where possible. This includes proposals for improvements to the public transport network, which are considered as part of a revised RPTP within the wider strategy document. An important aspect of *Better Travel Choices for Taranaki* is to signal the region's ambitions nationally in order to help realise funding opportunities as they arise.
4. The two documents provided are content drafts. Presentation and minor structural improvements will be made in preparation for public consultation.

Recommendations

That the Taranaki Regional Council:

a) receives the memorandum, *Better Travel Choices for Taranaki incorporating the Regional Public Transport Plan 2024*

b) receives the draft *Better Travel Choices for Taranaki* (incorporating the *Regional Public Transport Plan 2024*) and notes that these are content drafts to which minor changes will be made to improve presentation for public consultation

c) notes that a workshop with the Committee and the Regional Transport Committee was held to confirm key aspects of the draft *Better Travel Choices for Taranaki* strategy (incorporating the *Regional Public Transport Plan 2024*) on Wednesday 6 September 2023

d) endorses the draft *Better Travel Choices for Taranaki* (incorporating the *Regional Public Transport Plan 2024*) for public consultation, subject to any amendments tabled at the workshop on 6 September

e) determines that this decision be recognised as not significant in terms of section 76 of the *Local Government Act 2002*

f) determines that it has complied with the decision-making provisions of the *Local Government Act 2002* to the extent necessary in relation to this decision; and in accordance with section 79 of the Act, determines that it does not require further information, further assessment of options or further analysis of costs and benefits, or advantages and disadvantages prior to making a decision on this matter.

Background

5. A review of both the *Taranaki Regional Public Transport Plan* (RPTP) and *Regional Walkways and Cycleways Strategy* (RWCS), to combine into one *Better Travel Choices for Taranaki* strategy document, has been underway since early 2023. The aim being to support a step-change in approach to mode shift, transport emissions reduction, road safety and promotion of community well-being.

6. This step change, particularly in respect of public transport provision, has been supported by community requests and expectations from previous consultation of the RLTP, Long-Term Plan and the RPTP. 'The Road Ahead' regional transport community conversation undertaken in March-April 2023 has reinforced the community's desire for change.

7. Reducing the amount of vehicle travel is a key part of reducing carbon emissions from transport, which is a core national policy requirement. While one aspect is reducing the need to travel where it is possible to do so (for example, flexible and remote working arrangements), mode-shift away from private vehicles where possible and towards shared travel (buses/trains/rideshare) and active modes (walking/cycling/micro-mobility) are other key parts of reducing vehicle kilometres travelled (VKT). One document covering both shared and active modes of travelling will ensure better integration towards achieving mode shift throughout the region.

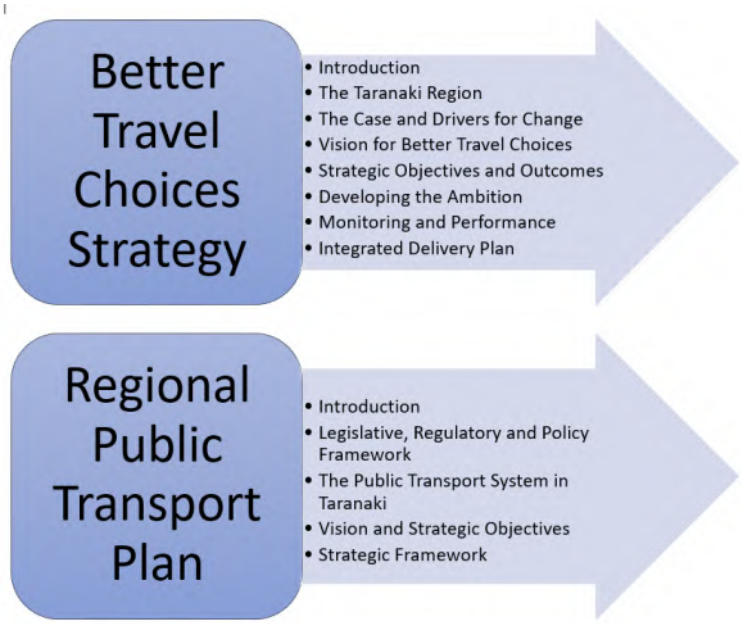
8. Bringing the documents together into one strategy provides an efficient and effective process for the community to engage with, and this will in turn be a key feeder into the review of the *Regional Land Transport Plan* (RLTP), which will be consulted on in early 2024.

9. While the *Better Travel Choices for Taranaki* project is overseen by the Executive Audit and Risk Committee, the Regional Transport Committee is considered a key stakeholder. A

workshop with Taith Consulting has been organised for both committees to consider key aspects of the draft documents on 6 September 2023, ahead of public consultation commencing.

Developing the draft Better Travel Choices for Taranaki strategy

10. *Better Travel Choices for Taranaki* is a shared and active transport strategy that is Taranaki region's long-term response to the requirements of international, national, regional, and local direction related to climate change and emissions reduction.
11. *Better Travel Choices for Taranaki* is structured into two key parts, as show in the diagram:
    - part 1 – Better Travel Choices Strategy (High level mode shift plan & regional active travel strategy)
    - part 2 – Regional Public Transport Plan.



12. Taith Consulting are undertaking this project with the Council. A broad stakeholder group of 20 different organisations has been supporting this work, through a series of three facilitated workshops from May to August 2023. A targeted online workshop with youth representatives was also undertaken in August 2023. A project team involving TRC and District Council staff have also be guiding the project. This has meant the strategy has been cognisant of initiatives of District Councils and therefore builds on progress already under way.
13. The Better Travel Choices Strategy considers the current transport challenges before identifying a range of potential strategic interventions - intended to achieve mode shift from single occupancy private car to active travel modes, public transport, and shared mobility over short term (three years), medium term (three to ten years), and long term (ten to 30 years).
14. The RPTP is a statutory document required under the *Land Transport Management Act 2003* (LTMA). As such, it has largely prescribed structure and content that needs to be

accessed by regulatory and funding bodies, so it is provided as a separate document for that reason.

15. The RPTP sets out overall objectives and policies for public transport in the region, and contains details of the public transport network and development plans over the next ten years.

Change in national framework for public transport provision

As signalled at the Committee's 31 July 2023 meeting, the national framework for provision of public transport has been in a period of transition, changing from the *Public Transport Operating Model* (PTOM) that was established in 2013, to the *Sustainable Public Transport Framework* (SPTF) that was announced by the Government in 2022. The SPTF has now passed into law following the passing of the Regulation of Public Transport Bill on 24 August 2023, so the relevant aspects of this new national framework are reflected in the draft RPTP. This changed national framework enables greater flexibility in how councils provide public transport service.

Next steps

16. The timeline for the key remaining tasks in the development and final adoption of the Plan is given below:

6 September 2023	Councillor workshop on draft *Better Travel Choices for Taranaki*
11 September 2023	Executive, Audit and Risk Committee approves draft *Better Travel Choices for Taranaki* for public consultation
18 September - 29 October 2023	Public consultation on draft *Better Travel Choices for Taranaki* (six weeks) Note that consultation is being undertaken alongside the district speed management plans, with a common landing page and combined communications
November 2023	Preparing officers' report on submissions received
4 December 2023	Executive, Audit & Risk Committee hold public hearings of submissions on the RPTP (given its statutory function).
Early 2024	Finalisation and approval processes. TRC adopts the *Better Travel Choices for Taranaki*, including the RPTP, which comes into effect 20 days later.
Feb-May 2024	Supported activities proposed in the *Better Travel Choices for Taranaki* are put forward for inclusion in the Long-Term Plan and Regional Land Transport Plan 2024-2027 planning and funding cycles, which take effect from 1 July 2024.

Issues

There is a need for the Committee to consider and endorse the draft *Better Travel Choices for Taranaki* for public consultation, subject to incorporating any changes the Committee wishes to make. The Council is statutorily required to regularly revise the RPTP component of this. To do so in isolation from the wider mode shift lens would be a missed opportunity both in terms of planning and funding opportunities.

Options

17. Set out below are the options available to the Committee.

Option 1 – not supporting the release of the draft *Better Travel Choices for Taranaki* for public consultation

18. The Committee could choose not to support the release of the draft *Better Travel Choices for Taranaki* for consultation. However, this would create a risk for TRC being successful in seeking funding for 2024-2027 via the Regional Land Transport Plan, as public transport activities would not have been through the necessary process requirements. It could result in being in breach of the legislative requirements to have revised the RPTP in a timely manner.

Option 2 – supporting the release of the draft *Better Travel Choices for Taranaki* for public consultation

19. While only the RPTP component of *Better Travel Choices for Taranaki* is a legislative requirement for the Council, undertaking consideration of public transport services without integrated planning with active travel modes, diminishes the opportunity to achieve the level of mode shift required to meet other obligations such as greenhouse gas emission reductions.
20. Option 2 is considered the most appropriate option for Taranaki as it meets legislative requirements while also supporting integration between the shared and active travel for the long-term benefit of the region's communities.

Significance

21. Under the TRC's Significance and Engagement Policy, the decision to release the draft *Better Travel Choices for Taranaki* for public consultation is not significant. Accordingly, it does not require further consideration under the Significance and Engagement policy.

Financial considerations—LTP/Annual Plan

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

Policy considerations

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

Iwi considerations

24. This memorandum and the associated recommendations are consistent with the Council's policy for the development of Māori capacity to contribute to decision-making processes (schedule 10 of the *Local Government Act 2002*) as outlined in the adopted long-term plan and/or annual plan.

25. Contact has been made with all iwi to facilitate engagement where iwi have the desire and capacity to do so. To date iwi involvement in the Council's transport activities has been limited and opportunities to improve the situation are continually being explored.

Community considerations

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

Legal considerations

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

Appendices/Attachments

Document 3202650: Draft TRC Better Travel Choices – Part A - BTCS

Document 3190649: Draft TRC Better Travel Choices – Part B – RPTP

2023

Better Travel Choices Strategy: 2024-2054

Corporate Services

Taranaki Regional Council

8/31/2023

Contents

Executive Summary

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

Better Travel Choices considers current transport **challenges** before identifying a range of potential **strategic interventions** - intended to achieve mode shift from single occupancy private car to active

travel modes, public transport, and shared mobility over short term (three years), medium term (three to ten years), and long term (ten to 30 years).

Barriers to mode shift (issues, challenges to address)	Barrier 1: Concerns about safety result in people not using active travel modes as much as they would like to.
	Barrier 2: Existing networks are not connected or integrated, reflecting a built environment that is predominantly car-based, resulting in low mode share for active modes.
	Barrier 3: Scale of access and mobility need is not reflected within the built environment, which is designed around the needs of motor vehicles.
	Barrier 4: The public transport system in Taranaki provides a basic service for people who have no choice, but is not an attractive mode for people who have access to a car.
Vision statements	Overall vision: *Increasing wellbeing and environmental sustainability of Taranaki communities by enabling people to safely and conveniently travel by public transport and active travel.*
	VS1. Every member of society, irrespective of their personal circumstances and level of mobility, will be able to safely travel to meet their needs and wants.
	VS2. Our local streets will be spaces and places that are safe, shaded, and sustainable hubs of social and community activity; where people from all walks of life and cultures can connect to share experiences face to face.
	VS3. Low-traffic school streets will enable our children to experience arrival and departure in an environment that welcomes their participation in both education and play.
	VS4. An accessible, integrated and customer-focussed public transport system that enhances our wellbeing and environment, and becomes the preferred mode of transport within and between urban areas.
	VS5. A regional active and shared travel network, bound together by integrated multi-modal and service hubs, will enable local people and visitors to travel across the region confidently and sustainably for work, education, shopping, and leisure.

	Strategic objectives	**Outcomes sought**
Public Transport	PT1. Improve public transport accessibility and equity.	Provide safe and accessible public transport services and infrastructure that supports an efficient and connected transport network, and multi-modal travel.
	PT2. Improve customer experience of the public transport system.	Provide high quality information and branding that enables passengers to easily understand and navigate services
	PT3. Improve environmental and economic performance.	Contribute to reductions in carbon emissions from transport, improved air quality and reduced traffic congestion through mode shift public transport and decarbonising the bus fleet.
	PT4. Deliver affordable and	Provide a fares and ticketing system that is simple, affordable and attracts and retains customers while balancing user contribution with public funding.

	value for money services.	
	PT5. Manage service improvements optimally.	Undertake an approach to planning, procurement and monitoring of services that supports the efficient and effective delivery of services while providing good value for money.
Active travel	**Strategic objectives**	**Outcomes sought**
	AT1. Improve personal safety	Reduce the scale of crash trauma for vulnerable road users.
	AT2. Deliver high quality networks	Provide high quality networks that enable safe walking, wheeling and cycling within existing areas and as part of new developments.
	AT3. Improve physical and mental health	Increase levels of active travel, both for utility journeys (i.e. work and school) and also leisure (in particular to reserves, beaches, wilderness areas, and Taranaki Maunga).
	AT4. Support economic development through tourism	Support regional economic development through creation of a wide range of new leisure and tourism opportunities for active travel, both in terms of support to walking / cycling companies and access to cafes, shops and local businesses.
Mode shift	**Strategic objectives**	**Outcomes sought**
	MS1. Increase use of active, public and shared transport	Provide frequent, reliable, and punctual urban and inter-urban public transport networks that attract new customers and retain existing ones.
	MS2. Reduce Greenhouse Gas emissions	Contribute to reductions in carbon emissions from car-based private transport through mode shift and increased levels of walking, wheeling and cycling regionwide.
	MS3. Improve local air quality	Contribute to reductions in local air pollutants from car-based private transport through mode shift and increased levels of walking, wheeling and cycling regionwide.
	MS4. Reduce car traffic and congestion	Contribute to reductions in traffic demand and congestion resulting from car-based private transport through mode shift and increased levels of walking, wheeling and cycling regionwide.

Targets		
Headline target: Reduce the number of car journeys in Taranaki by 25% by 2035		
Public transport specific	Increase total passenger numbers by 10% over 2023/24 baseline	• Number of Passengers per service per year; • Peak and average passenger loading per service; • Passenger satisfaction with services; • Mode share of bus for journeys to work;
	Increase total passenger numbers between 200% and 300% by 2035, compared to the 2023/24 baseline	
	Increase public transport mode share to 10% by 2035, compared to the 2018 baseline	

	Increase public transport mode share to 30% by 2035, compared to the 2018 baseline	• Mode share of bus for journeys to school; • Walk distance to a frequent public transport service; • Bus service punctuality and reliability; • Accessibility of bus stops and hub by disabled people; • Availability of services for, and usage by, disabled people; • Farebox recovery ratio per contract; and • Total GHG emissions from the fleet.
	99% of services arrive at timing points between 1 minute early and 4 minutes 59 seconds late	
	99% of services run as scheduled as per the operating contract	
	90% of residents in New Plymouth, Bell Block and Waitara living within 400 metres of a bus service at a minimum hourly frequency by 2026	
	90% of residents outside of New Plymouth with access to a weekday bus or community transport service to their nearest township	
	100% of bus stops accessible for people with disabilities, including wheelchairs and mobility scooters, by 2028	
	90% of surveyed customers and community stakeholders are satisfied with the public transport service and total mobility scheme	
	At least 70% reduction in greenhouse gas emissions per kilometre travelled for public transport bus services by 2035	
	Increase farebox recovery to a minimum 40% of operating costs by 2028	
Active travel specific	Target D: No vulnerable road user is killed or seriously injured across the region by 2035	KPIs need to align to those of the District Councils, and may include the following: • Zero deaths or serious injuries involving cyclists or pedestrians • 100% of key commuter cycle routes (including routes to schools) have dedicated cycle facilities (cycle lanes, shared path or separate path) • 5% increase in cycle and pedestrian counts on the previous year at key locations • 100% of streets in urban areas have a footpath on one side, and 80% on both sides on key routes
	Target E: All built assets regionwide (streets, centres, open spaces and buildings) are made accessible for people of all mobilities based on Universal Design Principles.	
	Target F: Double the number of people walking, wheeling or cycling to get to school or work by 2035	

Strategic Interventions		
Shaping urban form	1a Designing for public transport and active travel	***What is the Intervention?*** Prioritisation of street space for active modes and public transport, before cars. ***What is Currently Being Done?*** Transport Choices and active travel projects in New Plymouth and Stratford. ***What More Can be Done?***

		Roll out of active travel projects to more locations across the region, based on city and town centre master plans.
	1b. Location and design of new development areas	***What is the Intervention?*** Putting development in locations where it can be served by public transport and active travel, and ensuring the street design supports this. ***What is Currently Being Done?*** Development areas identified by the New Plymouth District Plan, and structure planning being undertaken in Bell Block. ***What More Can be Done?*** Progression of location and design policies / practices through forthcoming Regional Spatial Strategies and Natural and Built Environment (NBE) Plans.
	1c. Low Traffic Neighbourhoods	***What is the Intervention?*** Removing rat-running through traffic from local neighbourhoods, by use of traffic calming and selective road closures. ***What is Currently Being Done?*** Streets for People projects across Aotearoa New Zealand. ***What More Can be Done?*** Work with communities to identify potential projects which address clear needs, and introduce pilots to test impact.
Providing alternatives to private car travel	2a. Regional Active and Public Transport Network	***What is the Intervention?*** Development of an integrated active and public transport network, connecting key destinations across the region, including town / city centres, hospitals, leisure / tourist destinations. ***What is Currently Being Done?*** Territorial Authorities and Organisations such as the Open Access Commission are planning and promoting both local and longer distance active travel routes. Taranaki Regional Council is proposing to improve frequency and coverage of public transport. ***What More Can be Done?*** Various project proposals can be consolidated and expanded into a regional network, based on a series of connections between multi-modal hubs and significant destinations.
	2b. Improved Public Transport and Shared Services	***What is the Intervention?*** Bus and community transport services which run more frequently, and for more hours of the day / week, both in New Plymouth and across the region. ***What is Currently Being Done?*** Network review in New Plymouth, and of Connector, has identified improvements ***What More Can be Done?*** Draft Regional Public Transport Plan proposes doubling frequency on New Plymouth Citylink and Regional Connector; expanding evening, weekend, and Sunday services, and introducing new or amended routes to increase number of origins / destinations served.
	2c. Improved Public Transport Infrastructure	***What is the Intervention?*** Bus stop accessibility for passengers (in particular disabled people), multi-modal hubs, and priority measures to enable more reliable journeys (including bus lanes and priority at traffic signals).

		What is Currently Being Done? Bus stop infrastructure is being provided and maintained by the Territorial Authorities. ***What More Can be Done?*** Audits of bus stops and hubs, and bringing forward proposals to increase multi-modal accessibility improvements, with particular focus on active travel. Bus priority will be investigated and identified to address impacts of traffic congestion on bus service reliability.
Travel demand management	3a. Travel Planning	***What is the Intervention?*** Working with schools and workplaces to identify practical measures to reduce car travel for commuting. ***What is Currently Being Done?*** *Let's Go is* a long-standing programme in New Plymouth which undertakes an extensive range of travel planning activity. ***What More Can be Done?*** Extending travel planning work throughout the region, and undertaking more detailed engagement within communities.
	3b. Information, Marketing and Publicity	***What is the Intervention?*** Provision of information on active travel and public transport options, and setting out the potential benefits for both individuals and society as a whole. ***What is Currently Being Done?*** Territorial Authorities and organisations such as Taranaki Trails Trust provide web-based information on active travel. Taranaki Regional Council provides both paper-based and online public transport information, including timetables. ***What More Can be Done?*** Development of consolidated information, marketing and publicity at a regional level, including a one-stop shop web site.

1. Introduction

Purpose

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

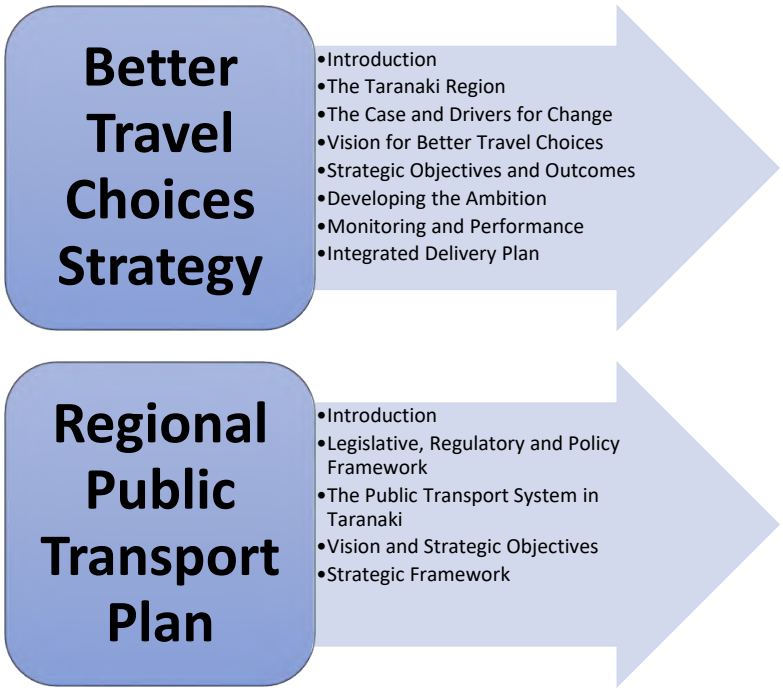
The practical purpose of Better Travel Choices is to:

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

Structure

Better Travel Choices considers current transport **challenges** before identifying a range of potential **strategic interventions** - intended to achieve mode shift from single occupancy private car to active travel modes, public transport, and shared mobility over short term (three years), medium term (three to ten years), and long term (ten to 30 years). Better Travel Choices is structured as shown below. The Regional Public Transport Plan (RPTP) is a legislative document (under Part 5 of the Land Transport Management Act 2003[1]) and required to be published separately.

Figure 1: Structure of Better Travel Choices



[1] Land Transport Management Act 2003

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

Background

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

This matters because motor vehicles make a significant contribution to Greenhouse Gas (GHG) emissions such as Carbon Dioxide (CO_2), which are driving climate change. There are also issues of traffic congestion and road safety, both of which impose significant costs on society and the economy.

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

Active, Public and Shared Transport

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

Figure 2: Active, Public and Shared Transport

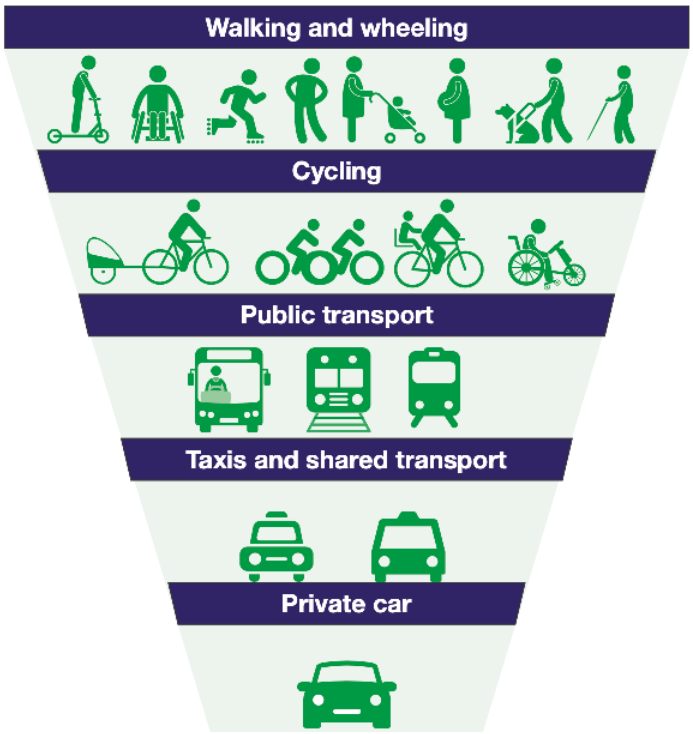
Active Modes: Fully or partially people powered, walking, cycling wheelchairs, mobility scooters and all forms of micro-mobility

Public Transport: Conventional scheduled bus services

Shared Mobility: On-demand, community transport services and private ride share

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

Figure 3: Transport User Hierarchy

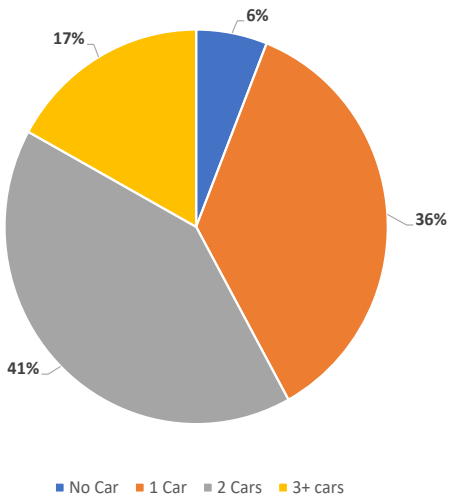


Source: Transport Scotland

Private Car Travel

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

Figure 4: Household Car Access in Taranaki



Source: Ministry of Transport

Demand for motor vehicle traffic, measured by **Vehicle Kilometres Travelled (VKT)**, includes cars, vans, trucks, and buses. There are three complementary ways in which reducing VKT can be tackled:

Figure 5: Avoid, Shift, Improve

Avoiding or reducing travel: through undertaking more activities (such as work, education, and shopping) from home and combining more than one purpose in a single journey.

Shifting the mode of travel: substituting single occupancy vehicle SOV car journeys for active modes, public transport and shared mobility.

Improving the mode of travel: replacing Internal Combustion Engine (ICE) vehicles with zero emission (battery electric and hydrogen) alternatives.

Better Travel Choices focusses on the second of these – **mode shift**.

Mode Shift

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

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

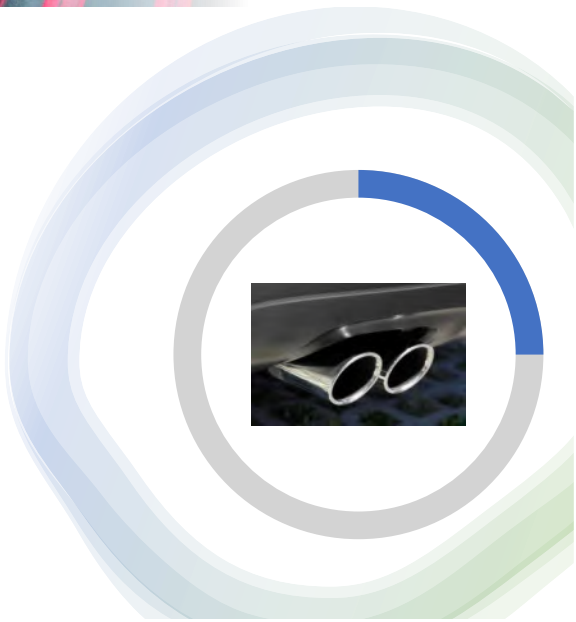
Mode shift pushes people towards more sustainable transport which will benefit everyone; encourages a change in travel behaviour and habits, and is based on partnership between governments and communities to create equitable and convenient travel access for all.

Benefits of Better Travel Choices

The benefits of mode shift are outlined in Figure 6:

Figure 6: Benefits of Mode Shift

- Road transport is responsible for 25% of New Zealand's net CO_2 emissions and its reduction is a priority for the country to meet its climate change obligations under the Paris Agreement.
- Emissions of both GHGs and harmful local air pollutants are much lower from walking, cycling and public transport, especially if these modes replace SOV car journeys.



- Connecting people to the opportunities and services they require will help them to realise their potential.
- The economy of Taranaki is dependent on a thriving labour market where people can move and access jobs across the region.
- Many people with poor connectivity are denied choice, with implications for health and wellbeing, and contributing to social isolation.
- Economically successful places are those which prioritise access by shared and active modes of travel.

- Walking, cycling, and public transport offer an easy way to add physical activity into everyday life, reducing sedentary lifestyles and increasing levels of obesity and related chronic disease. Increasing traffic volumes generally result in increased crashes and injuries.
- By limiting the growth in traffic volumes through mode shift, users of the network are exposed to less risk. Modes such as bus are a significantly safer mode of motorised traffic compared to the private car.

Issues of importance to Tangata Whenua

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

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

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

2. The Taranaki Region

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

People and Place

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

Economy

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

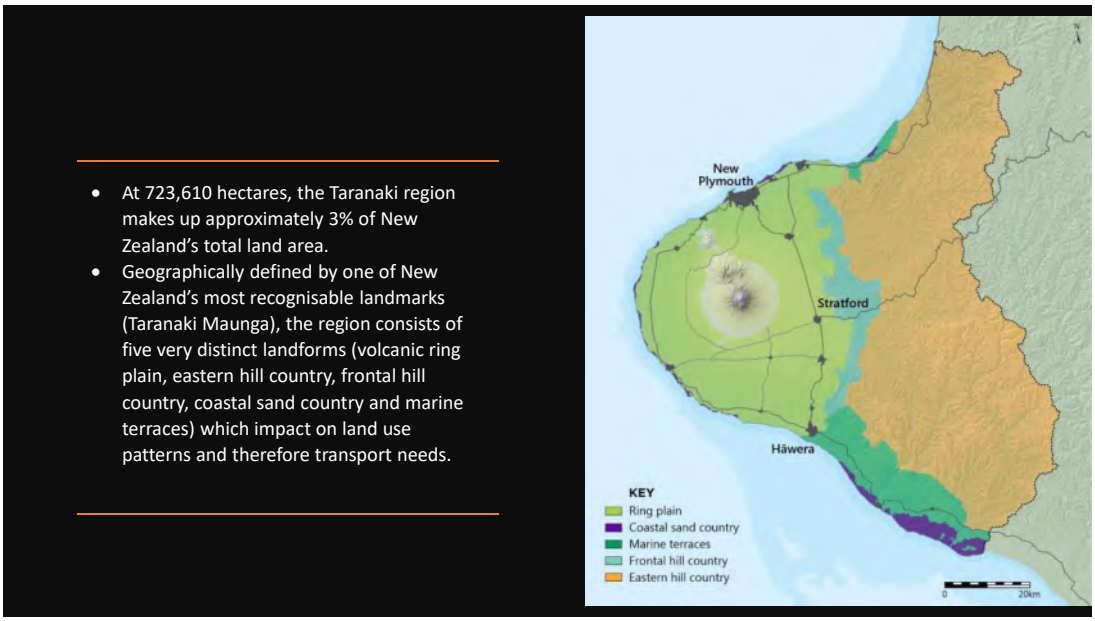
Land Form

Figure 7 summarises the landforms of Taranaki, which strongly influences provision of transport infrastructure and services, as a result of where people live and practical connections available.

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

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

Figure 7: Taranaki Land Form



Regional Land Transport System

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

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

Figure 8: Major Transport Routes in Taranaki Region

Source: Taranaki Regional Land Transport Plan 2021/24

Local roads provide connections between State Highways and local communities, factories, businesses, tourist attractions and farms. They also provide the vast majority of streets where

people live. Links to, and around, Taranaki Maunga and other culturally significant sites are particularly important to local people.

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

Travel Trends in Taranaki

Figure 9 summarises the key travel trends, and show that travel is heavily dominated by private car.

Figure 9: Taranaki Travel Trends

Legislation, Policy, and Planning Context

Better Travel Choices aligns with, and contributes to, a number of policies, as shown in Figure 10. A full description of the legislative and planning context is included in Appendix 3.

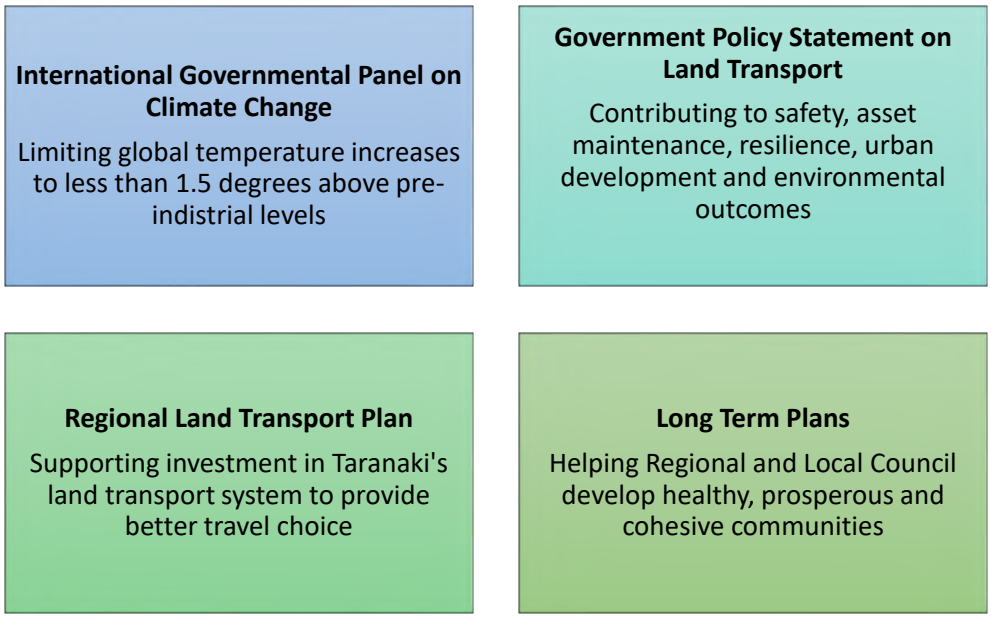
Waka Kotahi provides a 30-year view of the land transport system through *Arataki*[2], and highlights a number of directions which Better Travel Choices strongly supports:

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

[2] Arataki - Taranaki

- Explore the potential for new and emerging technologies, such as on-demand services, to improve access to social and economic opportunities.

Figure 10: Better Travel Choices Policy Alignment



3. The Case and Drivers for Change

Introduction

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

Better Travel Choices is based on identifying:

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

Making Mode Shift Happen

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

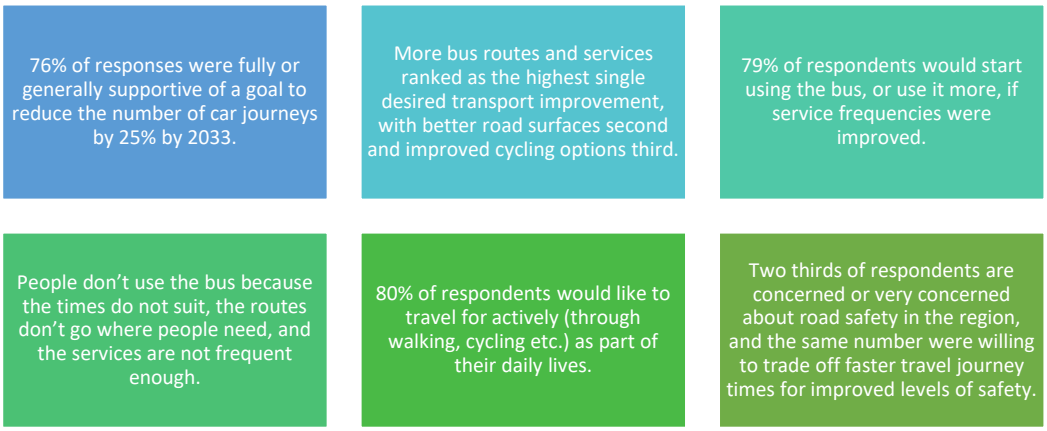
- Why people currently choose to travel by car;
- “Push” and “pull factors” for shared and active travel, which explain why people are put off and what might make them change; and
- Types of journeys which may be most amenable to mode shift.

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

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

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

Figure 11: Public Consultation Summary Results

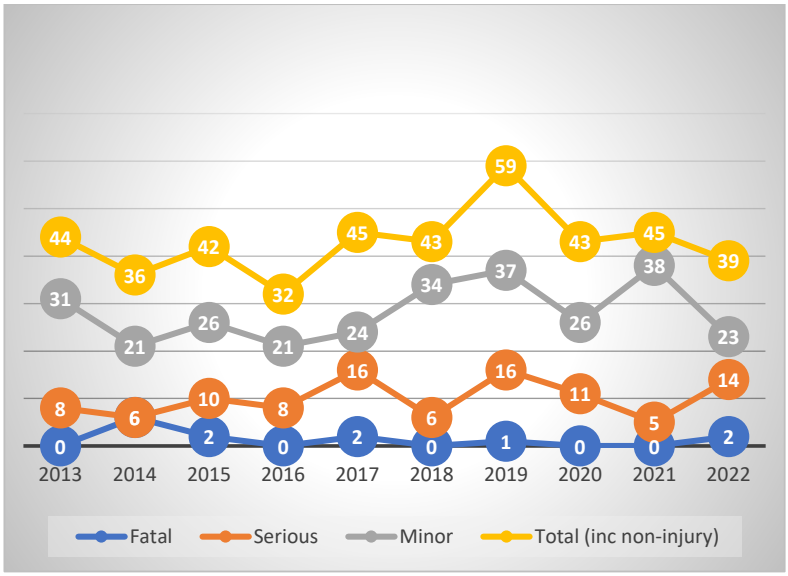


The survey demonstrates that there is an appetite for change, but there are a number of barriers.

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

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

Figure 12: Active Traveller Injuries: 2013 to 2022



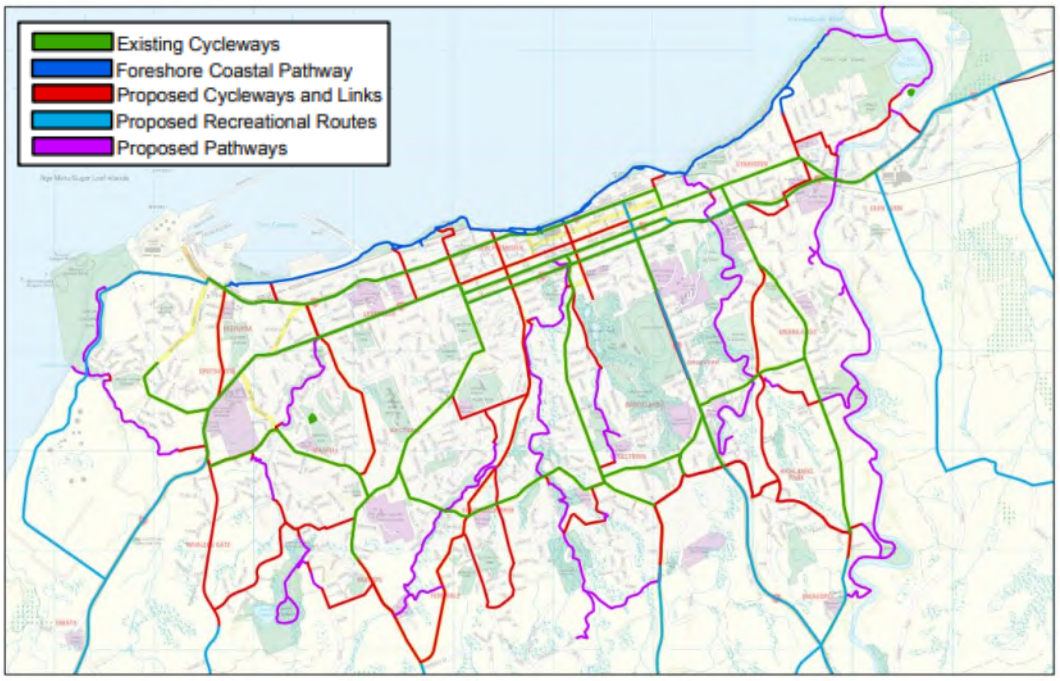
Source: Waka Kotahi Crash Analysis System

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

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

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

Figure 13: New Plymouth Existing and Proposed Active Travel Routes



Source: New Plymouth District Council

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

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

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

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

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

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

The 2017 Taranaki Disability Strategy[3] indicates that 30% of Taranaki people were limited in their daily lives by a long-term impairment. The 2021 New Plymouth Accessibility Strategy[4] describes 28% of people as living with a disability. Goal 1 of the strategy is to ensure that council services, facilities and assets are accessible to people with a range of abilities.

Outcome 5 of the Aotearoa New Zealand Disability Strategy[5] identifies a future where those who are disabled are able to get from one place to another safely and easily, can access all buildings, spaces, and facilities with dignity, and feel safe taking public transport. Action 10 identifies a priority to increase accessibility for disabled people of the built environment and transport services with tasks allocated to Waka Kotahi and the Ministry of Transport in the Disability Action Plan 2019-2023[6].

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

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

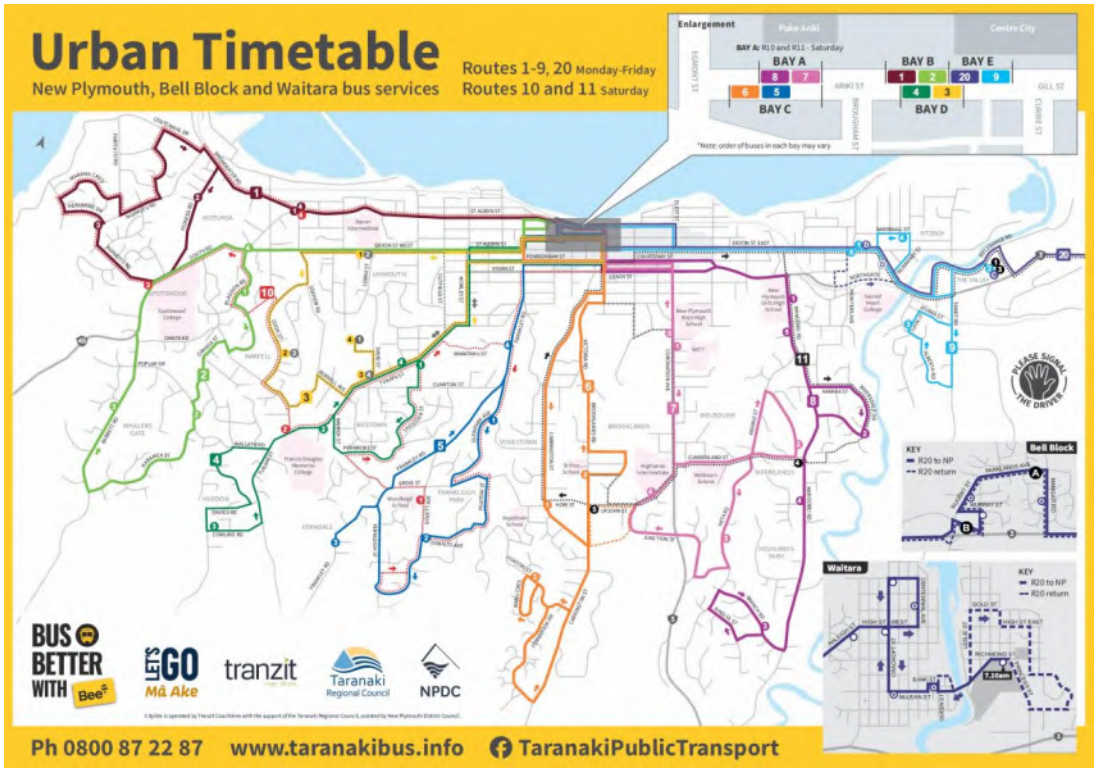
The New Plymouth Citylink urban network runs Monday to Friday from 7am until 6pm.

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

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

[3] Taranaki Disability Strategy 2017 (website-files.com)
[4] ECM_8608924_v6_Accessibility Strategy 2021 Summary (Word Version) (npdc.govt.nz)
[5] Aotearoa New Zealand Disability Strategy - Office for Disability Issues (odi.govt.nz)
[6] ODI-Disability-Action-Plan-2019-9-WEB-SINGLES.pdf

Figure 14: New Plymouth Urban Bus Routes



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

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

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

Strengths, Weaknesses, Opportunities, Threats

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

Figure 15: Strengths, Weaknesses, Opportunities and Threats

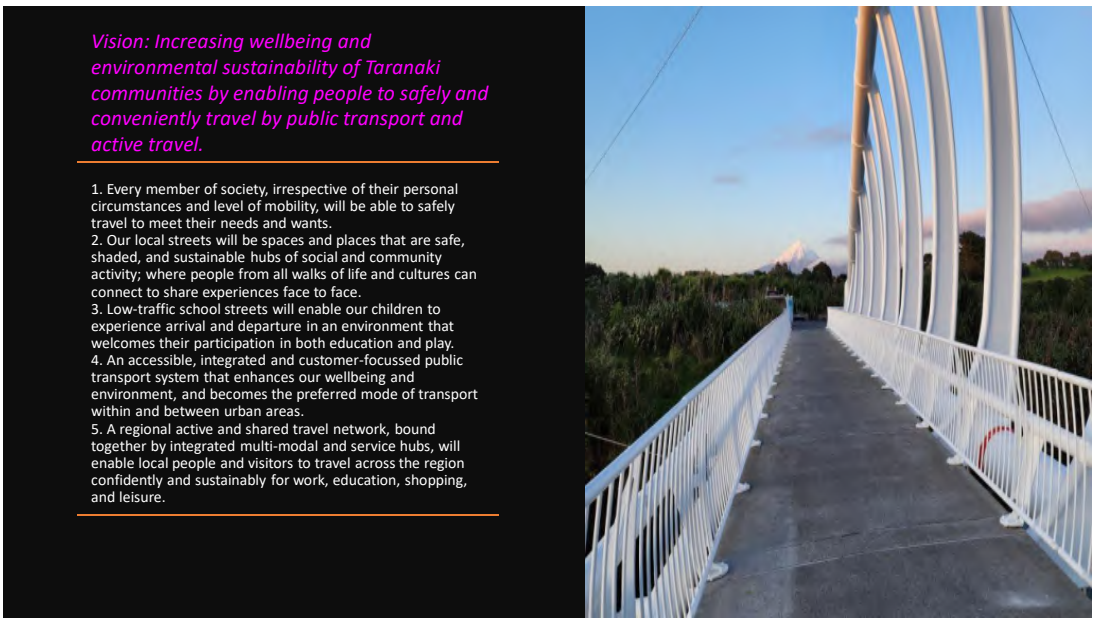
This SWOT assessment has been used to:

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

4. Vision for Better Travel Choices

A compelling vision is a succinct statement of what success looks like when it is achieved. There are five elements to the Better Travel Choices vision, which was developed through a series of stakeholder workshops in mid-2023.

Figure 16: Better Travel Choices Vision and Outcomes



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

5. Strategic Objectives

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

Figure 17: Better Travel Choices Strategic Objectives

For each of these strategic objectives, Better Travel Choices aims to deliver a set of beneficial outcomes:

Table 1: Better Travel Choices Beneficial Outcomes

Objective	Outcome
Improve public transport accessibility and equity	Provide safe and accessible public transport services and infrastructure that supports an efficient and connected transport network, and multi-modal travel.
Improve customer experience of the public transport system	Provide high quality information and branding that enables passengers to easily understand and navigate services.
Deliver affordable and value for money services	Provide a fares and ticketing system that is simple, affordable and attracts and retains customers while balancing user contribution with public funding.
Improve environmental and economic performance	Contribute to reductions in carbon emissions from transport, improved air quality and reduced traffic congestion through mode shift public transport and decarbonising the bus fleet.

Objective	Outcome
Manage service improvements	Undertake an approach to planning, procurement and monitoring of services that supports the efficient and effective delivery of services while providing good value for money.
Improve personal safety	Reduce the scale of crash trauma for vulnerable road users.
Deliver high quality networks	Provide high quality networks that enable safe walking, wheeling and cycling within existing areas and as part of new developments.
Improve physical and mental health	Increase levels of active travel, both for utility journeys (i.e. work and school) and also leisure (in particular to reserves, beaches, wilderness areas, and Taranaki Maunga).
Support economic development through tourism	Support regional economic development through creation of a wide range of new leisure and tourism opportunities for active travel, both in terms of support to walking / cycling companies and access to cafes, shops and local businesses.
Increase use of active, public and shared transport	Provide frequent, reliable, and punctual urban and inter-urban public transport networks that attract new customers and retain existing ones.
Reduce Greenhouse Gas emissions	Contribute to reductions in carbon emissions from car-based private transport through mode shift and increased levels of walking, wheeling and cycling regionwide.
Improve local air quality	Contribute to reductions in local air pollutants from car-based private transport through mode shift and increased levels of walking, wheeling and cycling regionwide.
Reduce car traffic and congestion	Contribute to reductions in traffic demand and congestion resulting from car-based private transport through mode shift and increased levels of walking, wheeling and cycling regionwide.

6. Developing the Ambition: Strategic Interventions

Better Travel Choices identifies a **package of strategic interventions:** high-level actions that give direction to more detailed policies and investment priorities. This is aligned with the Waka Kotahi *Keeping Cities Moving* mode shift plan[7], which proposes three types of planning principles:

[7] Keeping Cities Moving

Figure 18: Better Travel Choices Planning Principles

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

Source: Waka Kotahi, Keeping Cities Moving

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

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

Strategic Intervention 1: Shaping Urban Form

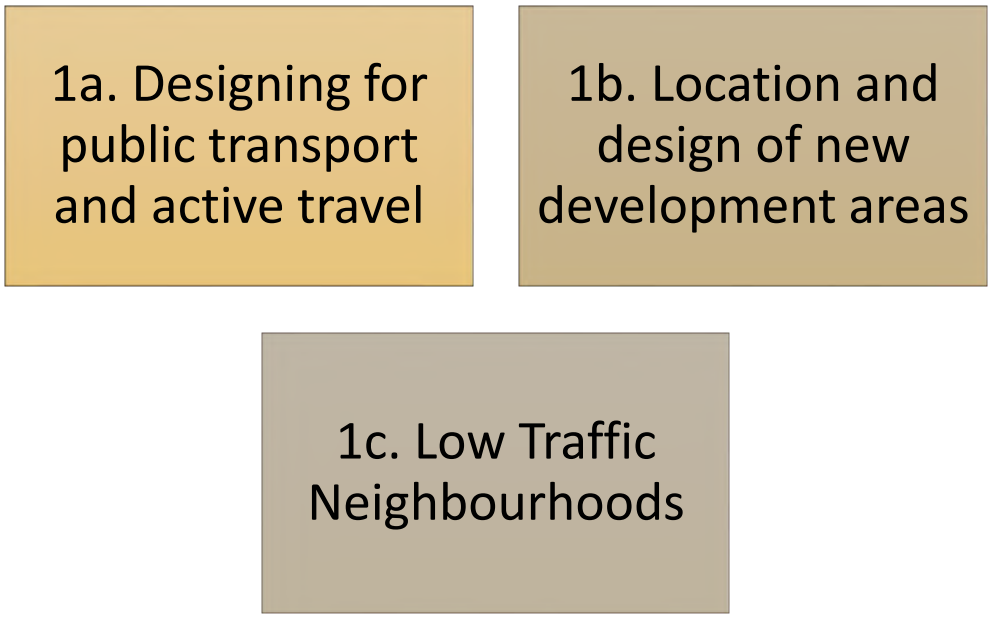
Introduction

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

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

The key priorities for this intervention are summarised in Figure 19:

Figure 19: Key Priorities of Shaping Urban Form

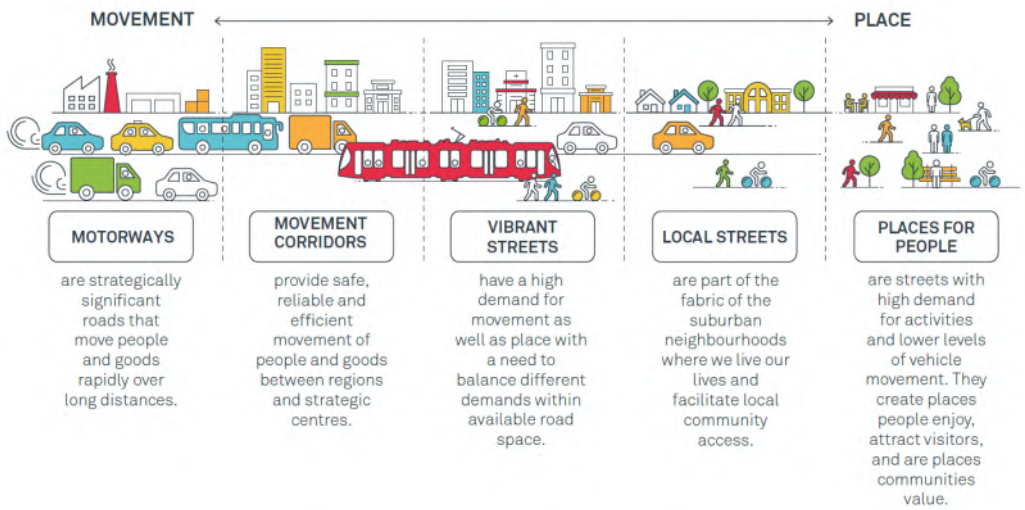


Priority 1a. Designing for Public Transport and Active Travel

What is the Intervention?

Designing for public transport and active travel allocates and uses available space to ensure appropriate levels of priority and safety for public, shared, and active travel, so that physical works are designed against a diverse range of needs. A key aspect of this approach is classification of routes and areas according to **movement and place** functions (Figure 20).

Figure 20: Movement and Place



Source: Bike Canberra

The traditional function of roads and streets been primarily about **movement** of people and goods along a route. **Place** is where a street is a destination in its own right: a location where activities

occur on or adjacent to it, and where the buildings and spaces may have social or cultural significance in their own right.

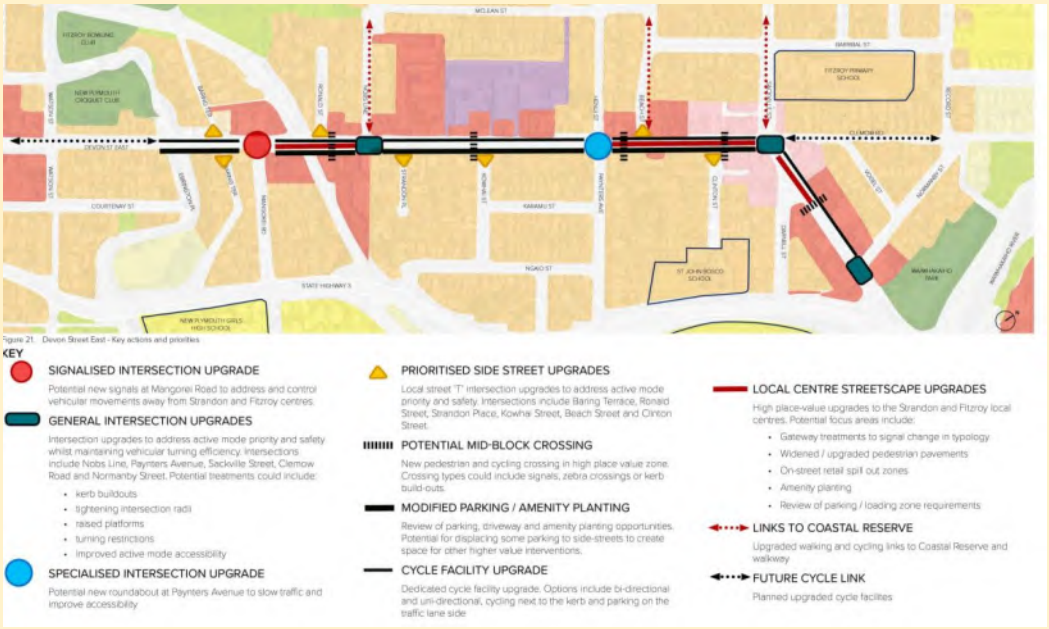
In “places for people” access for motor vehicles is restricted, although retaining public transport connectivity is important (especially through zero emission vehicles with no tailpipe emissions). If active and shared transport feel safe, secure, and welcome in local centres and along key corridors,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

What is Currently Being Done?

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

Case Study 1: Strandon Project, New Plymouth

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



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

Case Study 2: New Plymouth City Centre

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

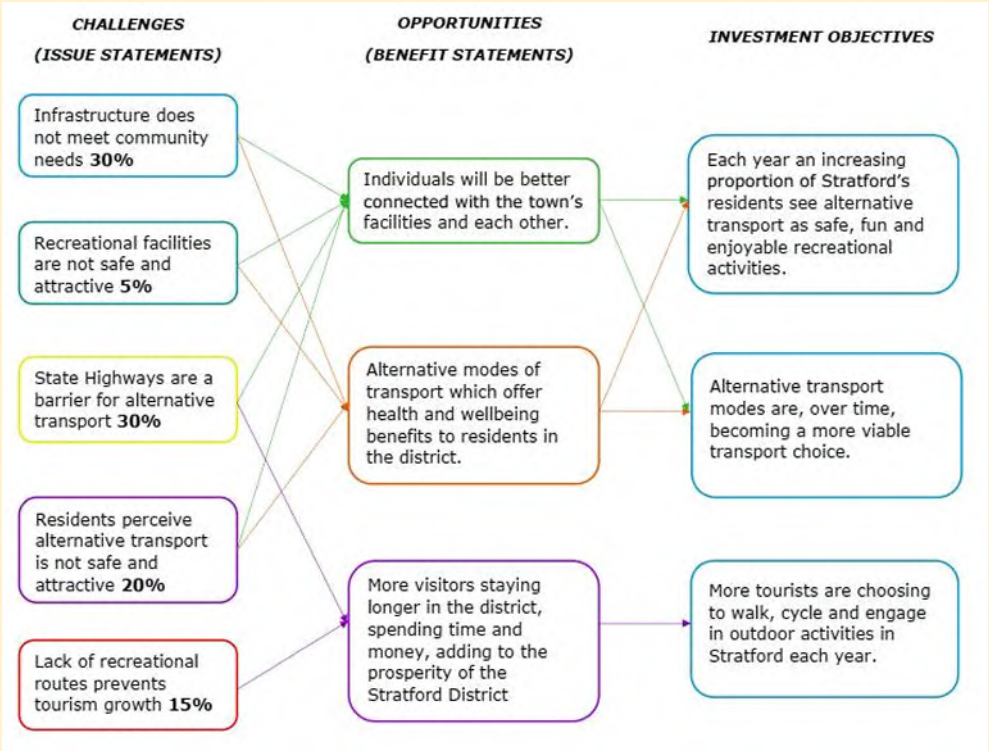
Key to success is implementation of walkable neighbourhoods in and around the city centre with a greater mix of residential options for people to choose.

Case Study 3: Connecting Our Communities, Stratford

The Stratford District Council (SDC) *Connecting Our Communities* Strategy 2021-2051 proposes an approach to foster sustainable transport over three, ten, 20 and 30-year time horizons, and supports the wider vision:

"…a progressive district where our transport network fosters prosperity, health and wellbeing of our communities."

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



Appendix 4 describes the investment objectives and actions for *Connecting Our Communities*. The Strategy outlines a wide range of projects to achieve these actions.

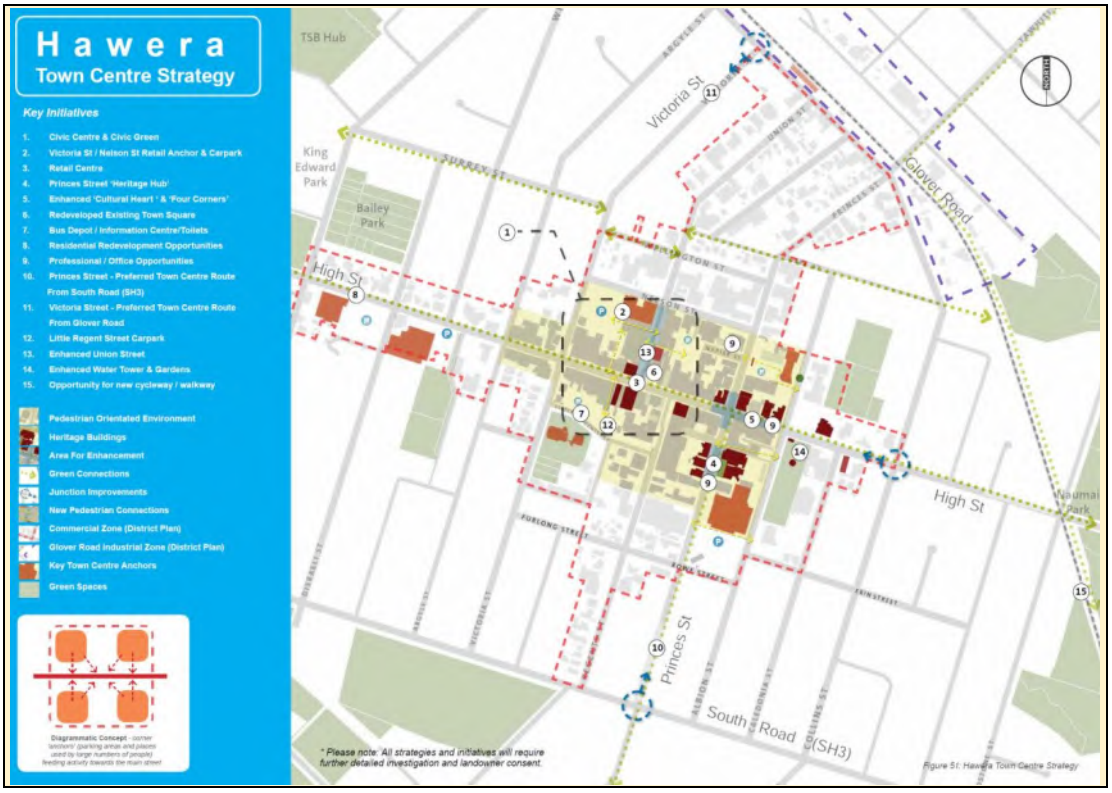
Case Study 4: Hawera Town Centre - Whakamohoa Pokapū Tāone o Te Hāwera

The 2015 strategy described the project vision:

"To make Hāwera's Town Centre an economically sustainable and dynamic place that is reflective of its heritage with a contemporary outlook, attracting people and business to the benefit of the town and wider district."

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

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



What More Can be Done?

Table 2 summarises potential future opportunities and actions to further develop designing for public and active travel:

Table 2: Potential Opportunities and Actions – Designing for Public and Active Travel

Opportunity	Action	Key Partners
Published in December 2022, the *Aotearoa Urban Street Planning and Design Guide* draws on national and international best-practice to provide a framework for well-functioning urban environments	Consider adoption of the principles and practice of the guide within all relevant transport planning activities and project designs; which may require review and changes to council policies and guidelines to ensure they give effect to the design guide recommendations	New Plymouth District Council Stratford District Council South Taranaki District Council
	Re-allocation of road space to walking, cycling and public transport – including as part of maintenance / asset management projects	New Plymouth District Council Stratford District Council South Taranaki District Council

Opportunity	Action	Key Partners
Forthcoming Regional Spatial Strategy (RSS) and Natural and Built Environment Plans	Include appropriate provision for promotion of compact urban form which promotes active and public transport	Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council
Next Long Term Plans, Regional Land Transport Plan (2024/34) and National Land Transport Programme (2024/27)	Inclusion of funding proposals for transport elements of New Plymouth city, and regional town centre plans	Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council Waka Kotahi
Cultural importance and significance of local spaces and historic sites	Engage with iwi and hapu to explore opportunities to enhance status of, and access to, existing or future culturally significant sites	Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council Iwi Hapu

Priority 1b. Location and Design of New Development Areas

What is the Intervention?

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

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

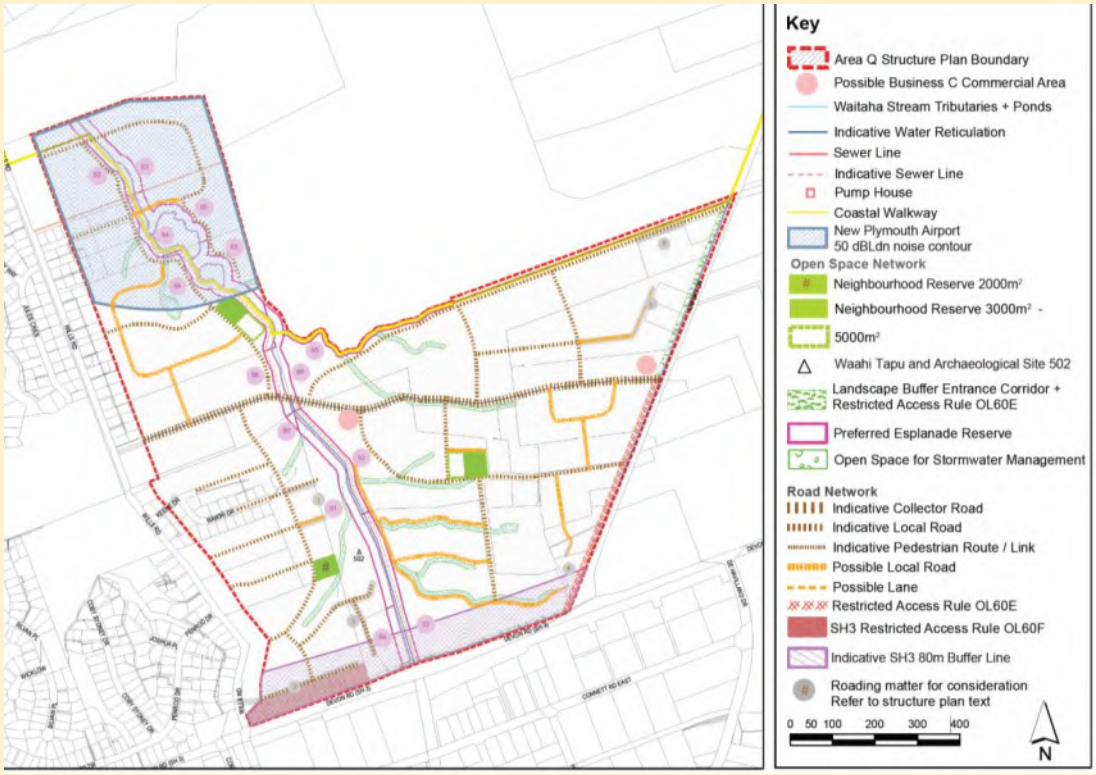
As highlighted in the section above, robust street design principles enable communities to be planned around the needs of active travel, before moving on to motorised modes.

What is Currently Being Done?

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

Case Study 5: Bell Block Area Q Structure Plan

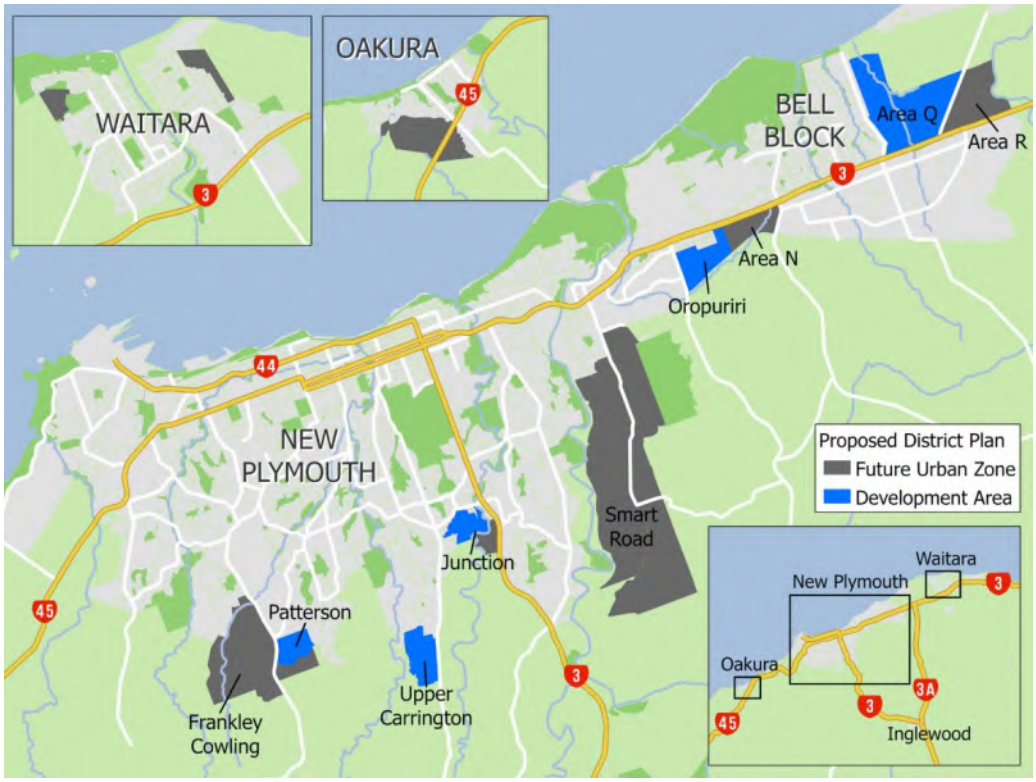
The Bell Block Area Q Structure Plan has been developed to provide specific guidance to developers in relation to roading layout, connections, and access; required reserves, parks, and pathways; water and sewer trunk service locations; entrance corridor treatments; and provides an indication of specific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



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

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

Figure 21: Future Urban Development in New Plymouth



Source: New Plymouth Infrastructure Strategy

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

What More Can Be Done?

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

Table 3: Potential Opportunities and Actions – Location and Design of New Development Areas

Opportunity	Action	Key Partners
Promote new development where there is, or could be, good connections by public and active travel; and discouraging locations via strategies (e.g. zoning and land pricing) where non-car options are difficult to provide.	Define a frequent public transport and integrated active travel network.	Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council
	Publish public and active travel planning and design guidelines for any land-use development.	
	Promote development within 400 metres of multi-modal	

Opportunity	Action	Key Partners
	transport hubs, areas with very good public transport connectivity and links for active travel.	
	Plan and reserve land for transport corridors in future development areas.	
Dense locations within an urban area are associated with more sustainable travel, so compact development can reduce the need for car travel by supporting services within active travel distances.	Promote mixed-use development to reduce the distances people need to travel by avoid zoning different areas as purely residential, commercial, or shopping which necessitates travel between the two.	New Plymouth District Council Stratford District Council South Taranaki District Council
	Design new streets and public spaces as part of new developments to support active mobility with infrastructure prioritising safety, comfort, low noise, greenery, social interactions, and attractive for all ages.	
	Require all developments to plug into and improve local direct and efficient connectivity for active mobility and public transport.	
	Provide a minimum quantity and quality of cycle and scooter parking for visitors and residents.	
	Use District Plans to abolish minimum car parking requirements and apply lower maximum permitted levels instead, particularly in well-connected places.	
	Promote “car-free” or “car light” development in the locations with the highest levels of amenities and public	

Opportunity	Action	Key Partners
	transport connections (e.g. city and town centres).	
Efficient accessible bus routes and stop locations in new development areas	Routes into and through new development should be as direct and straight as possible, avoiding long meandering one-way alignments and loops, which provide very slow journey and unattractive times for passengers.	Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council
	Routes should be no more than 400 metres from the edge of the development, so that walk times are limited to maximum of eight minutes to the nearest stop (for people who are able-bodied).	

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

Priority 1c. Low Traffic Neighbourhoods

What is the Intervention?

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

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

What is Currently Being Done?

The Waka Kotahi Streets for People programme[8] has introduced 89 kilometres of street changes, ranging from kerb buildouts and speed cushions, to parklets, pedestrian crossings, and cycleways.

[8] Streets for People

Figure 22: Streets for People Project, Drews Avenue, Whanganui

Source: Waka Kotahi

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

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

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

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

What More Can Be Done?

Table 4 summarises potential future opportunities and actions to further develop LTNs:

Table 4: Potential Opportunities and Actions – Designing for Public and Active Travel

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

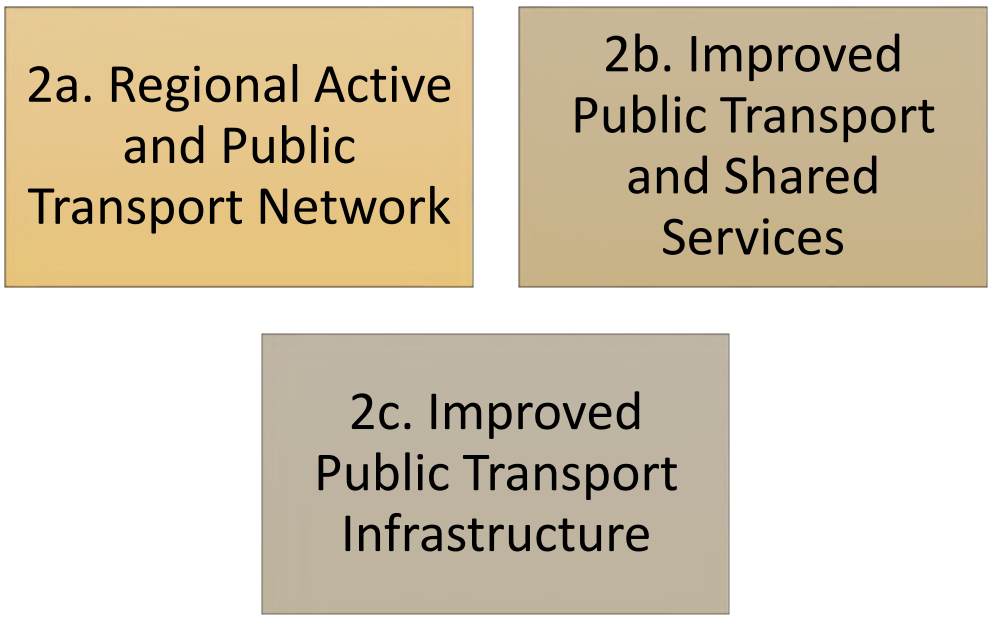
Strategic Intervention 2: Providing Alternatives to Private Car Travel

Introduction

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

The key priorities for this intervention are summarised in Figure 23:

Figure 23: Key Priorities for Providing Alternatives to Car Travel



Priority 2a. Regional Active and Public Transport Network

What is the Intervention?

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

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

Active Travel

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

- Identify key origins and destinations which are popular for active travel;
- Link sections of existing routes to create multi-directional networks between these places;

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

Public Transport

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

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

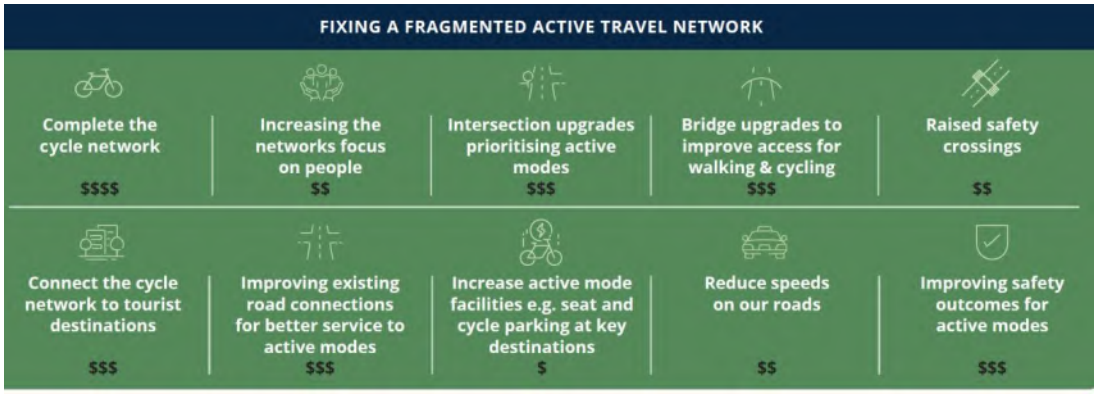
What is Currently Being Done?

Active Travel

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

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

Figure 28: Potential *Connecting Our Place* Initiatives



Source: New Plymouth District Council

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

Figure 29: New Plymouth Network Operating Framework (NOF)

Mode	Network Classification Overview		
Walking	**Primary network:** Routes with active frontages, a 200m buffer around the CBD, and a 500m buffer around key workplaces and urban schools.	***Other:*** All streets in urban areas should provide for walking as a fundamental component of accessibility	
Cycling	**Primary network:** As defined by the cycle network planning project for 'interested but concerned'[1] cyclists.	**Secondary network:** As defined by the cycle network planning project for 'enthused and confident' cyclists	
Bus	**Primary network:** Routes accommodating highest volumes of buses, enabling access to the wider, more dispersed, network.	**Secondary network:** All other links that accommodate a bus route.	
Freight	**Primary network:** Routes connecting the Port of Taranaki and high heavy vehicle trip generating sites.	**Secondary network:** Designated over dimension vehicle routes and other identified local and collector roads identified by stakeholders as providing for freight.	
General Traffic	**Preferred Traffic Route:** State Highways	**Traffic Route:** Arterials	**Local Access – Major:** Collectors **Local Access – Minor:** Local Roads

Source: New Plymouth City Council

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

- A central narrative, value, and vision to be used as the unifying Kaupapa;
- Nine projects that enable implementation of the strategy (see Figure 30); and
- Scoping briefs for each project, including options for a local steering group, an identified working group (to work in collaboration with steering group), key phases and milestones and next steps.

The strategy vision is:

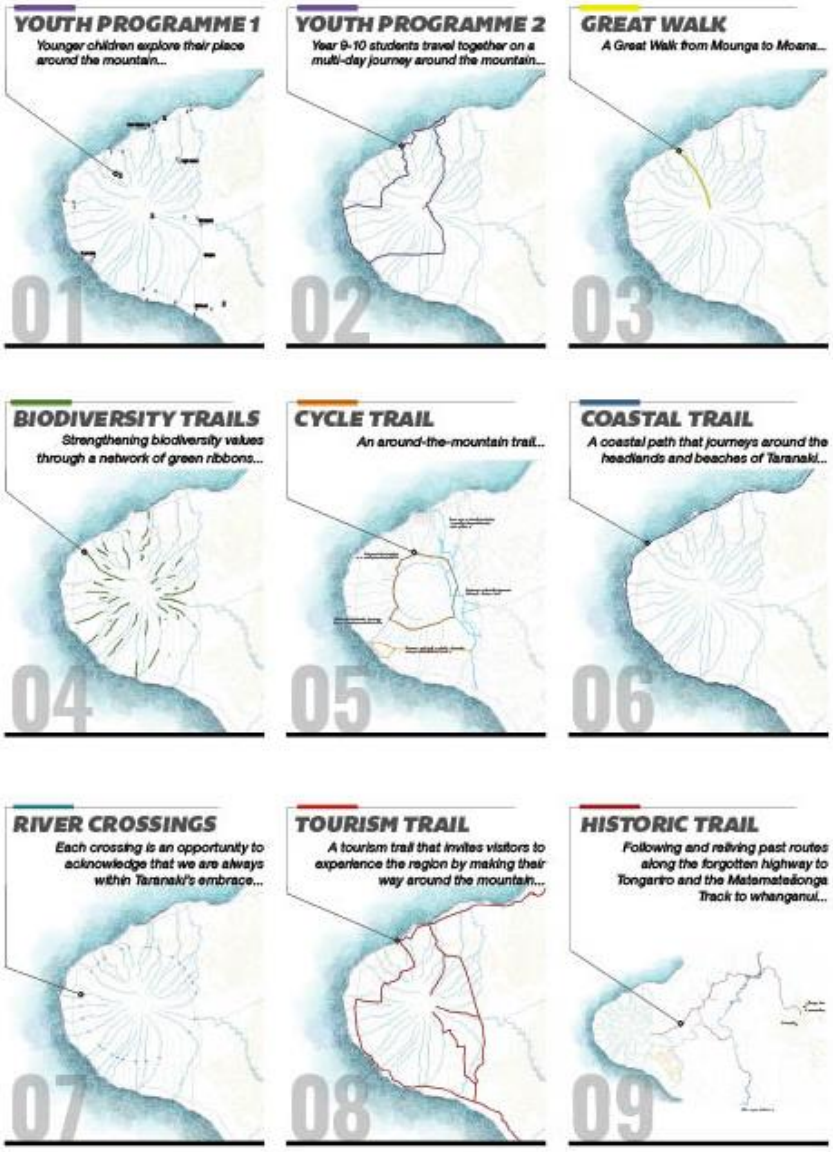
To invite everyone – local and visitor alike - to join in Taranaki's journey by making their own journeys around the mountain, along routes that are woven from mountain to sea.

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

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

[9] Taranaki Tracks and Trails 2040 Strategy

Figure 30: Nine Key Projects



Source: Herenga ā Nuku Aotearoa

Public Transport

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

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

What More Can be Done?

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

Table 5: Potential Opportunities and Actions – Regional Active and Public Transport Network

Opportunity	Action	Key Partners
Regional active travel routes	Investigate and develop a regional active travel network for trunk utility journeys and connections between places of interest for leisure travel	Taranaki Trails Trust Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council
	Progress four key projects for the regional network: • Active travel links to Lake Mangamahoe; • Extension of the coastal path to Waitara and Oakura. • Forgotten world trails. • Local loop trails within smaller towns (such as Waitara).	
Regional Public Transport Plan	Produce business case for higher frequency local, regional, and inter-regional bus services on the main corridors	Taranaki Regional Council Bus operators New Plymouth District Council Stratford District Council South Taranaki District Council Waka Kotahi
	Implement bus service frequency and time coverage improvements from start of new contracts	
Bus stop and priority infrastructure that provide a first-class customer experience	Undertake audit of bus stop infrastructure and active travel routes	Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council
	Identify forecast traffic congestion hot spots from Integrated Transport Plan, and develop bus priority proposals as part of the public transport business case	New Plymouth District Council Waka Kotahi

Opportunity	Action	Key Partners
Taranaki Tracks and Trails Strategy	Work with Herenga ā Nuku Aotearoa to progress priority projects as part of the Regional and Active Travel Network.	Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council Herenga ā Nuku Aotearoa
Access to and through culturally significant locations	Work with iwi and hapu to ensure that any regional active travel routes do not traverse private / sacred land, and that granted access to or through sites of cultural significance is of benefit to Māori.	Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council Iwi Hapu

Priority 2b. Improved Public and Shared Transport Services

What is the Intervention?

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

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

What is Currently Being Done?

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

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

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

There are various council funded on-demand services in Aotearoa New Zealand - with Timaru being the best example, providing an average 15-minute pick-up in a shared transit minibus across the whole town. The cost of providing on-demand services in Timaru is double the former fixed route

operation, albeit providing a much higher frequency which is reflected in 21% higher passenger numbers. There are no on-demand services of this type in Taranaki.

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

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

What More Can be Done?

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

Table 6: Potential Opportunities and Actions – Improved Public Transport and Shared Services

Opportunity	Action	Key Partners
New Plymouth Citylink urban network	Investigate and prioritise potential service improvements: • Increase weekday urban services to half-hourly; • Extend urban weekday services into the evenings; • Improve Saturday service frequency; • Introduce Sunday and Public Holiday services; • Enable shorter service transfers to increase range of destinations; • Increase number of cross-city services which avoid the city centre; • Introduce express service from Waitara; and • Introduce airport service.	Taranaki Regional Council New Plymouth City Council
New Plymouth Schools	Investigate and prioritise potential service improvements: • Review of service provision to increase capacity; and • Better integration with more frequent urban services.	Taranaki Regional Council Ministry of Education

Opportunity	Action	Key Partners
Opunake – Hawera – New Plymouth Connector	Investigate and prioritise potential service improvements: • Increase weekday service to hourly. • Increase service frequency to Opunake. • Extend service hours later in the day. • Introduce weekend service.	Taranaki Regional Council Te Whatu Ora
On-demand for "first and last mile" journeys to get to / from their nearest main shared transport hub, or where topography and road layout mean that conventional bus services are difficult or impossible to provide	Investigate opportunities for fully council-funded on-demand services, and also engage with the market to understand opportunities for commercial provision	Taranaki Regional Council Technology companies
Small town and rural accessibility, plugging gaps in conventional bus services	Investigate and implement a community transport policy, planning, and funding framework (see Appendix 4).	Taranaki Regional Council Te Whatu Ora

Priority 2c. Improved Public Transport Infrastructure

What is the Intervention?

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

What is Currently Being Done?

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

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

Connecting Our Place New Plymouth's Draft Integrated Transport Framework identifies both improved public transport infrastructure and bus priority as initiatives that support the city's long-term objectives and address key challenges. *Connecting Our Place* is also an approach on engaging

the community on the type of interventions necessary to respond to challenges of low public transport uptake, fragmented cycle network and sprawl urban development.

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

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

What More Can Be Done?

Table 7 summarises potential future opportunities and actions to further develop improved public transport infrastructure:

Table 7: Potential Opportunities and Actions – Improved Public Transport Infrastructure

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

Opportunity	Action	Key Partners
Improving visibility and community value associated with bus stops and hubs	Work with local communities – including iwi and hapu – to develop ideas and proposals for locally and culturally significant designs for new or refurbished bus stops	Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council Iwi Hapu

Strategic Intervention 3: Travel Demand Management

Introduction

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

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

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

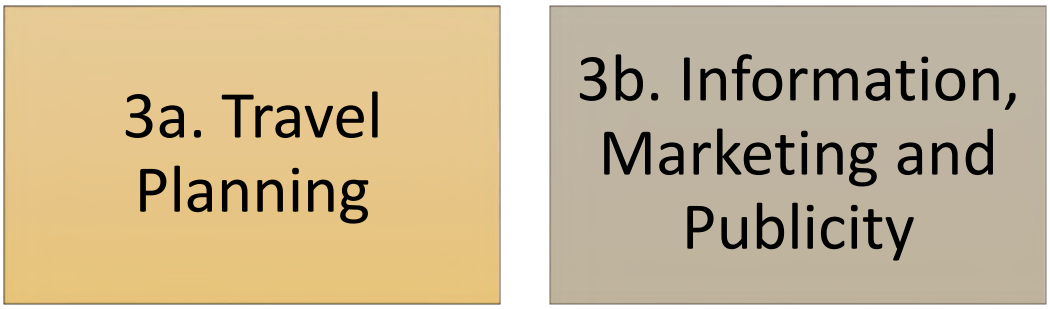
Case Study 6: *Let's Go*

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

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

The key priorities for this intervention are summarised in Figure 31:

Figure 31: Key Priorities for Travel Demand Management



Priority 3a. Travel Planning

What is the Intervention?

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

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

What is Currently Being Done?

Workplace Travel Plans (WTPs)

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

School Travel Plans (STPs)

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

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

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

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

What More Can be Done?

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

Table 9: Potential Opportunities and Actions – Travel Planning

Opportunity	Action	Key Partners
Workplace Travel Plans (WTPs)	Investigate and introduce: • Package of resources and policy levers for organisations and workplaces to draw from to achieve their sustainability, climate change and staff wellbeing goals; • Employer travel forum to share ideas and best practice; • Methods to encourage other employers across the whole region to develop WTPs; • Targeted publicity for improvements to active travel and public transport networks; and • Employer-based public transport ticketing options to reward frequent use.	Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council Waka Kotahi Te Whatu Ora Employers
School Travel Plans (STPs)	Investigate and introduce: • Extension of the STP programme across the whole Taranaki region; • Sharing of good practice and lessons learned across the region; • STPs at new and expanded schools; • Practical policies for safe and comfortable travel clothing, in particular waterproof jackets; • Designated “school streets” to create safe	Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council Waka Kotahi Ministry of Education Schools

Opportunity	Action	Key Partners
	spaces for children who walk and cycle; and • New Plymouth urban and school bus network to make it easier to understand and use.	

Priority 3c. Information, Marketing and Publicity

What is the Intervention?

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

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

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

What is Currently Being Done?

Active Travel Publicity

All of the Territorial Authorities promote active travel on their web sites, as do other organisations (see Appendix 5):

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

Public Transport Publicity

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

The online offering provides comprehensive information on urban / school services, Total Mobility timetables, fares / concessions, new updates, and other essential information such as lost property.

Real-time tracking is provided by the Transit app and provides real time information based on data feeds provided by TRC and the operators.

What More Can be Done?

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

Table 10: Potential Opportunities and Actions – Marketing and Publicity

Opportunity	Action	Key Partners
Active travel and public transport service and infrastructure improvements	Investigate and introduce: • Producing a regional web-based information portal for all shared and active modes; • Refreshing public transport information to support service changes; • Producing local and regional combined shared and active travel route / network maps; and • Developing a targeted publicity / marketing campaign to promote shared and active travel.	Taranaki Regional Council New Plymouth District Council Stratford District Council South Taranaki District Council Taranaki Trails Trust Venture Taranaki Te Whatu Ora

7. Performance Monitoring and Targets

Introduction

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

Developing the Evidence Base for Mode Shift, Active Travel and Public Transport

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

Information from the census is the main source of transport mode share information for journeys to work and school. As it is only collected once every five years, and focusses on just two journey purposes, this data source is not adequate for more detailed transport planning. New Plymouth City

Council has developed a strategic transport model which is capable of forecasting changes to mode share based on a range of interventions – both transport and land use.

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

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

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

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

Key Performance Indicators

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

Table 11: Potential Key Performance Indicators

Area	Potential Key Performance Indicator	Data Source(s)
Mode Shift	Journeys to work by all modes	• Census • Workplace travel surveys
	Journeys to school by all modes	• Census • School travel surveys
	Total vehicle kilometres travelled	• Waka Kotahi traffic counts • Territorial Authority traffic counts • Ministry of Transport
Active Travel	Deaths or serious injuries involving cyclists or pedestrians	• Waka Kotahi Crash Analysis System • Waka Kotahi Communities At Risk Register
	Number of cyclists and pedestrians at key locations	• Territorial Authority traffic counts
	Satisfaction with pedestrian and cyclist accessibility	• User surveys

Area	Potential Key Performance Indicator	Data Source(s)
	Ability of disabled people to travel to key destinations	• User surveys • Street audits
Public Transport	Number of bus passengers	• Ticketing system • Manual driver counts
	Punctuality of bus services	• GPS vehicle tracking
	Reliability of bus services	• Ticket machine operation
	Passenger satisfaction with bus services	• User surveys • Number of recorded complaints
	Accessibility of bus stops for disabled people	• User surveys • Bus stop audits
Shared Transport	Number of community transport passengers	• Booking records
	Number of journeys that could not have been previously undertaken	• Booking records • User surveys

Targets

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

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

Active Modes specific targets:

Target 2: No vulnerable road user is killed or seriously injured across the region by 2035

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

Target 3: All built assets regionwide (streets, centres, open spaces and buildings) are made accessible for people of all mobilities based on Universal Design Principles.

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

Target 4: Double the number of people walking, wheeling or cycling to get to school or work by 2035.
This target aligns with the headline Target and reflects the Emissions Reduction Plan. It is broadly aligned with the 2021-31 Taranaki Regional Land Transport Plan target to increase mode shift via more trips made by walking, cycling and public transport throughout the region. This will be measured using national census data for the journey to work and journey to school.

Public Transport specific targets:

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

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

Key Performance Indicator	Proposed Target
Greenhouse Gas emissions from public transport	At least 70% reduction in greenhouse gas emissions per kilometre travelled for public transport bus services by 2035
Farebox recovery	Increase farebox recovery to a minimum 40% of operating costs by 2028

Appendix 1: Introduction to Taranaki

People

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

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

- New Plymouth to the north (population 80,679);
- Stratford in central Taranaki (population 9,474); and
- South Taranaki (population 27,534).

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

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

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

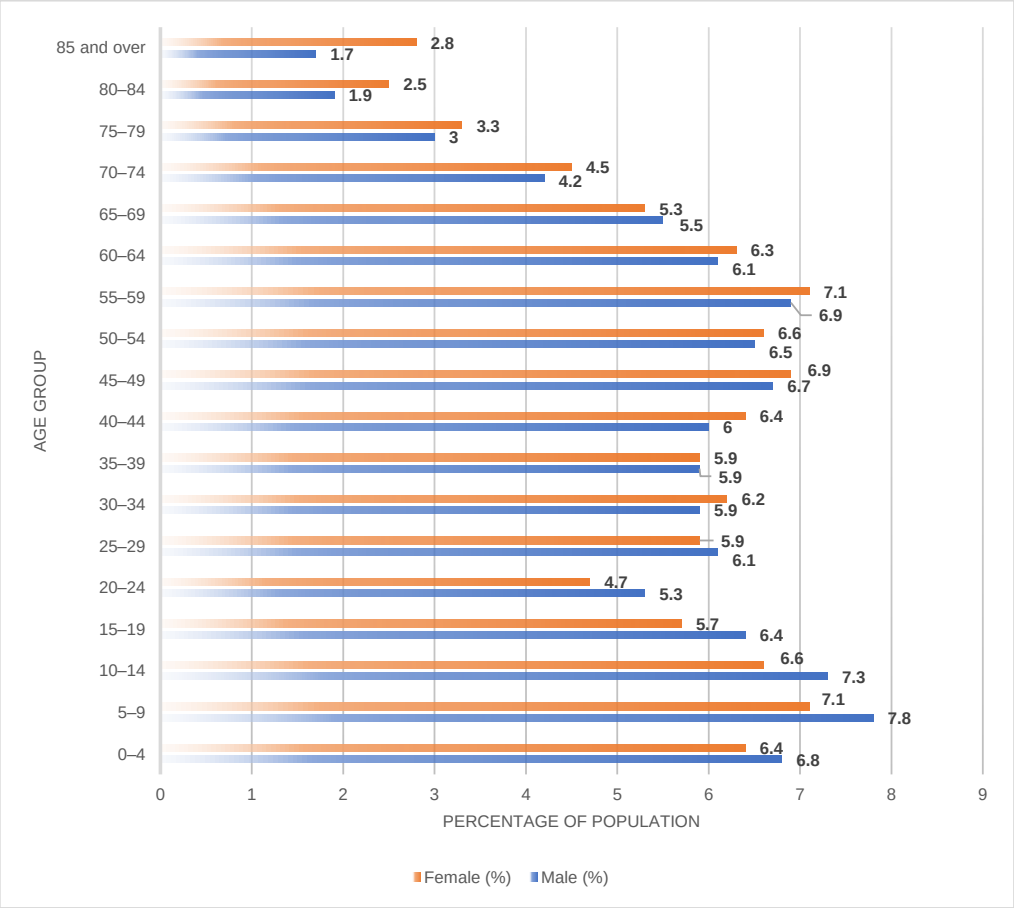
By 2048, it is expected that those aged over 65 will make up 27% of the New Plymouth district population – higher than the national average of 23%. It will therefore be important to provide good multi-modal access for residents over 65 so they remain socially connected, active, and able to participate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

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

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

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

Figure 1: Taranaki Population by Age and Sex



Place

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

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

- **Volcanic ring plain:** The Taranaki ring plain, centred on Taranaki Maunga, consists of fertile and free-draining volcanic soils. The ring plain supports most urban settlements plus intensive pastoral farming (particularly dairying). Farming is most intensive on the flatter land in southern Taranaki. Over 300 rivers and streams radiate from Mount Taranaki, and are extensively used by the agricultural sector, for community water supplies, and for a wide range of recreational purposes.
- **Eastern hill country:** The hill country that lies to the east of the ring plain is steeply dissected and prone to soil erosion and slipping. However, it can support both pastoral farming and commercial forestry when managed in accordance with the physical limitations of the land.

- **Marine terraces:** The soils of the coastal and inland marine terraces along the north and south Taranaki coast are among the most versatile and productive in the region. However, the combination of light, sandy soils and strong winds in some areas can lead to localised wind erosion.

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

The Taranaki region has a temperate climate with generally abundant rainfall. The climate and subsoils are suited to high-producing pastures, with about 60% of the region used for high intensity pastoral farming. Approximately 40% of the region is in indigenous forest and shrubland, mostly within Te Papakura o Taranaki (Egmont National Park) and areas of the inland hill country.
The region also has significant natural resources beneath the ground in the form of oil and gas reserves, being known as the energy centre of the country. The region is exploring alternative energy options in response to climate change.

The land transport system is a place where people live, work, socialise, shop and play. Taranaki's villages, townships and city are shaped by land transport, and rely on it to function and grow. There are natural assets - such as parks, gardens, streams, rivers, wetlands, forests, estuaries, and oceans - which are located near to the land transport system. There are significant and increasing negative impacts from some assets and motor vehicle use, on places where people, flora, and fauna live. Mode shift to shared and active modes of travel is therefore important to ensure that Taranaki's places grow sustainably, without the dominance of and necessity for private car travel.

Economy

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

Table 1: Summary of Taranaki Economic Performance

Metric	Performance (2022)
Gross Domestic Product (GDP): measures the value added from the production of goods and services	• Taranaki Region accounted for of 2.8% of national GDP. • GDP in Taranaki Region measured $9,984.1m in the year to March 2022, up 3.7% from a year earlier. Growth was lower than in New Zealand (5.3%). • Economic growth in Taranaki Region averaged 1.7% per annum over the 10 years to 2022 compared with an average of 3.0% per annum in New Zealand.
Economic structure: total employment is broken down to primary industries, goods-producing industries, high-value services, and other services	• Among the broad economic sectors primary industries accounted for the largest proportion of GDP (25.4%) in Taranaki Region, which was higher than in New Zealand (5.8%). • Goods-producing industries accounted for the second largest proportion in Taranaki (25.3%) compared with 18.5% in New Zealand. • High-value services accounted for the smallest proportion in Taranaki (13.6%) compared with 26.7% in New Zealand.

Metric	Performance (2022)
Employment growth: shows that businesses in a region are confident in their activity and outlook to expand their workforce.	• Taranaki accounted for 2.3% of national employment. • Employment in Taranaki measured 62,533 in the year to March 2022, up 2.8% from a year earlier. Employment growth was lower than in New Zealand (3.0%). • Employment growth in Taranaki averaged 1.2% per annum over the 10 years to 2022 compared with average employment growth of 2.2% per annum in New Zealand.
Dairy: New Zealand's biggest export earner and is a key driver of economic activity in the region.	• The number of cows in Taranaki averaged 460,243 over the year to May 2022. • The number of cows decreased by 1.2% over the year, compared with a decrease of 1.3% in New Zealand. • Milk processing is now concentrated at one site – Fonterra Whareroa Dairies Ltd, near Hawera. At peak production, this facility processes over 14 million litres of milk per day. • In addition to direct farm income from milk production, the added value resulting from the processing of milk, whey, and cheese manufacturing is a significant contributor to employment.
Productivity: is a measure of the efficiency of production. Overall productivity is influenced by a number of factors such as labour and production inputs (for example machinery, technology and land).	• GDP per filled job in Taranaki measured $159,661 in the year to March 2022, which was higher than in New Zealand ($132,815). • Productivity in Taranaki increased by 0.9% from a year earlier, compared with an increase of 2.3% in New Zealand. • Productivity growth in Taranaki averaged 0.5% per annum over the 10 years to 2022 compared with an average of 0.9% per annum in New Zealand.
Wellbeing: The framework uses 30 objective indicators of wellbeing across nine wellbeing domains. It focusses on outcomes for people and communities and shows how outcomes in each domain and indicator have changed over time.	• Taranaki outperformed New Zealand in the following wellbeing domains: civic engagement and governance, health and housing. • Taranaki underperformed New Zealand in the following wellbeing domains: environment, income and consumption, jobs and earnings, knowledge and skills, safety and social connections. (see Figure 2 below)
Social connections wellbeing: highlights people's ability to contribute in, and be a part, of a community and interact in society. Social contact allows people to socialise and	• Lower scores indicate a worse performance. • Road fatalities rate indicator score for Taranaki was 56.4 (out of 100). This indicator score was lower than in New Zealand (78.6).

Metric	Performance (2022)
interact with others, which reduces isolation and exclusion, and better enables support to be accessed, and resilience to build.	• Work commuting time indicator score for Taranaki was 52.3 (out of 100) - data from 2018. This indicator score was lower than in New Zealand (78.0). • The carbon dioxide emissions indicator score for Taranaki was 51.9 (out of 100) - data from 2021. This indicator score was lower than in New Zealand (84.8).

Figure 2: Wellbeing Radar

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

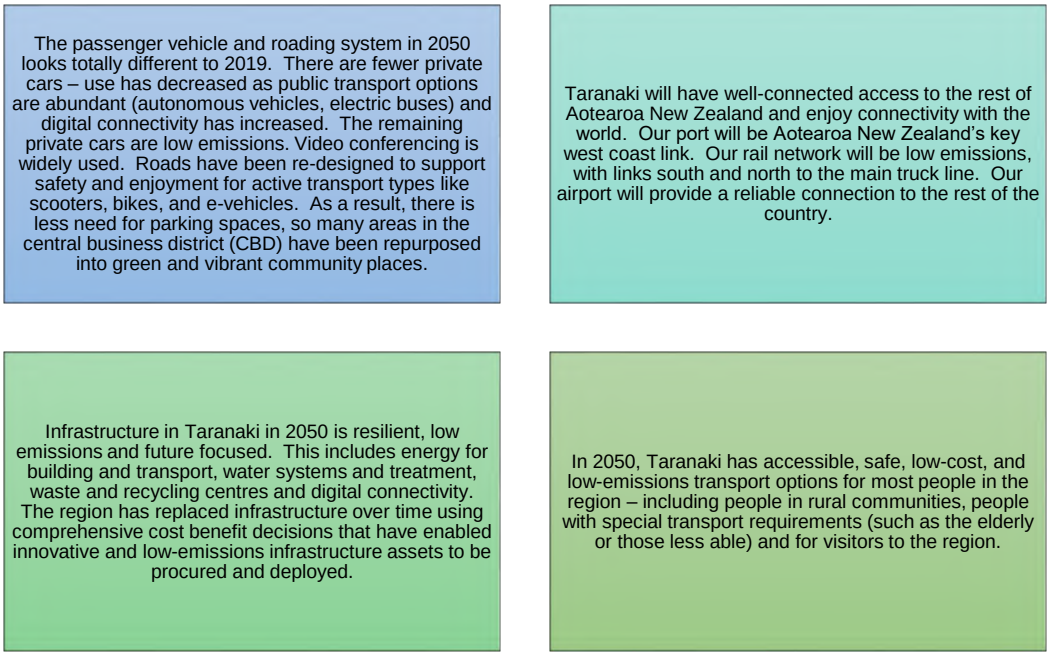
Port Taranaki plays an important role in the distribution network, and it is of strategic importance to importing and exporting activities for the oil and gas industry and its servicing.
Taranaki has a relatively small but distinctive manufacturing base. The region has developed a national and international reputation for its expertise in food processing, particularly of dairy

products and speciality dough production. Furthermore, the special servicing needs of the dairy and petrochemical sectors (and to a lesser extent the meat, energy, industrial, chemical, and timber processing sectors) have contributed to the development of both heavy and light engineering industries.

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

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

Figure 3: Taranaki 2050 Roadmap Vision for Transport



Source: Taranaki 2050 Infrastructure and Transport Transition Pathway Action Plan

Appendix 2: Legislation, Policy, and Planning Context

International

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

Inter Government Panel on Climate Change

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

- There is a rapidly closing window of opportunity to secure a liveable and sustainable future for all (very high confidence).

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

The report concludes:

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

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

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

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

National

Local Government Act 2002

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

The Local Government Act (LGA) 2002 states[10]:
"For the purposes of performing its role, a local authority has—

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

Subsection 5 states:
"A regional council must exercise its powers under this section wholly or principally for the benefit of all or a significant part of its region, and not for the benefit of a single district."

[10] Part 2, section 12, subsection 2

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

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

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

Land Transport Management Act 2003

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

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

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

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

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

An amended LTMA will enable Regional Councils to operate public transport services in-house or to continue to outsource the operation of services to private operators. This proposed change acknowledges that outsourcing of services to private operators may not always align with wider

objectives for public transport services, for example, improving the terms and conditions of employees or accelerating the decarbonisation of the bus fleet. At this point in time, TRC is not looking to assume direct responsibility for a large number of services, but reserves the right to use its new powers if necessary.

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

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

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

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

Government Policy Statement on Land Transport

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

How the GPS contributes to the four strategic priorities is summarised below.

Table 2: Contribution to GPS Strategic Priorities

Priority	Description	Contribution of Public Transport	Contribution of Active Modes
Maintaining and operating the system	The condition of the existing transport system is maintained at a level that meets the current and future needs of users	Mode shift from private car to bus, and reduction in traffic volumes, can reduce wear and tear on the roading network and result in lower maintenance costs	Active modes require relatively little highway maintenance compared to motor vehicles, therefore more shorter distance trips shifting from private car will reduce impact on the road surface, especially in residential areas

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

Priority	Description	Contribution of Public Transport	Contribution of Active Modes
		congestion that can impact on reliable journey times for freight	that can impact on reliable journey times for freight

Climate Change Response (Zero Carbon) Amendment Act 2019

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

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

The changes do four key things:

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

National Emissions Reduction Plan

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

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

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

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

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

- Improving the reach, frequency and quality of public transport and making it more affordable for low-income Aotearoa New Zealanders;

- Increasing support for walking and cycling, including initiatives to increase the use of e-bikes; and
- Ensuring safer streets and well-planned urban areas.

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

Decarbonising Transport Action Plan

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

Table 3: Action Plan Success Factors

Success Factor	Summary
1. Upholding Te Tiriti o Waitangi	• Build an enduring partnership with Māori. Te Tiriti o Waitangi should underpin collaboration between Māori and the Crown to develop emissions reduction policies and interventions. • Government agencies to work in partnership with Māori to maximise their Rangatiratanga over their goals, resources, and the services they use, co-design services that recognise differing Māori needs and strive to achieve equity of outcomes.
2. Relevant agencies leading in their areas of expertise	• Each government transport agency should understand its role in relation to the overall transport emissions reduction effort and drive change in the areas for which it is responsible. • Transport agencies must work closely with other agencies and sectors to deliver a coordinated, systems-wide approach to emissions reductions. This may include (but not be limited to) housing, urban development, employment, energy, social development, community, and local government sectors.
3. Strategically sequencing interventions	• Significant ongoing investment needs to be managed responsibly and sequenced wisely so that early investments cumulatively contribute to, and not undermine future success.
4. Delivering multiple benefits across multiple outcomes	• Interventions should be identified and implemented based on ability both to reduce transport emissions and deliver wider benefits such as increased safety, greater equity, economic efficiencies, and long-term resilience.
5. Working together and with communities	• Government agencies should work closely with other agencies and organisations to develop and deliver interventions together, taking shared responsibility for results that span multiple sectors such as aligning land-use and transport decision making.

Success Factor	Summary
6. Adapting swiftly when necessary	• Engage regularly with all government transport agencies to ensure the wider transport sector is ready to respond swiftly, collaborate, and adjust plans as needed in response to emerging evidence and unforeseen changes.
7. Avoiding the risks of delayed action	• Despite some negative impacts around interventions acting now to rapidly reduce transport emissions will prevent even more damaging and far-reaching impacts in the future and maximise options when some projects prove more successful than others.

Source: Decarbonising Transport Action Plan 2022-25, MOT

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

- Cross-government partnerships, where service providers and transport system planners identify multi-modal access needs and deliver solutions;
- Integration of transport and spatial planning, so that places are created where shared and active travel are given highest priority;
- Community development of public and active travel routes that address local need, and contribute to local economic development; and
- Partnership with Māori to develop active and shared transport routes which provide a wide range of access opportunities, links to culturally significant sites and a contribution to a locally diverse economy.

Arataki

Arataki, the Waka Kotahi 30-year view of the transport system, states that Taranaki will need to make an important contribution to reducing carbon emissions, to reach 2035 targets set in the ERP.
To meet national emissions targets, transport policies and investments must reduce forecast light vehicle kilometres travelled (VKT) in New Plymouth by 12%. While this is a relatively modest reduction compared to larger cities, achieving this target still requires significant change to how people travel in a city with an urban form and transport system focussed on private vehicle travel.
Key mode shift actions over the next ten years are clearly set out by Arataki:

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

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

- Begin to reduce vehicle kilometres travelled (VKT), focusing on New Plymouth, in a way that is fair, equitable, and improves quality of life;

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

Regional

Regional Land Transport Plan

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

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

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

The 2021-27 Regional Land Transport Plan (RLTP) outlined problems to be addressed and benefits to be delivered.

Table 4: 2021-27 RLTP Problems, Benefits and KPIs

Problem Statement (and weighting)	Benefit Statement (and weighting)	Key Performance Indicators (KPIs)
The network is built and operated favouring cars and when coupled with limited alternative options results in	Increased safe and connected active mode (walking, cycling and micro mobility) travel choices as well as reduced	KPI 1: Transport related CO_2 emissions

Problem Statement (and weighting)	Benefit Statement (and weighting)	Key Performance Indicators (KPIs)
low levels of public transport, active modes, and rail use (40%)	distances to services and amenities to achieve healthier communities (35%)	KPI 2: Total vehicle kilometres travelled per capita KPI 3: Total kilometres of safe and connected separated cycleways and shared paths KPI 4: Percentage of active mode use for journey to work and school trips KPI 5: Local / regional trips average trip distance KPI 6: Transport system safety perceptions - customer surveys KPI 7: Deaths and serious injury crashes for active mode users
Dispersed urban development with limited access to local amenities, services and schools resulting in high car dependency, compounding inequitable access for lower socio-economic communities (35%)	Reduced reliance on private vehicles through increased use of public transport (40%)	KPI 1: Car ownership rates (Statistics NZ) KPI 2: Mode share for commuter trips for modes other than single occupancy vehicle KPI 3: Percentage of active mode and public transport use for journey to work and school trips KPI 4: Total public transport network coverage across region (kms or towns connected to network) KPI 5: Number of residents living within x km of high frequency public transport KPI 6: Average household spend on transport
The condition of the region's primary roading network (including state highways and key local roads) is inconsistent, and in some parts poor, resulting in declining outcomes (increased	Safe, reliable, resilient, and efficient movement goods on road and rail	KPI 1: Deaths and serious injury crashes for all users KPI 2: Average journey times for freight between key destinations (road and rail)

Problem Statement (and weighting)	Benefit Statement (and weighting)	Key Performance Indicators (KPIs)
operating costs and delays) for inter and intra-regional travel and freight, as well as declining safety for all road users (25%)		KPI 3: Vehicle operating costs on key routes KPI 4: Travel disruption Duration and frequency of unplanned closures KPI 5: Resilience Levels of Services for key routes KPI 6: Number and length of HPMV routes KPI 7: Throughput (tonnage) and % of freight movement by road and rail

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

Local

Taranaki Regional Council Long Term Plan

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

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

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

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

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

Taranaki's Community Wellbeing Outcomes

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

- Connected Taranaki – focusing on physical and technological infrastructure.
- Prosperous Taranaki – the economic measures underpinning Future Taranaki.
- Secure and Healthy Taranaki – elements of a safe, healthy, friendly community.
- Sustainable Taranaki – focusing on environmental factors.

- Together Taranaki – measuring social inclusiveness and diversity.
- Vibrant Taranaki – the cultural and recreational well-beings.

Appendix 3: Mode Shift Potential

Introduction

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

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

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

Travel Choice of the Car

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

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

In 2018, the number of Taranaki households with a vehicle is summarised in Table 5:

Table 5: Households With Access to Motor Vehicles in Taranaki

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

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

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

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

Push Factors

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

The New Plymouth Integrated Transport Strategy Programme Business Case summarises a range of challenges:

Table 6: Problems Assessed by New Plymouth Integrated Transport Strategy

Problem Statement	Causal Factors
Public transport is not competitive, convenient to access from active modes or perceived as a safe travel option resulting in low public transport use and poor customer experience.	• Barriers to public transport are unsuitable timetabling, infrequency, unsuitable routes, easier to drive and park. • Travel time for public transport from outer suburbs is twice as slow to CBD. • Good coverage of bus stops and shelters but there is limited information at the stops and shelters, and they are hard to access via active modes
The urban areas have mainly developed in a linear form along the coast with low density residential developments resulting in high usage of private vehicles and increasing transport costs for the community, especially lower socio- economic groups.	• Many communities have schools and shops but linear form may lead to lack of resilient access to key services e.g. healthcare. • Linear form makes active mode travel times long.
The network is configured to prioritise private vehicles (including freight) over other modes resulting in issues across the city and towns including severance, and declining amenity.	• Low level-of- service for other modes. • Growing Average Annual Daily Traffic and freight volumes conflict with One Network Framework outcomes. • Severance through town centres and across pinch points (coast, one way system etc.) from speeds and volumes conflict with ONF outcomes.
A fragmented network for active modes (walking, cycling and micro- mobility) with poor (unsafe) connections resulting in safety issues, poor perception of the network and low active mode uptake.	• Gaps in cycle network (routes and facility type), particularly east to west. • Poor facilities or gaps at existing intersections.

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

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

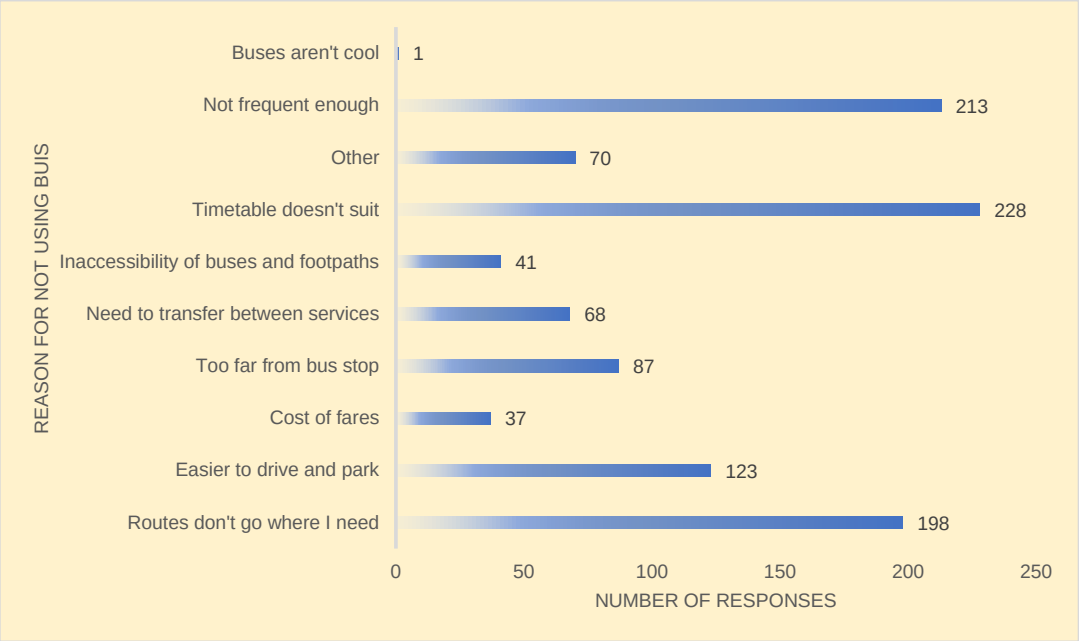
- Bus timetable don't suit people's needs;
- Services are not frequent enough; and
- Routes don't go where people need.

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

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

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

Figure 4: Why People Don't Use the Bus



Pull Factors

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

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

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

Reducing the Number of Car Journeys

Survey respondents were asked:

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

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

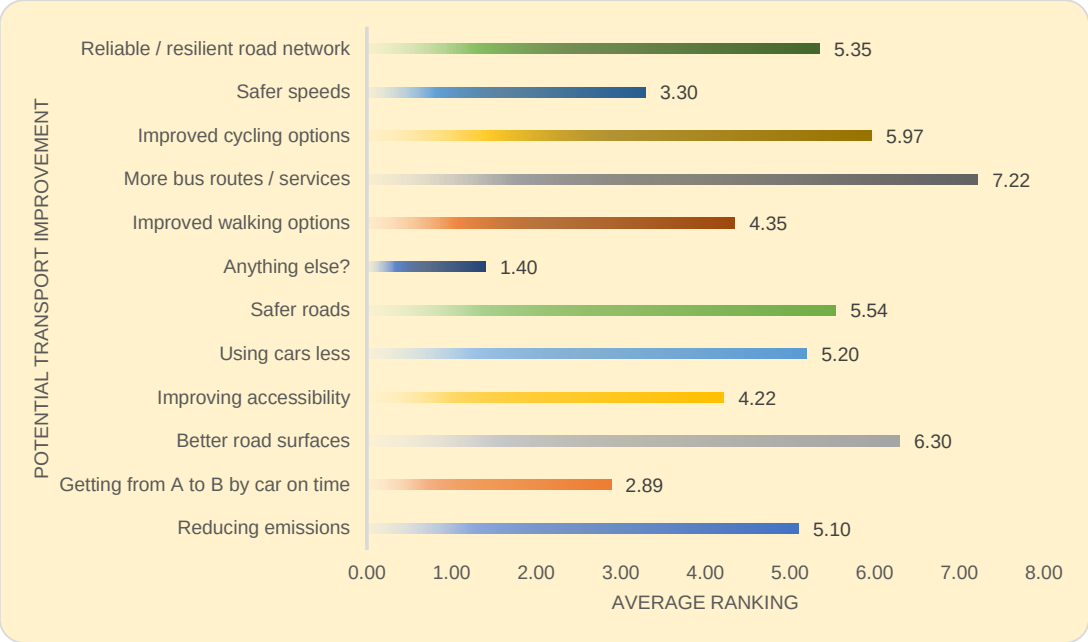
Survey respondents were also asked whether they thought that the goal was not ambitious enough, about right or too ambitious. Most online survey respondents (53%) thought it was *"about right"*; but a significant minority (21%) stated it was *"not ambitious enough"*.

Priorities for Change

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

Figure 5 shows online survey results, based on the average of all individual rankings.

Figure 5: Ranking of Ten Transport Improvements



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

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

Public Transport

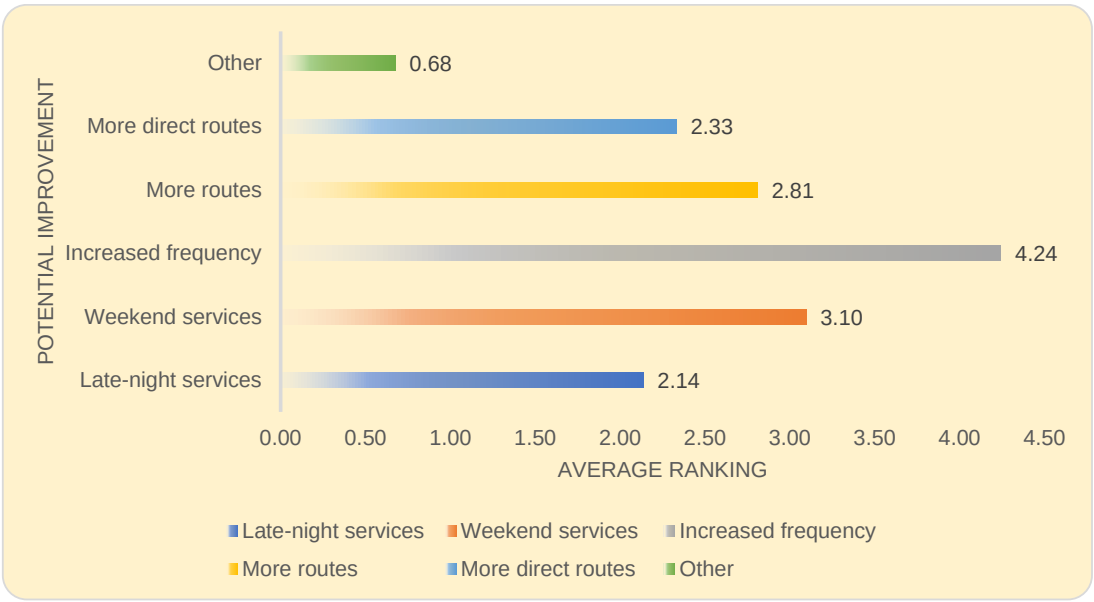
Survey respondents were asked:

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

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

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

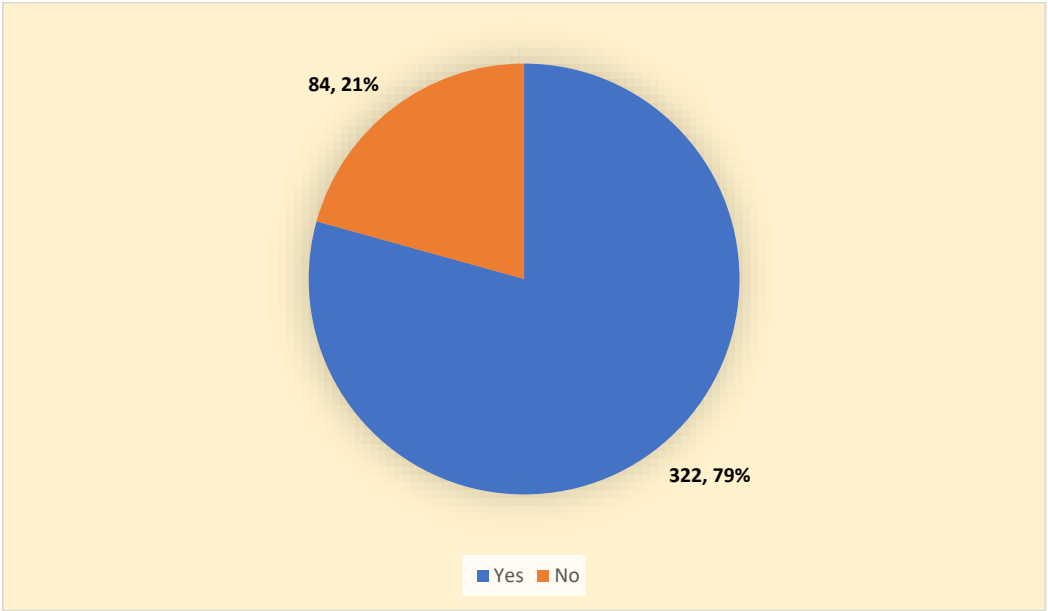
Figure 6: Ranking of Public Transport Improvements



A follow up question asked:

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

Figure 7: Likelihood of Using the Bus

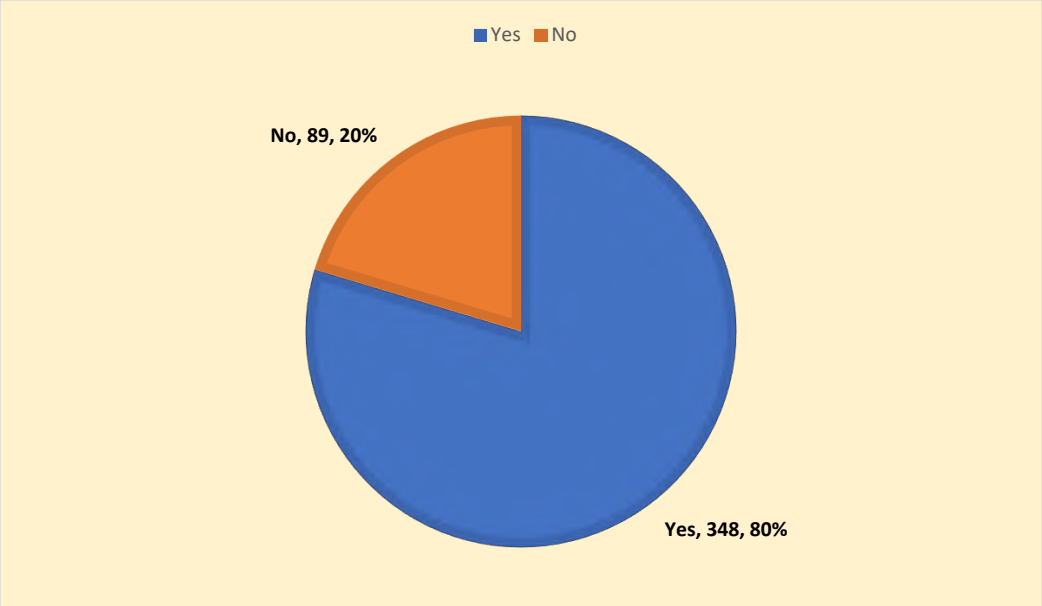


It is very encouraging to see that nearly 80% of people reply in the affirmative.

Active Travel

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

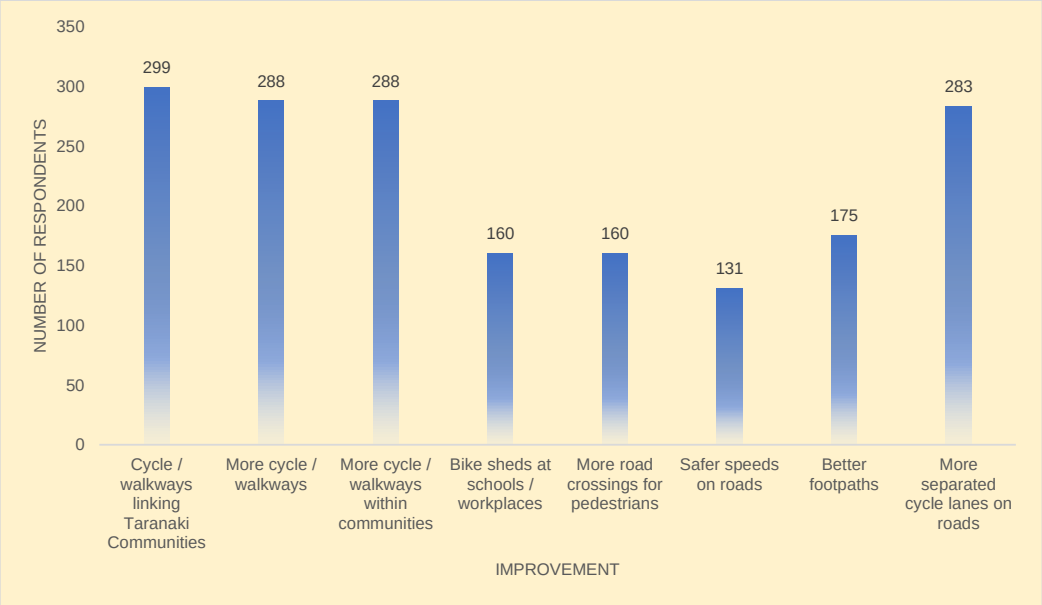
Figure 8: Desire for Active Travel



Respondents were then asked:

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

Figure 9: Priorities for Active Travel Improvements



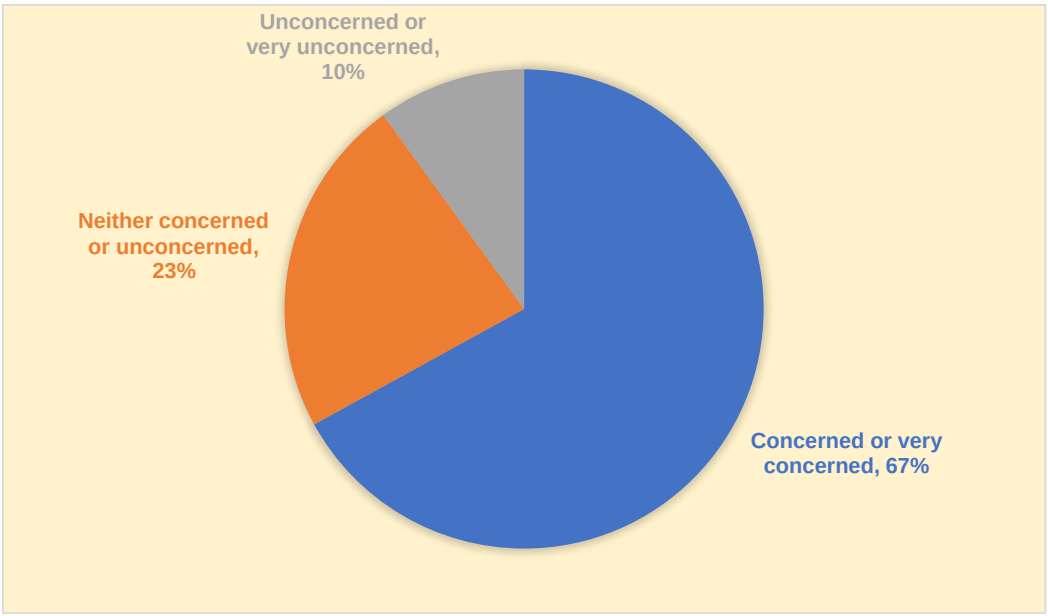
The top four improvments are all related (in various ways) to the provision of more routes through infrastructure improvements.

Safety

Survey respondents were asked:

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

Figure 10: Concern Around Road Safety in Taranaki

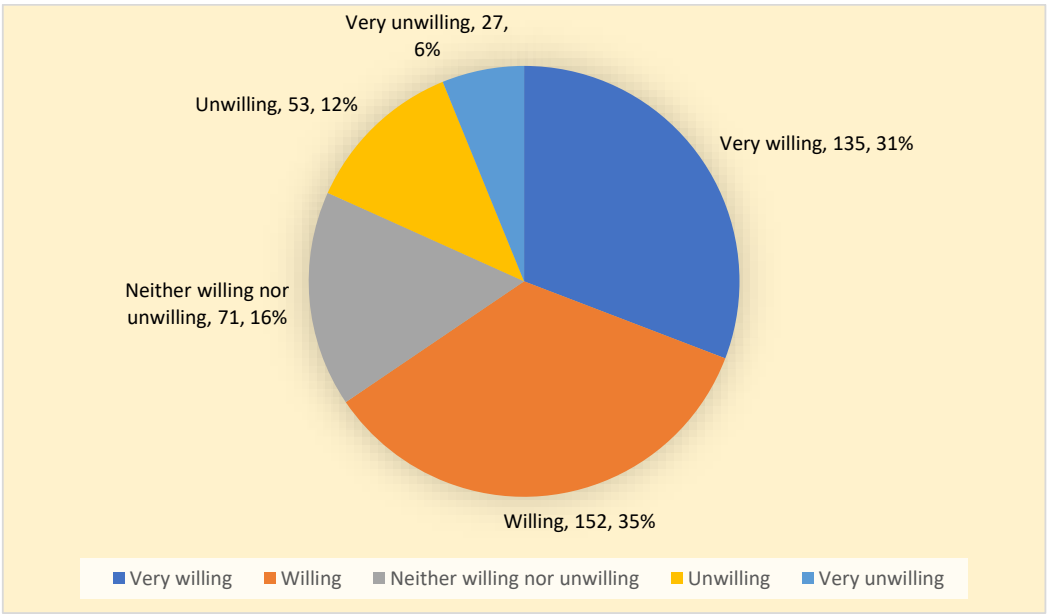


Two thirds of people express concern at road safety in the region, which is not a surprise given the relatively high level of risk of crashes.

Respondents were also asked:

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

Figure 11: Trade-offs Between Car Journey Times and Safety



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

Appendix 4: Supporting Strategy Objectives, Targets and Actions

New Plymouth City Centre Strategy

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

Table 7: New Plymouth Accessible City Centre Strategy Objectives and Targets

Objective	Targets
A city that encourages and supports people to use sustainable transport.	• More people using other (non-private motor car) modes of transport to work in the city centre by 2030. • Increase bus patronage from 2021 levels.
Network of paths and walkways that prioritise people and their movement.	• More residents walking to work. • Audit all significant NPDC public realm projects in the city centre against universal design principles and NPDC's Accessibility Strategy. • Increase pedestrian counts at a faster rate than employment growth.
A range of private vehicle parking options.	• An integrated transport plan that responds to future private vehicle use trends. • Mobility car parking spaces maintained in suitable locations. • Public car parking provision maintained at the current 80% occupancy levels i.e. at least 3,000 spaces until 2032.

Stratford District Council *Connecting Our Communities* Strategy

Table 8: *Connecting Our Communities* Strategy Investment Objectives and Actions

Investment Objective	Actions
Each year an increasing proportion of Stratford's residents see alternative transport as safe, fun, and enjoyable recreational activities	**Action 1.1** – Encourage people to use alternative transport for daily trips, tourism, recreation, health, and the environment. **Action 1.2** – Actively promote alternative transport as a desirable and mainstream mode of transport. **Action 1.3** – Lead the community by example through the Council actively supporting alternative transport in its day-to-day operation. **Action 1.4** – Encourage and support community projects and events that increase alternative transport in daily activities. **Action 1.5** – Support safety, education and training programmes for walkers, cyclists, and motorists.

Investment Objective	Actions
	Action 1.6 – Ensure that the District Plan and other relevant documents are consistent with this strategy. **Action 1.7** – Ensure that our policies and plans are compatible with strategies of neighbouring districts.
Alternative transport modes are, over time, becoming a more viable transport choice	**Action 2.1** – Ensure new roads and footpaths, where practical, are compatible with the needs of all vulnerable road users of all ages and abilities. **Action 2.2** – Make existing roads and footpaths, where practical, compatible with the needs of all vulnerable road users of all ages and abilities. **Action 2.3** – Ensure that Council's safety management system for roads, such as traffic calming and local area traffic management plans, include the safety of vulnerable road users. **Action 2.4** – Ensure that new subdivisions provide convenient and attractive linkages for vulnerable road users through and between subdivisions. **Action 2.5** – Provide vulnerable road users with good links within Stratford's towns. **Action 2.6** – Monitor evolving best practice and adopt best practice guidelines and standards for design, construction, and maintenance of transport facilities. **Action 2.7** – Ensure that all relevant strategies, policies, plans and practices include and support walking and cycling and publish, promote, implement, monitor and maintain this strategy.
More tourists are choosing to walk, cycle and engage in outdoor activities in Stratford each year.	**Action 3.1** – Promote and encourage tourism opportunities that include walking and cycling. **Action 3.2** – Develop facilities and links for walking and cycling, both on and off road that help integrate the walking and cycling networks. **Action 3.3** – Expand and enhance and promote existing walking and cycling networks and facilities, and new facilities as they are developed. **Action 3.4** – Provide direction signs and information for walking and cycling route options within the towns and for the wider cycle trail network.

Table 10: New Plymouth Parking Strategy Principles and Goals

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

Possible Community Transport Framework for Taranaki

This framework could include:

- Setting out levels of service that customers can expect from the policy;
- Undertaking local area accessibility audits and community engagement to understand current challenges, and potential demand;
- Identifying areas and journey purpose markets which are not being served;
- Proposing the introduction of community transport services provided by charitable trusts;
- Working with existing community transport operators to highlight and remove barriers to more effective operations;
- Setting up a community transport forum to exchange ideas, resources, and best practice;

- Considering a dedicated fund for financial support for community transport capital investment and operations;
- Appointing a community transport liaison officer to provide advice, support, and capacity building for operators; and
- Monitoring and evaluating service demand and improvement of travel choice options over time.

Mobility Hubs

Figure 12 sets out the key features of mobility hubs.

Figure 12: Key Features of Multi-modal Mobility Hubs

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

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

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

Table 11: Potential Actions and Investigations of Multi-Modal Transport Hubs

Location	Key Issues	Proposed Action or Investigation
Ariki Street, New Plymouth	Current passenger facilities are very basic, with shelters having	Relatively modest investment in larger high-quality shelters with their own integral lighting.

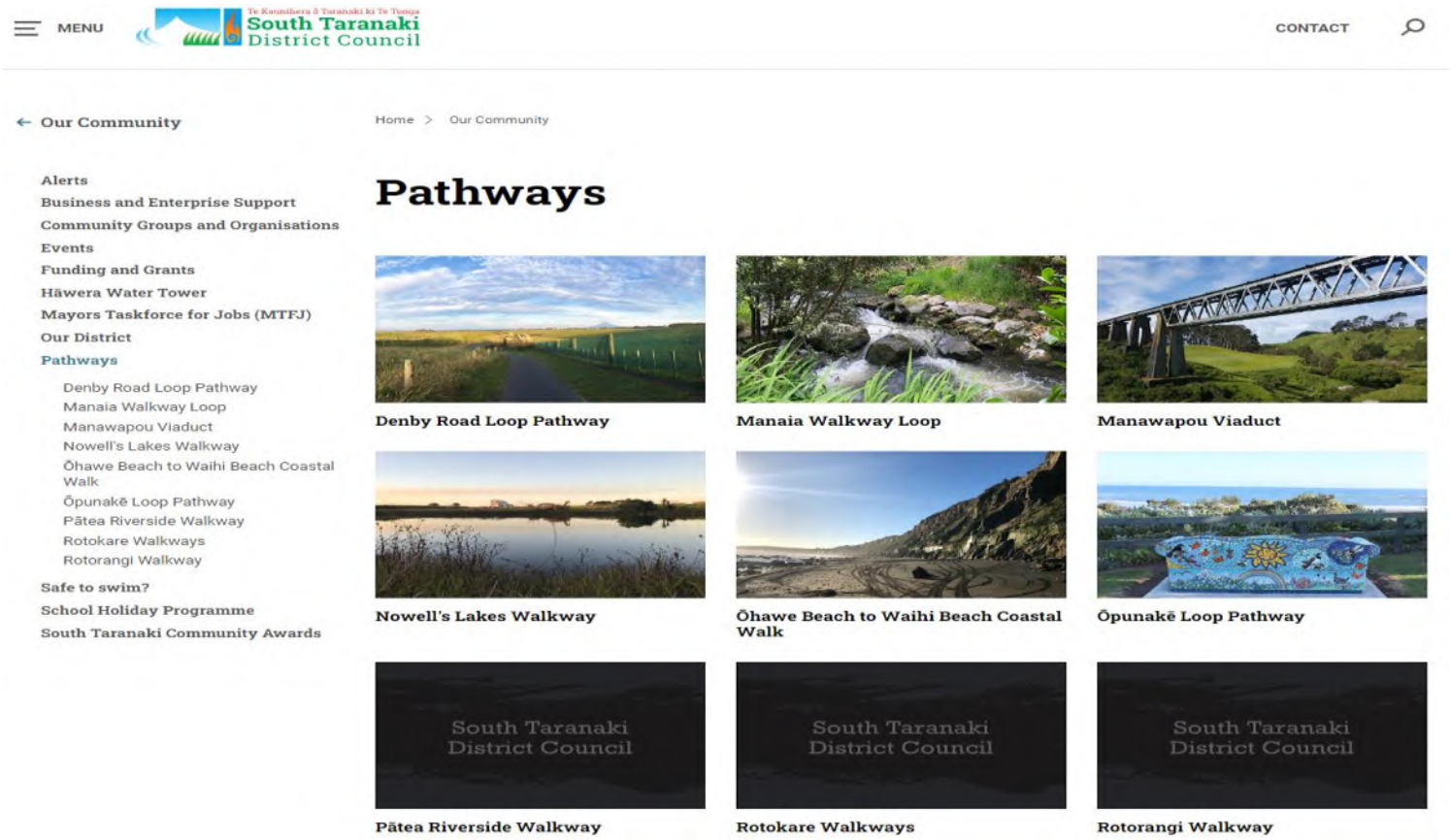
Location	Key Issues	Proposed Action or Investigation
	insufficient capacity at certain times of the day.	
	Ariki Street has great potential to become an attractive multi-modal hub	Installation of branded bus stop flags and information totems will not only provide excellent information but will also make a high visibility statement of the hub's existence in the heart of the city.
	There are safety issues with cars traversing the road in both directions, at the same locations where bus passengers are crossing.	Closure of Ariki Street to cars - between the Centre City car park entrance and Egmont Street - would significantly improve passenger and general pedestrian safety, as the current arrangement is not well-designed and encourages poor driver behaviour.
	Lack of obvious and easy to use cycle parking.	The bike hub could be opened up and integrated with the bus centre, as a means of re-introducing a human presence in that facility. The potential to move the Egmont Street stop into Ariki Street should be examined, and closing the road to cars should allow re-configuration of the bays.
Waitara	Waitara will receive higher frequency services on current route 20, which will be extended through New Plymouth city centre to the Base Hospital. Well-located bus stop, but very basic facilities.	Main requirement is for a higher capacity and quality facility with modern weather-proof shelters, information points, and picking up on both sides of the road.
	There is no secure cycle parking adjacent to the bus stop, except for a small metal hoop on the corner of McLean Street.	Introduction of secure high quality cycle parking is also necessary, so that people can leave their bike and catch the bus to New Plymouth. There is the potential to provide electric bicycle and scooter docking stations so that people can complete their journey.
Bell Block	In Bell Block, the bus network review proposes a new routing along Nugent Street which makes the existing poorly located bus stops on Bell Block Court redundant.	New weather-proof shelters, linked by a safe and direct zebra crossing point, should be located as close to the local shopping area as possible.
Inglewood	The current bus stops for the Connector and Inter City services on Moa Street are	Location of a new active and public transport hub on State Highway 3 Matai Street, will make town centre access much more

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

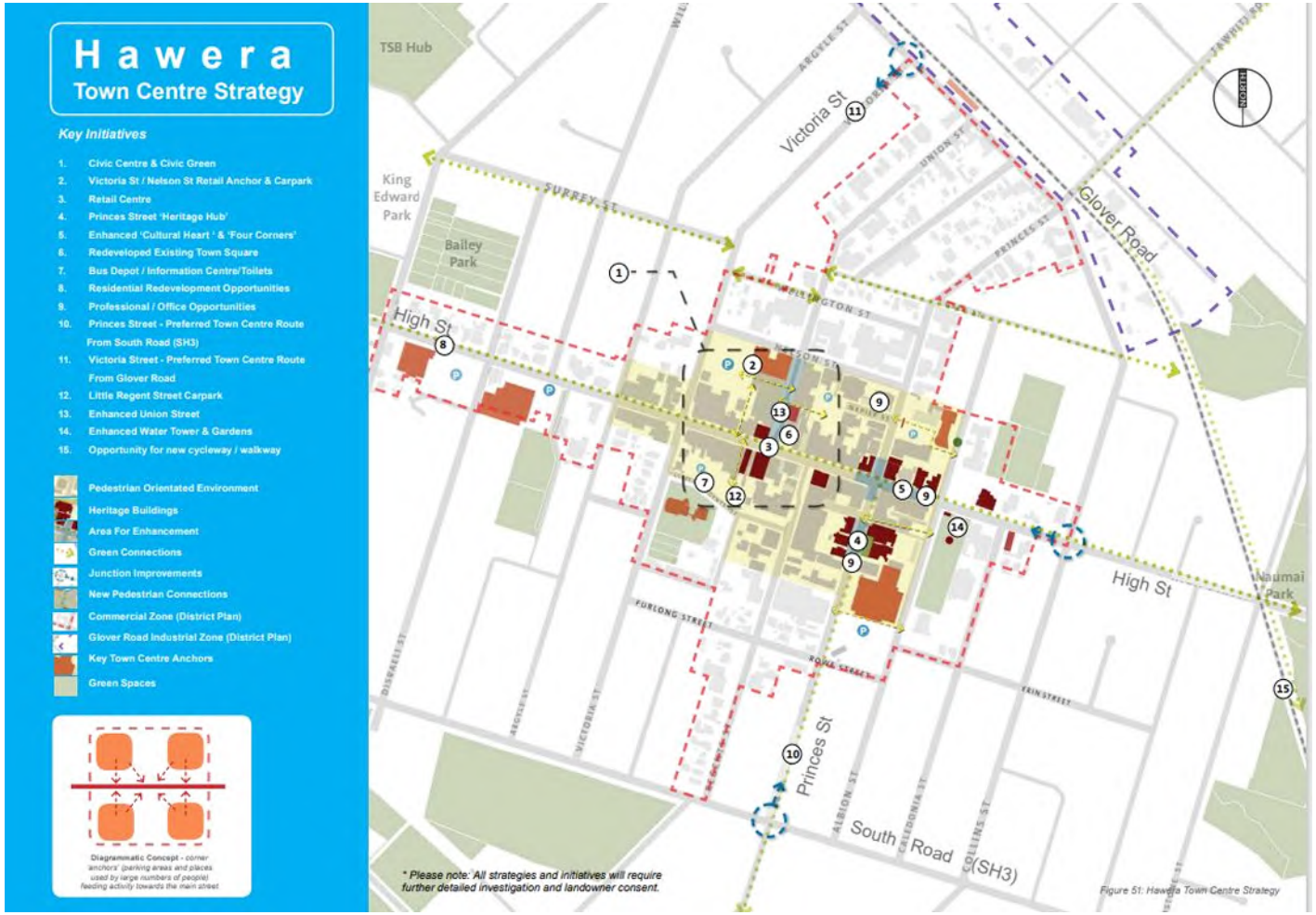
Location	Key Issues	Proposed Action or Investigation
	bus shelter or timetable, only a sign mounted on a rusty pole.	zebra crossing that can be used to cross the road at this point.

Appendix 5: Active Mode Networks in Development by Territorial Authorities and Others

South Taranaki District Council



Hawera Town Centre Strategy



Eltham MasterPlan

Manaia Masterplan

SOUTH TARANAKI TOWNSHIPS
CONCEPT DESIGN – MANAIA TOWN CENTRE
KEY MOVES

Manaia Township Key_

- Activate the Rotunda
- Rejuvenate pool / hall & create flexible open space
- Wayfinding Signage / Identity
- Green up the main street
- Slow Traffic Speed Zone
- Connect Pool, Hall + Open space to Rotunda to create a 'Civic Cluster'
- Site Plan

NTS

Opunake Masterplan

Patea Masterplan

SOUTH TARANAKI TOWNSHIPS
CONCEPT DESIGN – PĀTEA TOWN CENTRE
PROPOSED WIDER INTERVENTIONS

Pātea Township Key_

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

NTS

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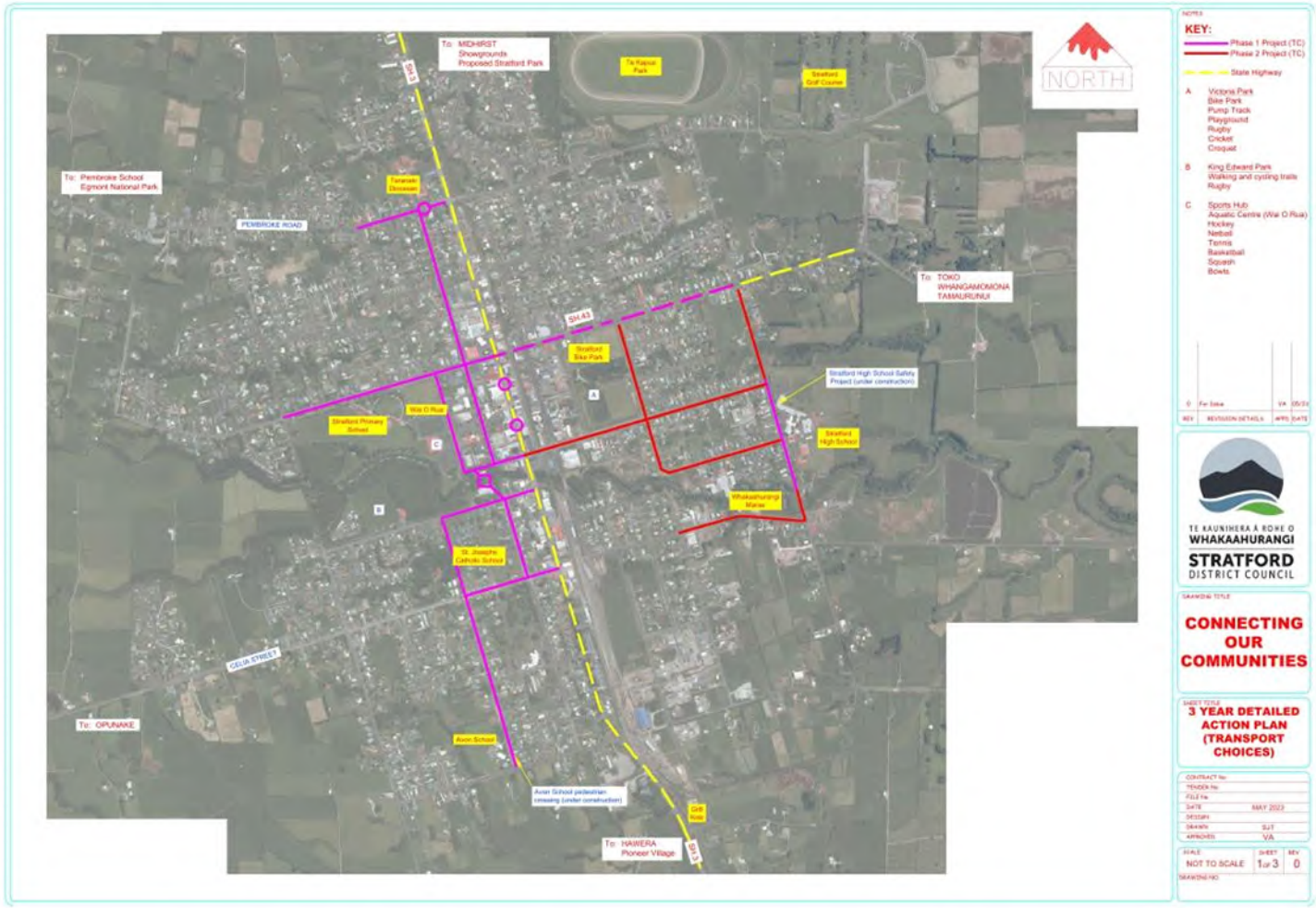
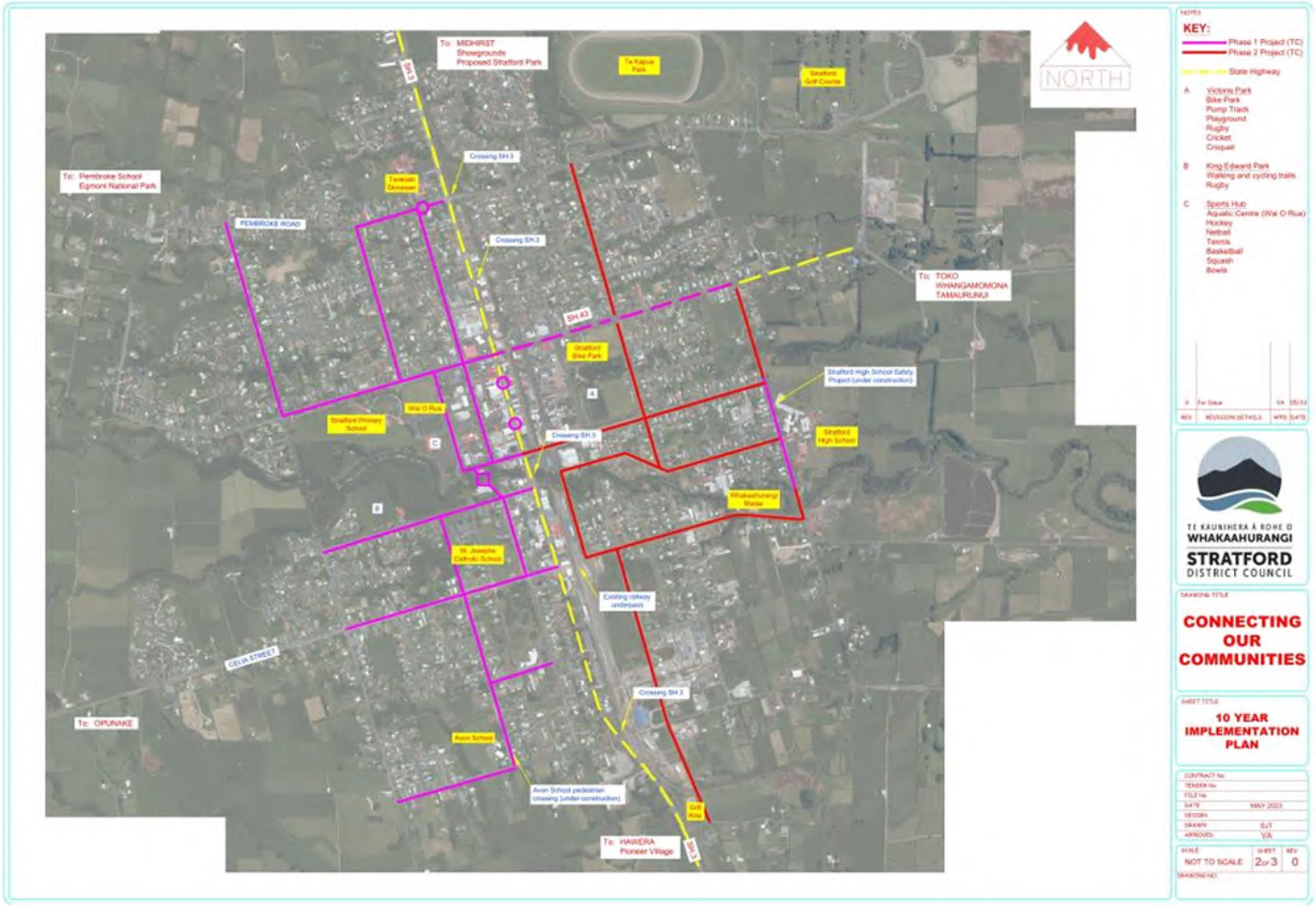
South Taranaki Townships – Pātea Town Centre_ Concept V.1_ August 2019_ LandLAB_ page _9

Waverley Masterplan

SOUTH TARANAKI TOWNSHIPS
CONCEPT DESIGN – WAVERLEY TOWN CENTRE
KEY MOVES
–

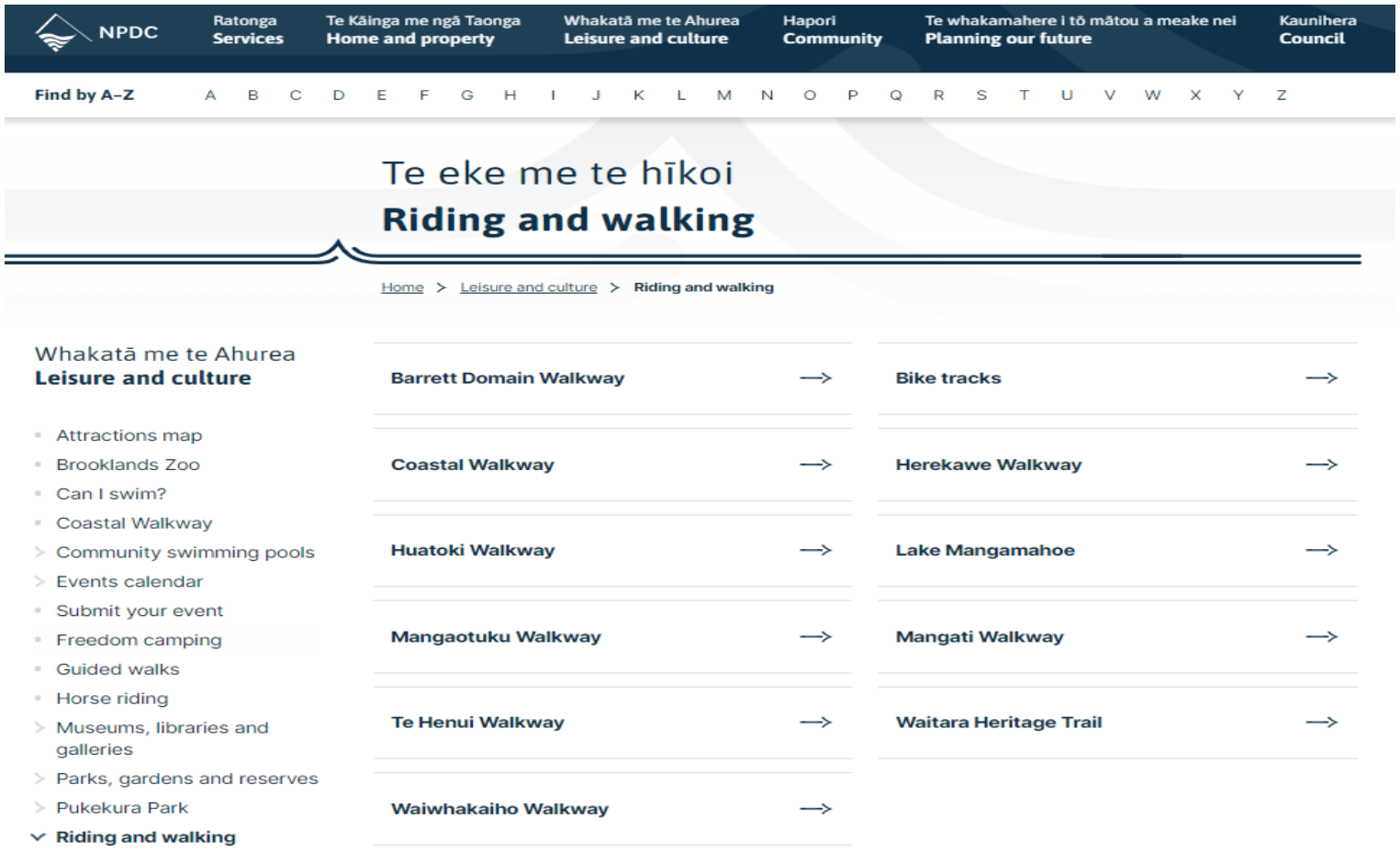
Stratford District Council




To: MIDHIRST
Showgrounds
Proposed Stratford Park
Te Kapua Park
Stratford Golf Course
NORTH
To: Pembroke School
Egmont National Park
PEMBROKE ROAD
Crossing SH 3
Tawaroa Crescent
SH 43
To: TOKO
WHANGAMOMONA
TAMAURUNUI
Stratford Bike Park
Stratford High School Safety Project (under construction)
Stratford Primary School
Wai O Rua
Stratford High School
Whakaahurangi Marae
St Joseph's Catholic School
Existing railway underpass
CLUA STREET
To: OPUNAKE
Avon School
Avon School pedestrian crossing (under construction)
To: HAWERA
Pioneer Village
KEY:
Phase 1 Project (TC)
Phase 2 Project (TC)
State Highway
A Victoria Park
Bike Park
Pump Track
Playground
Rugby
Cricket
Croquet
B King Edward Park
Walking and cycling trails
Rugby
C Sports Hub
Aquatic Centre (Wai O Rua)
Hockey
Netball
Tennis
Basketball
Squash
Bowls
TE KAUNIHERA Ā ROHE O
WHAKAAHURANGI
STRATFORD
DISTRICT COUNCIL
CONNECTING OUR COMMUNITIES
10 YEAR IMPLEMENTATION PLAN
MAY 2023
SJT
VA
NOT TO SCALE
2 OF 3
0

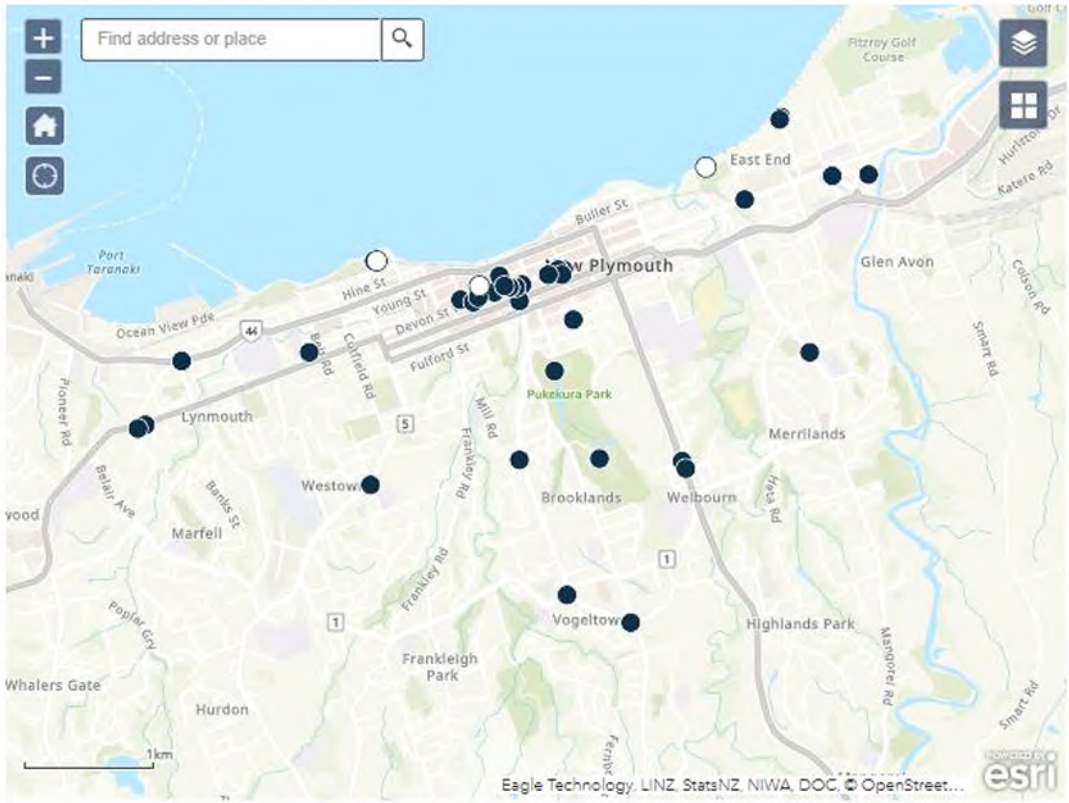

Stratford Discovery Trail
TE ARA O RUAPUTAHANGA KI WHAKAAHURANGI
Discover the hidden treasures of Stratford
Places & Spaces
Glockenspiel
King's Theatre
Library
Malone Gates
Malone Statue
Percy Thomson Gallery
Prospero Place
Thomson Arboretum
TSB Pool Complex
War Memorial Centre
Walkways
Whakaahurangi Marae
Visitor Information Centre – i-SITE
Windsor Park
Victoria Park
Croquet Field
Playground
Basketball Court
Skatepark
Rugby Field
Cricket Field
King Edward Park
Off leash dog walking trails
Rugby
Fishing
Carrington Walkway 1 hour
Three Bridges Trail 20 mins
Three Bridges Trail Extn 10 mins
Clemow Walk 15 mins
Western Loop 1 hour
Eastern Loop 1.5 hours
TET Multisports Complex
Hockey Turf
Tennis Courts
Netball Courts
Other points of interest
Watch this space
Toilets
Police Station
Discovery Trail distance: 6km
Forgotten World Highway
Republic of Whangamomona – 60KM
Taumarunui – 150KM
Mount Taranaki – 19KM
Prospero Place – 2KM
Dawson Falls – 23KM
BROADWAY
JULET ST
ORLANDO ST
MIRANDA ST
PORTIA ST
HAMLET ST
REGAN ST
FENTON ST
CLOTEN RD
LEAR ST
ARIEL ST
CELIA ST
CORDELIA ST
PAGE ST
PERCY AVE

New Plymouth District Council

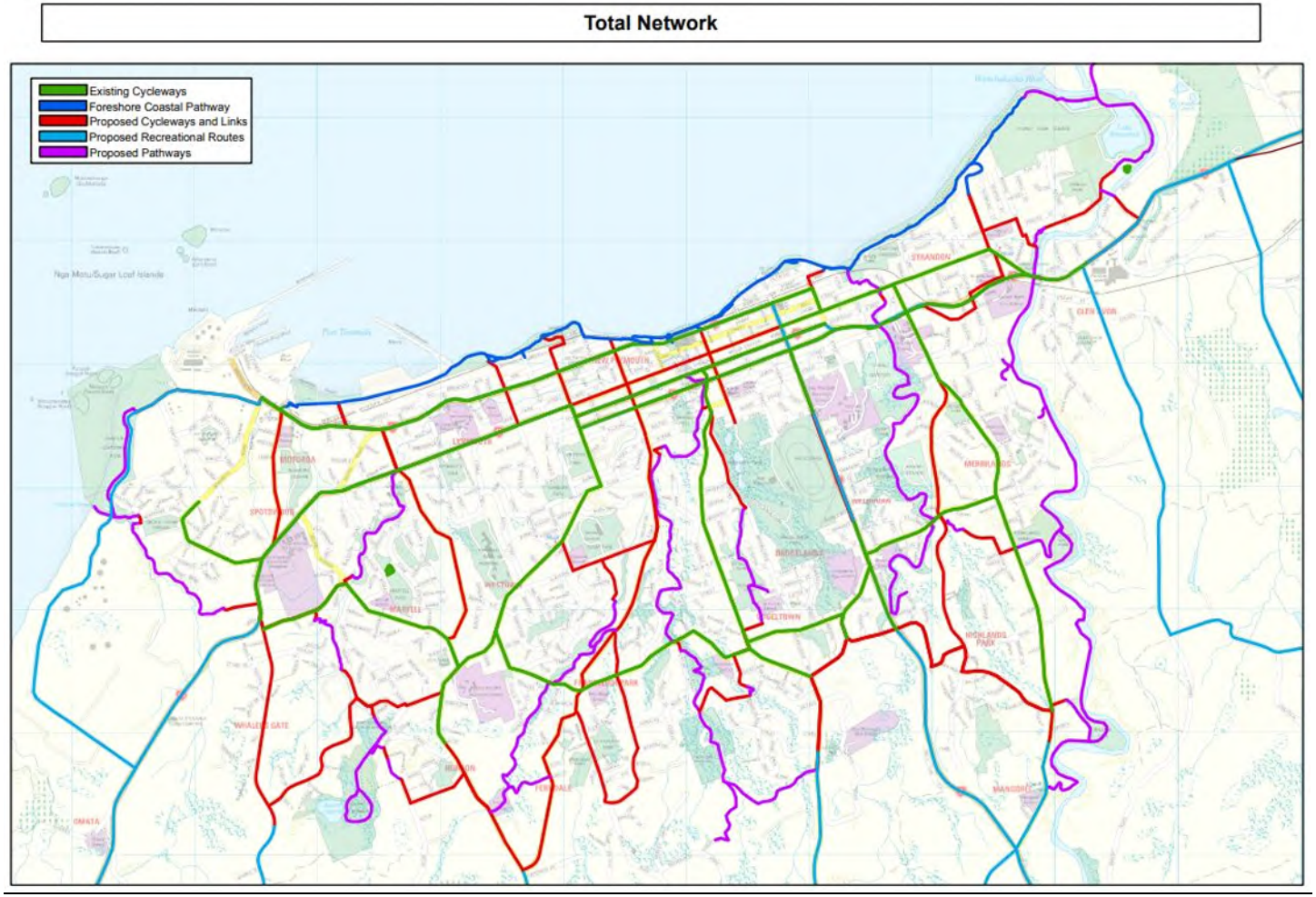


New Plymouth bike rack map

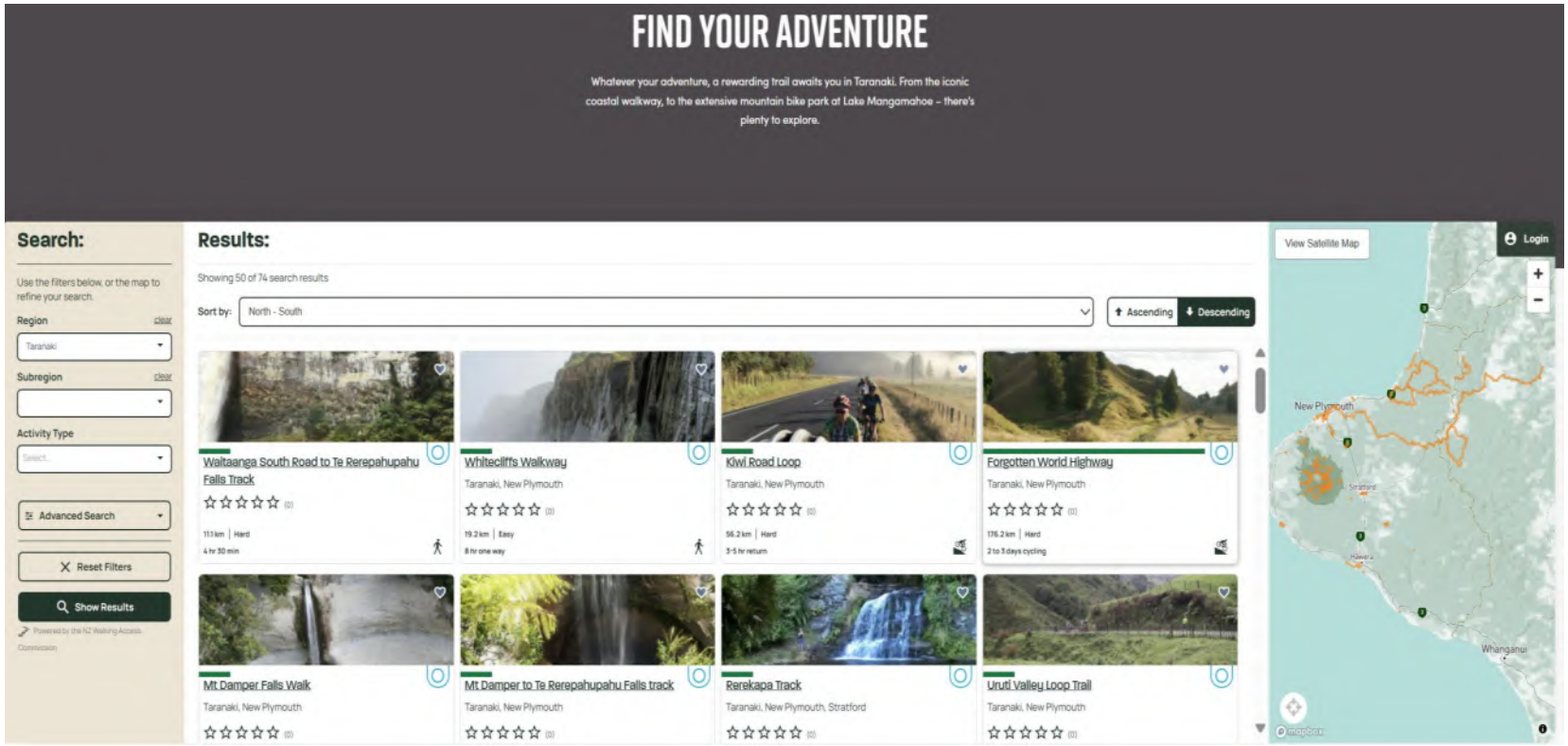
Bike rack map



New Plymouth Cycle Network



Taranaki Trails Trust



Taranaki Regional Council

Regional Public Transport Plan

Public Consultation Draft

Corporate Services
31/08/2023

Better Travel Choices - Taranaki Regional Public Transport Plan

Contents

Better Travel Choices - Taranaki Regional Public Transport Plan

Executive Summary

This Regional Public Transport Plan (RPTP) is a requirement under Part 5 of the Land Transport Management Act 2003.

The RPTP identifies public and school bus services which are integral to the public transport network, and are therefore provided by private operators under contract to Taranaki Regional Council (TRC). The RPTP then proposes service improvements over the next ten-year period, focussing on the short term up to mid-2025 and the medium / longer term after that. The RPTP has been informed by a recent review of the public transport network.

The last RPTP was published in October 2020, seven months after the COVID-19 pandemic hit Aotearoa New Zealand. Since that time, the priority has been to maintain existing levels of service, so that people who live near to bus routes have an option available. The challenge of bus driver shortages, an issue across much of Aotearoa New Zealand, has been relatively well-managed here in Taranaki.

TRC, the Territorial Authorities, bus operators, Waka Kotahi NZ Transport Agency, and Ministry of Transport have all played their part in keeping the bus network functioning. A significant boost to patronage has resulted from the Government's half price fares policy between April 2023 and June 2023.

Moving forward, TRC and our Territorial Authority partners are ambitious to grow the use of public transport for a wide range of journey purposes, with strong encouragement from the Waka Kotahi Arataki regional direction. With the need to reduce traffic volumes and Greenhouse Gases signalled by the Emissions Reduction Plan (ERP), there is a strong case for making public transport much more convenient to use, which will encourage people to ditch their car for the bus, at least for some journeys. This policy direction has been confirmed by the recently-released draft Government Policy Statement on Land Transport (GPS).

Current passenger numbers on New Plymouth Citylink urban and regional Connector services have bounced back well from the COVID-19 pandemic, but are still below what TRC and partners would ideally like. New Plymouth Citylink school services continue to perform very well, and capacity challenges are likely given growth in student numbers. Rural services in South Taranaki are few in number, and carry relatively small numbers of people. Yet they are a lifeline for people who do not have access to private transport, and cannot afford to pay for taxis. The Total Mobility service does at least provide a subsidised taxi service in New Plymouth and Hawera, but is restricted to people whose disability means they cannot use conventional buses.

The vision for this RPTP is:

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

This vision will be realised through meeting the following strategic objectives and outcomes:

Objective	Outcome Statement
Deliver mode shift from car to bus.	Provide frequent, reliable, and punctual urban and inter-urban public transport networks that attract new customers and retain existing ones.
Improve public transport accessibility and equity.	Provide safe and accessible public transport services and infrastructure that supports an efficient and connected transport network, and multi-modal travel.

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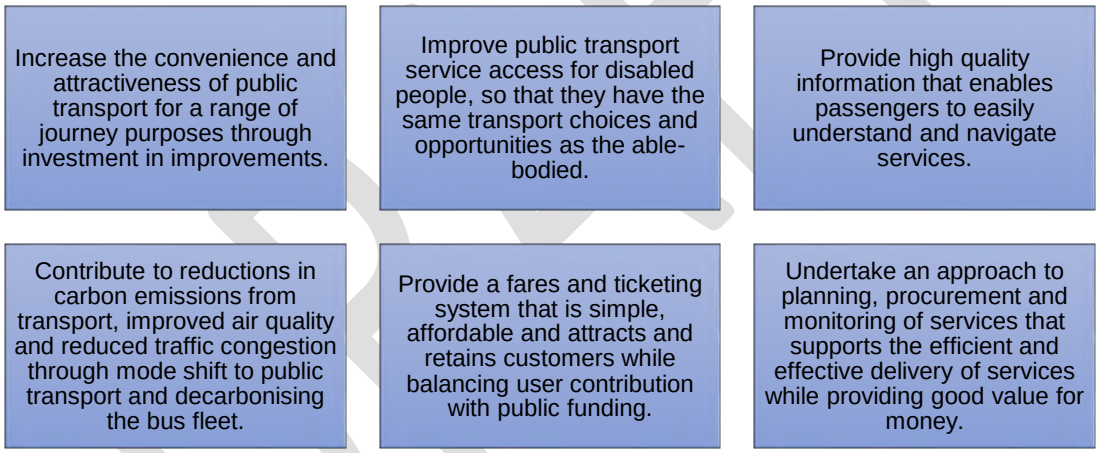
Objective	Outcome Statement
Improve customer experience of the public transport system.	Provide high quality information and branding that enables passengers to easily understand and navigate services.
Improve environmental and economic performance.	Contribute to reductions in carbon emissions from transport, improved air quality and reduced traffic congestion through mode shift to public transport and decarbonising the bus fleet.
Deliver affordable and value for money services.	Provide a fares and ticketing system that is simple, affordable and attracts and retains customers while balancing user contribution with public funding.
Manage service improvements optimally.	Undertake an approach to planning, procurement and monitoring of services that supports the efficient and effective delivery of services while providing good value for money.

Delivering against these objectives and outcomes requires a robust set of policies, which are proposed as follows:



These policies will be delivered through developing a series of initiatives using this strategic framework:

RPTP Policy	Proposed Initiatives to Deliver Policy
Increase the convenience and attractiveness of public transport for a range of journey purposes through investment in improvements.	• Optimise existing investment in bus services, and identify short term improvements within current budgets to be implemented in 2024. • Engage with communities and local service providers to establish and design public transport services around passenger needs. • Produce business case for bus services and infrastructure to secure long term investment.

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RPTP Policy	Proposed Initiatives to Deliver Policy

	• Procurement of new bus contracts in 2025 provide the opportunity to fund service improvements, supported by upgraded infrastructure.
	• Investigate and prioritise delivery of:
	  ○ Higher frequency urban services in New Plymouth to provide more choice and opportunities for service transfer.
	  ○ Greater integration between New Plymouth urban and school services to make best use of available resources.
	  ○ Higher frequency Opunake / Hawera to New Plymouth Connector services to support mode shift on State Highway 3.
	  ○ More evening and weekend services to support shift workers and the leisure economy.
	  ○ New or improved bus services to provide greater coverage of the region, for example around the coast and to neighbouring regions.
	  ○ Inter-regional passenger rail services from New Plymouth to Whanganui and beyond to Palmerston North (and onward connections to Auckland and Wellington).
	  ○ Provision of Community Transport services in rural areas which currently have little or no public transport options.
	• Identify locations where bus priority will be required to protect bus services from the impact of traffic congestion, and secure investment to deliver projects.
	• Stay abreast of Territorial Authority District Plan policies for location of new development to ensure future public transport network includes new routes or extensions.

Improve public transport service access for disabled people, so that they have the same transport choices and opportunities as the able-bodied.	• Continue to support Total Mobility provision across the region. • Introduce accessible buses on Connector and Southlink services as part of new contracts. • Work with Territorial Authorities to improve accessibility for disabled people at bus stops, and on active travel routes to bus stops. • Ensure that Community Transport services are supplied with accessible vehicles where feasible.
Provide high quality information that enables passengers to	• Provide online and paper timetables for all public transport services, and disseminate through a wide range of outlets.

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RPTP Policy	Proposed Initiatives to Deliver Policy
easily understand and navigate services.	• Promote the Transit-app as the short to medium source of real-time passenger journey planning information. • Roll out of real time passenger information at bus stops, as funding permits. • Work with Territorial Authorities to realise opportunities to increase visibility and information provision at bus stops, including flags at all locations and totems at major hubs. • Investigate an integrated “Active Travel Taranaki” web site, potentially as part of a wider inter-regional collaboration, to provide a one-stop shop for all public transport, walking, cycling, and disability access information.
Contribute to reductions in carbon emissions from transport, improved air quality and reduced traffic congestion through mode shift to public transport and decarbonising the bus fleet.	• Deliver and implement a business case which makes a strong investment case for higher bus service frequencies to encourage mode shift away from the private car. • Register and promote exempt services which are provided on a commercial basis. • Investigate options for future bus service contracts using alternative fuels or modern diesel vehicles which have the highest environmental standards. • Evaluate and progress Climate Emergency Response Fund (CERF) funding opportunities for trialling of hydrogen buses on services with high daily vehicle kilometres. • Take advantage of funding opportunities for acceleration of zero emission bus implementation into the urban fleet.
Provide a fares and ticketing system that is simple, affordable and attracts and retains customers while balancing user contribution with public funding.	• Review fares on an annual basis and implement any changes in response to passenger numbers and financial performance. • Encourage and prioritise payment for bus travel by electronic card-based methods - especially groups benefitting from concessions, who will be required to use a Bee card for their journey, or else pay cash. • Continue to provide concessionary fares for children, young adults, Super Gold, and Community Services card holders, in line with national government policy. • Investigate fare capping to reward frequent public transport usage.
Undertake an approach to planning, procurement and monitoring of services that supports the efficient and effective delivery of services while providing good value for money.	• Review and update contract units in response to service improvement proposals approved following a business case. • Implement the requirements of the Sustainable Public Transport Framework (SPTF). • Undertake regular monitoring and evaluation of service, unit, and system performance.

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RPTP Policy	Proposed Initiatives to Deliver Policy
	• RPTP Programme Working Group (PWG) with the Territorial Authorities to meet on a regular basis to review progress against actions, and agree revised or further actions as required.

A series of targets will be set to measure progress in delivering the outcomes, policies, and strategic framework. These targets will be treated in a transitional manner until new contracts are introduced in mid-2025. During the next 18 months, the appropriateness of baseline data will be confirmed, and a monitoring and reporting framework set up.

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

1. Introduction

Background

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

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

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

Achievements Since the Last RPTP

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

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

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

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

Purpose

This 2023 RPTP is very much about looking forward with a renewed sense of ambition, and improving the Taranaki public transport network to meet the challenges of a world where single occupancy car travel – especially for shorter urban journeys – is reduced to meet our climate change obligations.

A statutory document under the part 5 of the Land Transport Management Act (LTMA), the purpose of the RPTP is to identify public transport services integral to the region's network, and develop objectives, policies and actions which deliver improvements for passengers, both existing and future.

In Taranaki public transport services and infrastructure require significant improvement to meet the challenges of climate change. In many instances, bus services are an under-used resource which are primarily patronised by people who do not have access to a private car. Adult passenger numbers are generally low, compared with other modes of travel – especially the private car. Only school services are busy. Infrastructure – in the form of bus waiting facilities and on-road priority measures – is patchy in terms of coverage and quality. The system is not consistently accessible to disabled people, which is a breach of United Nations charter commitments that Aotearoa New Zealand signed 15 years ago.

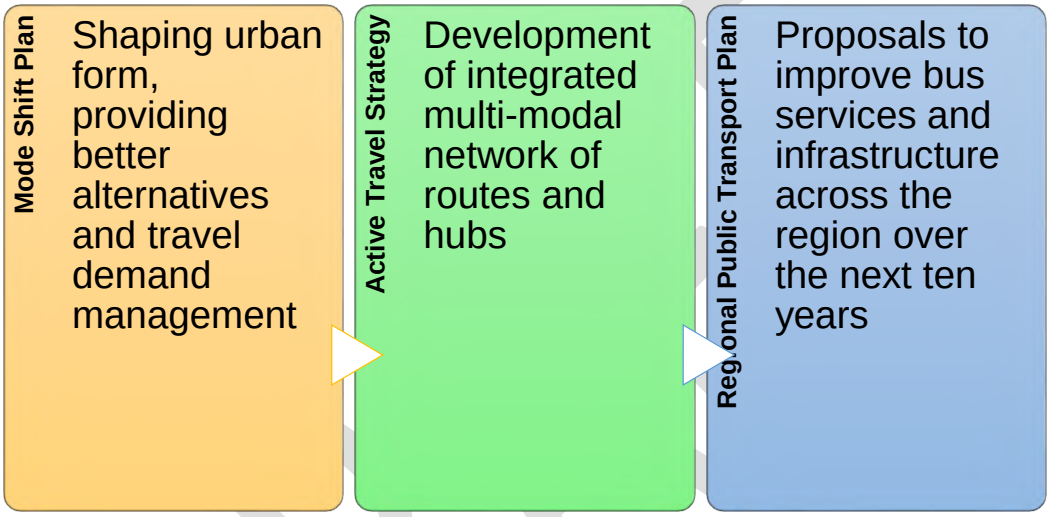
This RPTP intends to start the transformation of public transport into a modern, environmentally conscious, integrated, accessible, and customer-focussed service which becomes the mode of choice

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

Better Travel Choices

The RPTP is part of the TRC "Better Travel Choices" initiative, which includes a regional mode shift plan and active travel strategy:

Figure 1.1: Better Travel Choices Strategy



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

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

2. Legislative, Regulatory and Policy Framework

Introduction

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

Legislation

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

a) A means for encouraging Regional Councils and public transport operators to work together in developing public transport services and infrastructure;

b) An instrument for engaging with the public in the region on the design and operation of the public transport network; and

c) A statement of:

i. The public transport services that are integral to the public transport network;

ii. The policies and procedures that apply to those services; and

iii. The information and infrastructure that support those services.

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

Appendix D summarises how the RPTP delivers against the LTMA requirements.

Regulatory System

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

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

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

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

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

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

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

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

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

Policy

Draft Government Policy Statement on Land Transport 2024/27

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

Table 2.1 summarises how the public transport system contributes to the six draft GPS priorities:

Table 2.1: Contribution of Public Transport System to GPS Priorities

Priority	Description	Contribution of Public Transport
Maintaining and operating the system	The condition of the existing transport system is maintained at a level that meets the current and future needs of users	Mode shift from private car to bus, and reduction in traffic volumes, can reduce wear and tear on the roading network and result in lower maintenance costs
Increasing resilience	The transport system is better able to cope with natural and anthropogenic hazards	In the event of disruption, public transport services provide a lifeline for people who do not have access to cars, and an alternative to people who do
Reducing emissions	Transitioning to a lower carbon transport system	If well-used, buses reduce levels of Greenhouse Gas (GHG) travelled per passenger kilometre, which can be further improved by using low or zero emission vehicles
Safety	To make transport substantially safer for all	Bus travel is a statistically safer mode than the private car, and so more people using public transport rather than cars can reduce the number of crashes
Sustainable urban and regional development	People can readily access social, cultural, and economic opportunities through a variety of transport options; in resilient and productive towns and cities that have a range of low-emission transport options and low congestion	Strong public transport corridors and destinations (such as town and city centres) enable housing, employment, and retail development to be clustered around highly accessible locations, thereby reducing the need to own, and run a car
Integrated Freight System	Improving freight connections for economic development	Buses can transport more people than cars per unit of road space, and can therefore help to reduce

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Priority	Description	Contribution of Public Transport
		traffic congestion that can impact on reliable journey times for freight

Regional Land Transport Plan (RLTP)

The 2024-27 Regional Land Transport Plan (RLTP) is currently in preparation, and Table 2.2 outlines the problems to be addressed and benefits to be delivered.

Table 2.2: RLTP Problems, Benefits and Key Performance Indicators

Problem Statement (and weighting)	Benefit Statement (and weighting)	Key Performance Indicators (KPIs)
1. The network is built and operated favouring cars and when coupled with limited alternative options results in low levels of public transport, active modes, and rail use (40%)	1. Increased safe and connected active mode (walking, cycling and micro mobility) travel choices as well as reduced distances to services and amenities to achieve healthier communities (35%)	KPI 1: Transport related CO_2 emissions KPI 2: Total vehicle kilometres travelled per capita KPI 3: Total kilometres of safe and connected separated cycleways and shared paths KPI 4: Percentage of active mode use for journey to work and school trips KPI 5: Local / regional trips average trip distance KPI 6: Transport system safety perceptions - customer surveys KPI 7: Deaths and serious injury crashes for active mode users
2. Dispersed urban development with limited access to local amenities, services and schools resulting in high car dependency, compounding inequitable access for lower socio-economic communities (35%)	2. Reduced reliance on private vehicles through increased use of public transport (40%)	KPI 1: Car ownership rates (Statistics NZ) KPI 2: Mode share for commuter trips for modes other than single occupancy vehicle KPI 3: Percentage of active mode and public transport use for journey to work and school trips KPI 4: Total public transport network coverage across region (kms or towns connected to network) KPI 5: Number of residents living within x km of high frequency public transport

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

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

3. The Public Transport System in Taranaki

Introduction

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

Bus Services

Types of Service

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

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

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

In addition there are:

- Extensive rural school services funded directly by Ministry of Education (MoE);
- Community transport services run by local charities such as the Ironside Society; and

- Long-distance coach services to Auckland and Wellington operated by Inter City.

New Plymouth

Ten New Plymouth Citylink urban services operate Monday to Friday until around 6pm, with two Saturday routes which follow a different circular route around the city. There is currently no Sunday or Public Holiday service. Table 3.1 summarises the Citylink urban services:

Table 3.1: New Plymouth Citylink Urban Services

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

The current New Plymouth urban network has been largely unchanged for nearly 15 years. As shown in Figure 3.1, services 1 to 9 depart from the Ariki Street central hub, and then fan out across the different suburbs before returning around 30-35 minutes later. Services 1 to 9 run as a “pulse” timetable, where they all depart at same time and run to an identical frequency. Service 20 is a longer but less frequent route to the satellite settlements of Bell Block and Waitara.

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

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

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

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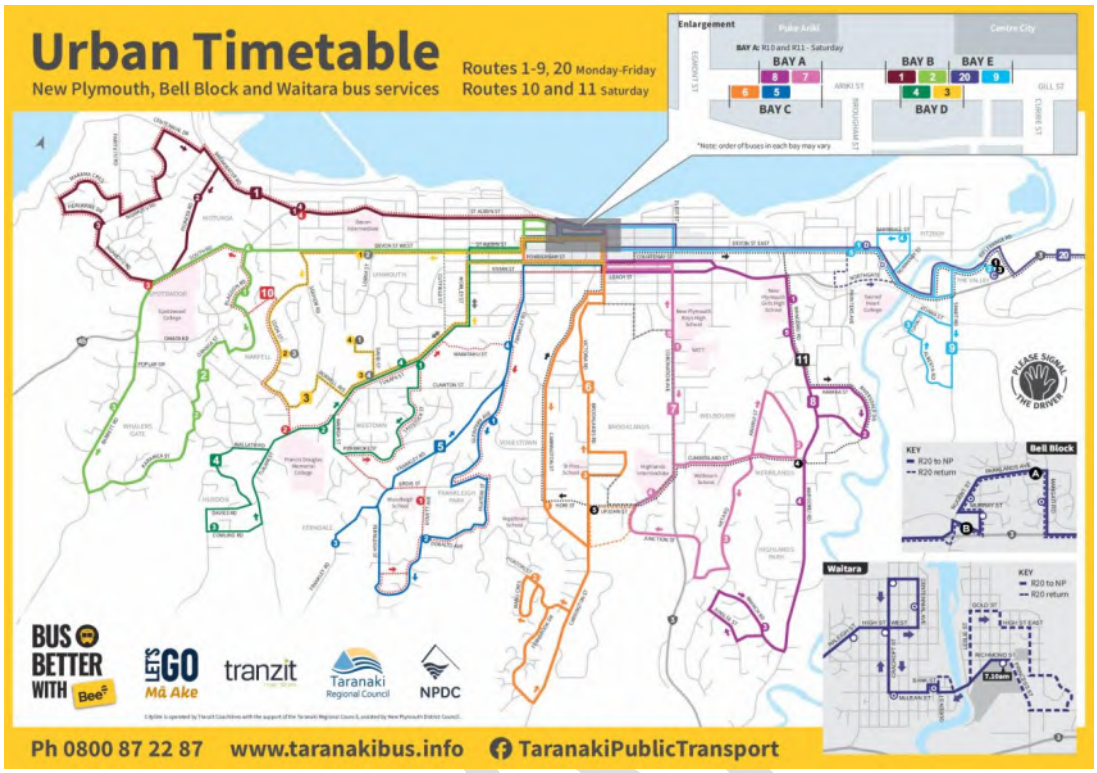
Figure 3.1: New Plymouth Citylink Urban Route Map



The Citylink school network comprises a total of 27 individual services as shown in Table 3.2. A complete list is shown in Appendix A. Each service performs one weekday morning and one afternoon journey in school term time only. In between operating times, school buses are not being utilised as well as they could be.

Table 3.2: Citylink School Network

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

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

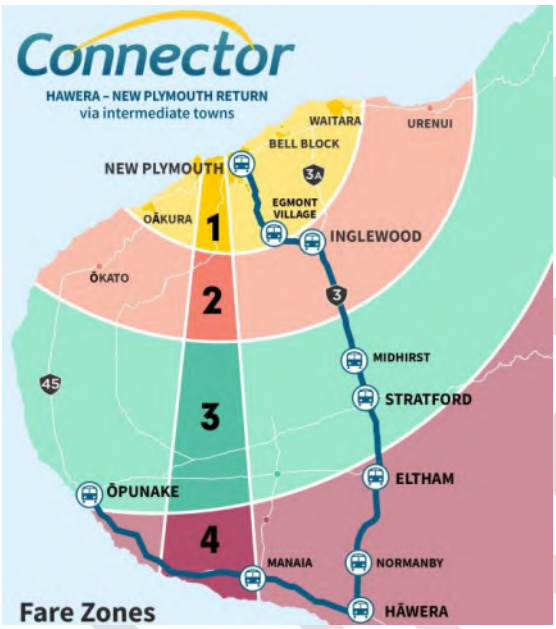
Connector

Introduced in 2014, the Opunake / Hawera to New Plymouth Connector service links a series of townships four times per day in each direction along State Highway 3, as shown in Figure 3.2.

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

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

Figure 3.2: Connector Service and Timetable



Hawera to New Plymouth

BOOKINGS REQUIRED ON TDHB SERVICES
SUPER GOLD CARD ELIGIBLE

DEPART from	STOP #	STOPS	TIMETABLE			
Opunake	9001	Napier Street (opp. TSB)	6.00 AM	-	-	-
Manaia	9002	South Road (Public Pool)	6.20	-	-	-
Hawera	9003	Hospital	6.35	9.30 AM	12.25 PM	3.25 PM
	9004	i-SITE	6.40	9.35	12.30	3.30
Normanby	9005	Total Aluminium	6.50	9.44	12.41	3.39
Eltham	9006	Bath Street	7.00	9.55	12.50	3.50
Stratford	9008	Health Centre	7.09	10.04	12.59	3.59
	9009	Stratford War Memorial Centre	7.13	10.07	1.02	4.02
Midhirst	9010	Jamieson Recovery	7.19	10.14	1.09	4.09
Inglewood	9013	Moa Street	7.30	10.25	1.20	4.20
Egmont Village	9014	Old dairy	7.35	10.30	1.25	4.25
New Plymouth	1042	WITT (opp. NPBHS)	7.45	10.43	1.35	
	1021	Liardet Street	7.48	10.48	1.40	*(5.05)*
	1162	Egmont Street	7.50	10.55	1.45	*(5.00)*
	-	Weymouth House / Fulford Clinic	-	*On demand by appointment*		
	1204	Taranaki Base Hospital	8.00	11.05	1.55	4.45 PM

New Plymouth to Hawera

DEPART from	STOP #	STOPS	TIMETABLE			
New Plymouth	1204	Taranaki Base Hospital	*(8.00)* AM	*(11.05)* AM	1.45 PM	4.45 PM
	-	Fulford Clinic / Weymouth House	-	*On demand by appointment*		
	1162	Egmont Street	7.50	10.55	1.55	5.00
	1001	Liardet Street	7.48	10.45	1.58	5.05
	1042	WITT (opp. NPBHS)	7.45	10.40	-	
	1025	WITT (Bell Street corner)	-	-	2.05	5.15
Egmont Village	9021	Rural Fuel Service Station	8.17	11.12	2.13	5.23
Inglewood	9022	Moa Street	8.20	11.17	2.20	5.25
Midhirst	9025	opp. Jamieson Recovery	8.37	11.39	2.38	5.40
Stratford	9026	Stratford Library, Miranda St	8.42	11.45	2.45	5.45
	9008	Health Centre	8.45	11.48		*On demand*
Eltham	9029	King Edward Street	8.55	11.56	2.53	6.00
Normanby	9030	opp. Total Aluminium	9.06	12.06 PM	3.03	6.15
Hawera	9003	Hospital	9.15	12.15	3.12	*On demand*
	9004	i-SITE	9.40	12.30	3.30	6.20
Manaia	9033	South Rd, Library Plus	-	-	-	6.35
Opunake	9001	Napier Street (opp. TSB)	-	-	-	7.05

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

Southlink

South Taranaki is served by three Southlink services, as summarised in Table 3.3:

Table 3.3: Southlink Services

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

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

Passenger Numbers

Regional Picture

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

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

Passenger growth will also be partly the result of the Government half price fare scheme, introduced in April 2022. Inevitably passenger growth has been accompanied by a sizeable (34%) reduction in farebox revenue. Table 3.4 compares key performance metrics for the months of March 2022 and March 2023:

Table 3.4: Taranaki Region Patronage and Revenue Comparison – March 2022 and March 2023

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

** Percentage changes rounded up to nearest whole number.*

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

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

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

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

New Plymouth Citylink

Table 3.5 summarises the annual number of passengers on the Citylink network for the last five financial years.

Table 3.5: Patronage on New Plymouth Citylink

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

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

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

Table 3.6 depicts variable passenger numbers on each service, both in total and average load per journey. The busiest weekday service is the number 20 from Waitara and Bell Block. The quietest weekday service in the number 5 to Frankleigh Park. Services 10 and 11 run on Saturdays only, two round journeys per day, which means the total number of services is much lower than the weekday routes.

Table 3.6: Citylink Average Passengers per Journey (March 2023)

Service	Total Passengers	Average Passengers per Journey	Rank by Total Passengers
1	3,361	10.91	4
2	3,838	12.46	3
3	2,643	8.58	7
4	4,065	13.20	2
5	1,801	5.85	10
6	3,054	9.92	6
7	2,583	8.39	8
8	3,386	10.99	5
9	2,391	7.76	9
10	101	12.63	11

Service	Total Passengers	Average Passengers per Journey	Rank by Total Passengers
11	85	10.63	12
20	4,154	15.73	1
All	**31,462**	**10.31**	**-**

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

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

New Plymouth Schools

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

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

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

Connector

Connector is the region's main inter-town service, running from Hawera to New Plymouth along State Highway 3. Table 3.7 summarises the services currently provided:

Table 3.7: Connector Group of Services

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

Table 3.8 summarises passenger numbers in March 2023 for the Connector group of services.

Table 3.8: Connector and Your Connector Passenger Numbers (March 2023)

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

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

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

Southlink

The rural Southlink services are made of up three routes:

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

The three services all carry small numbers of passengers. Table 3.9 shows the figures for March 2023.

Table 3.9: Southlink Service and Passenger Journeys (March 2023)

Service	Number of Service Journeys	Number of Passenger Journeys	Average Number of Passengers per Journey
Opunake – New Plymouth	10	130	13.00
Opunake – Hawera	10	42	4.20
Waverley - Hawera	18	119	6.61
All	**38**	**291**	**7.66**

Southlink only carries a small number of passengers, which results in a high subsidy per journey. However, for the people who use it the service is priceless. This RPTP will set out how TRC intends

to improve the provision of rural transport services across the region, and drive better service provision for passengers as well as value for money.

Punctuality and Reliability

Citylink routes in New Plymouth are currently able to complete their journeys and arrive back in time for the start of the next service. However, increasing levels of traffic congestion on State Highway 3 between New Plymouth, Bell Block and Waitara are starting to impact on journey speeds, with the potential to result in punctuality challenges. Another challenge is the presence of roadworks, which can result in detours that add time on to the schedule.

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

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

Infrastructure

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

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

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

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

Fares

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

Table 3.10 sets out the current base adult fare levels in Taranaki, and concession rates for children (0-12 years of age), youths (13-24 years of age) and Super Gold card holders. With the exception of WITT students, concessionary fares only apply to people who have a registered Bee Card.

Table 3.10: Base Fare Levels in 2023

Fare Type	Payment	1 Zone ($)	2 Zone ($)	3 Zone ($)	4 Zone ($)
Adult (Over 24 years of age)	Cash	3	4	5	6
	Bee Card	2	3	4	5
Child (5 to 12 years of age)	Cash	0	0	0	0
	Bee Card	0	0	0	0

Fare Type	Payment	1 Zone ($)	2 Zone ($)	3 Zone ($)	4 Zone ($)
Youth (13-24 years of age)	Cash	3	4	5	6
	Bee Card	1.50	2	2.50	3
Super Gold Card (off-peak travel only*)	Bee Card	1.50	2	2.50	3
Community Services Card	Bee Card	1.50	2	2.50	3
WITT Students	Student ID	0	0	0	0

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

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

Information

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

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

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

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

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

- Total public transport boardings;
- Passenger kilometres travelled;
- Proportion of residents within 500 metres walk of a stop on the rapid and frequent service network;
- Patronage growth on all bus services;
- Service improvements delivered to schedule within agreed budgets;
- Customer satisfaction ratings for public transport services;
- Customer rating of public transport value for money;
- Reliability - very late running and cancelled services;

- Punctuality - proportion of services “on time” (i.e. percentage of scheduled trips between 59 seconds before, and four minutes and 59 seconds after, scheduled departure time at the selected points);
- Proportion of services with disability access;
- Operating subsidy per passenger kilometres; and
- Farebox recovery ratio.

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

4. Vision and Strategic Objectives for Public Transport

Vision

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

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

Strategic Objectives

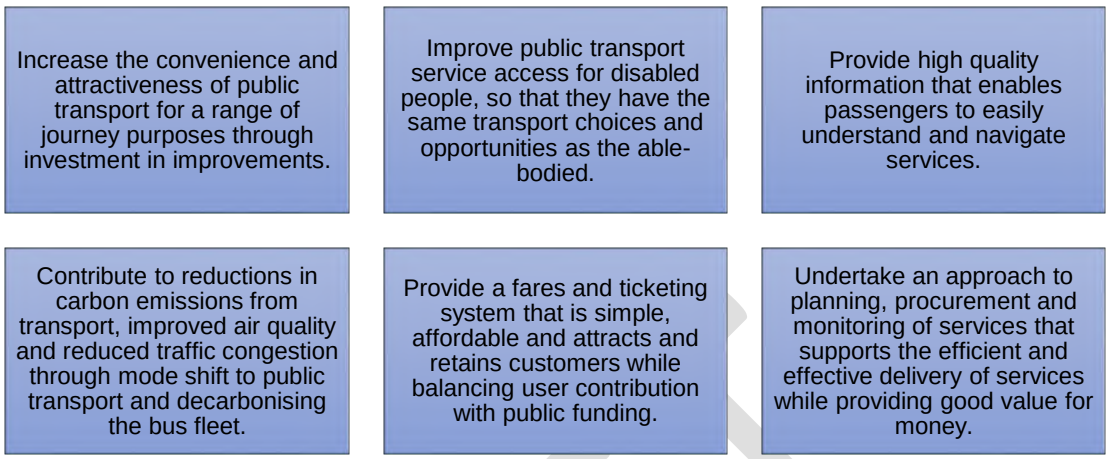
There are six strategic objectives and outcome statements which contribute to the vision:

Table 4.1: Objectives and Outcome Statements

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

These form the basis of policies and initiatives which aim to deliver a system transformation for public transport. These policies are summarised in Figure 4.1, and detailed in chapter 5.

Figure 4.1: Summary of RPTP Policies



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

Strategic Case for Change

Mode Shift from Car to Bus

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

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

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

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

New Plymouth Citylink services are generally punctual and reliable and, whilst traffic levels are growing, levels of congestion are at a point where serious delays occur over an extended period of

time period of time. However, if traffic levels continue to increase bus services, which cannot avoid congestion by changing their route, could become adversely affected.

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

TRC has undertaken a review of the public transport network, to assess potential service improvements within existing budgets and therefore to provide a firm foundation for improvements as part of the next contract. Table 4.2 summarises changes that could be implemented within existing budgets:

Table 4.2: Public Transport Network Review Proposals Within Existing Budgets

Service Area	Possible Changes
New Plymouth Citylink routes.	• Re-routing and combining services to make better use of available resources (see Figure 4.2 below). • Cross-city route between Waitara, Bell Block, The Valley, city centre and hospital. • Withdrawal of Saturday routes 10 and 11, and replacement with services on routes 1, 2, 4, 6, 7, 8, 9 and 20.
New Plymouth Citylink timetables.	• Hourly weekday clockface timetable from 7am to 6pm on routes 1, 2, 4, 6, 7, 8 and 9. • Six weekday return journeys per day on service 5. • Hourly weekday service 20 from city centre to The Valley, with alternate journeys going to Bell Block and Waitara. • Six Saturday return journeys on routes 1, 2, 4, 6, 7, 8 and 9.
Connector route.	• Buses routed via New Plymouth city centre before hospital. • Change to route in Hawera to provide a local service (serving the town centre in both directions).
Connector timetables.	• Minor timetable changes to improve punctuality.
Your Connector route.	• Extension of services to New Plymouth city centre. • Withdrawal of Dialog service.
Southlink route.	• Extension of services terminating at Hawera town centre to the hospital.
Southlink timetable.	• Provision of a transfer at Hawera with the Thursday Connector service to New Plymouth.

Figure 4.2: Potential Route Changes in New Plymouth

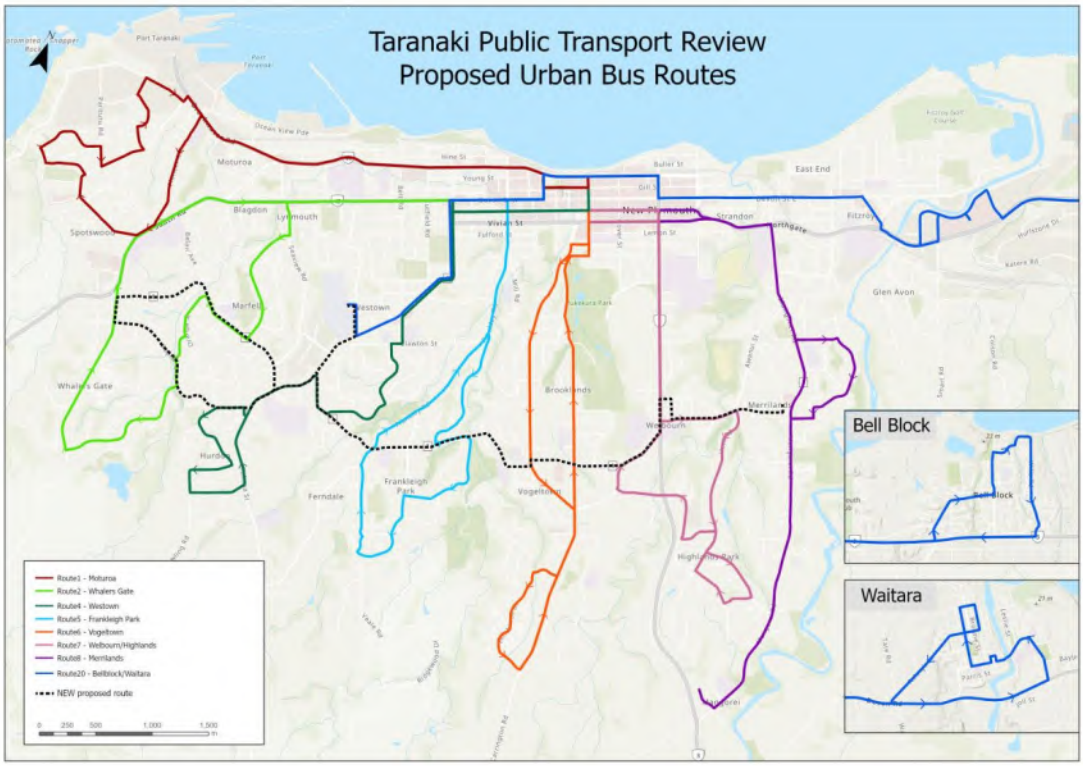


Table 4.3 outlines number of other potential improvements that could be funded through additional investment, possibly on a trial basis.

Table 4.3: Potential Future Service Improvements Requiring Additional Investment

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

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

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

Accessibility and Equity

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

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

Key provisions are in relation to:

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

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

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

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

- Shelters, with sufficient waiting space away from the footpath;
- Optimum height hard standing for level boarding;
- Safe crossing points close to the stop;

- Tactile paving for blind / partially sighted people; and
- Dropped kerbs for wheelchairs / mobility aids.

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

Customer Experience

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

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

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

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

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

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

Key requirements for customers include:

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

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

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

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

At present bus stops in Taranaki have limited public profile, sometimes limited to the standard legal sign affixed to a lamp post or telegraph pole. Stops with shelters are more visible. There are few, if

any signs, to direct people to their local bus stop or interchanges. Provision of printed timetable information is generally reasonable in New Plymouth, and real-time information has commenced. Buses are currently not set up to provide in-vehicle announcements or information on screens.

Environmental and Economic Performance

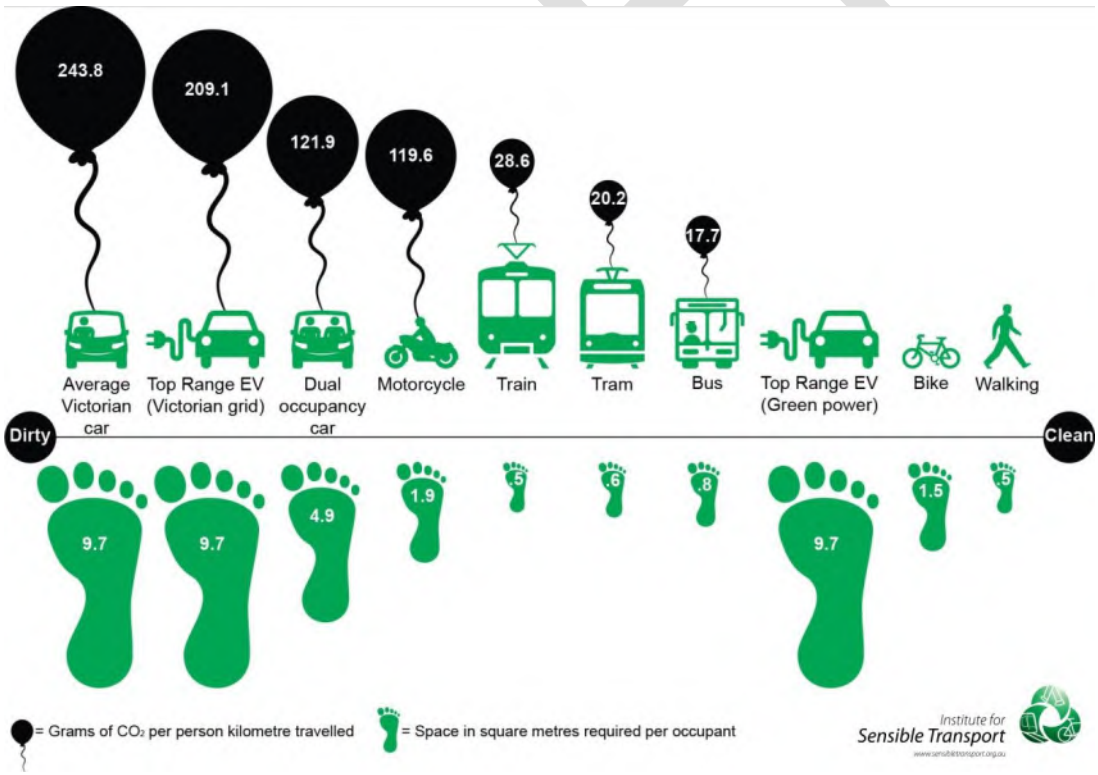
From July 2025, the Government has mandated that no new diesel vehicles can be introduced into local bus contracts. From July 2035, all buses on TRC contracts must be zero emission.

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

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

Walking, cycling and public transport trips are inherently more efficient travel modes as they take up less space on roads and increase the movement of people without increasing the number of vehicles, as well as extending the life and reducing maintenance cost of existing infrastructure. Figure 4.3 shows the carbon footprint of different transport modes, along with the amount of road space required for each vehicle occupant, in the state of Victoria in Australia.

Figure 4.3: Carbon Footprint of Different Modes



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

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

Better Travel Choices - Taranaki Regional Public Transport Plan

Fares and Ticketing

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

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

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

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

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

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

Service Planning and Procurement

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

The SPTF will enable Regional Councils to:

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

In the short to medium term, TRC is not intending to make fundamental changes to its basic approach to service procurement, and will therefore continue to tender services to private operators who own and operate assets for the duration of a contract. However, in the longer term the potential for TRC to

own assets and operate at least some services – where there are compelling reasons for doing so – will be considered during regular operational and performance reviews.

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

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

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

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

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

5. Strategic Framework

Policies and Proposed Initiatives

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

Table 5.1: Policies and Proposed Initiatives for RPTP

RPTP Policy	Proposed Initiatives to Deliver Policy
Increase the convenience and attractiveness of public transport for a range of journey purposes through investment in improvements.	• Optimise existing investment in bus services, and identify short term improvements within current budgets to be implemented in 2024. • Engage with communities and local service providers to establish and design public transport services around passenger needs. • Produce business case for bus services and infrastructure to secure long term investment.

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RPTP Policy	Proposed Initiatives to Deliver Policy

	• Procurement of new bus contracts in 2025 provide the opportunity to fund service improvements, supported by upgraded infrastructure.
	• Investigate and prioritise delivery of:
	  ○ Higher frequency urban services in New Plymouth to provide more choice and opportunities for service transfer.
	  ○ Greater integration between New Plymouth urban and school services to make best use of available resources.
	  ○ Higher frequency Opunake / Hawera to New Plymouth Connector services to support mode shift on State Highway 3.
	  ○ More evening and weekend services to support shift workers and the leisure economy.
	  ○ New or improved bus services to provide greater coverage of the region, for example around the coast and to neighbouring regions.
	  ○ Inter-regional passenger rail services from New Plymouth to Whanganui and beyond to Palmerston North (and onward connections to Auckland and Wellington).
	  ○ Provision of Community Transport services in rural areas which currently have little or no public transport options.
	• Identify locations where bus priority will be required to protect bus services from the impact of traffic congestion, and secure investment to deliver projects.
	• Stay abreast of Territorial Authority District Plan policies for location of new development to ensure future public transport network includes new routes or extensions.

Improve public transport service access for disabled people, so that they have the same transport choices and opportunities as the able-bodied.	• Continue to support Total Mobility provision across the region. • Introduce accessible buses on Connector and Southlink services as part of new contracts. • Work with Territorial Authorities to improve accessibility for disabled people at bus stops, and on active travel routes to bus stops. • Ensure that Community Transport services are supplied with accessible vehicles where feasible.
Provide high quality information that enables passengers to easily understand and navigate services.	• Provide online and paper timetables for all public transport services, and disseminate through a wide range of outlets. • Promote the Transit-app as the short to medium source of real-time passenger journey planning information. • Roll out of real time passenger information at bus stops, as funding permits.

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RPTP Policy	Proposed Initiatives to Deliver Policy
	• Work with Territorial Authorities to realise opportunities to increase visibility and information provision at bus stops, including flags at all locations and totems at major hubs. • Investigate an integrated “Active Travel Taranaki” web site, potentially as part of a wider inter-regional collaboration, to provide a one-stop shop for all public transport, walking, cycling, and disability access information.
Contribute to reductions in carbon emissions from transport, improved air quality and reduced traffic congestion through mode shift to public transport and decarbonising the bus fleet.	• Deliver and implement a business case which makes a strong investment case for higher bus service frequencies to encourage mode shift away from the private car. • Register and promote exempt services which are provided on a commercial basis. • Investigate options for future bus service contracts using alternative fuels or modern diesel vehicles which have the highest environmental standards. • Evaluate and progress Climate Emergency Response Fund (CERF) funding opportunities for trialling of hydrogen buses on services with high daily vehicle kilometres. • Take advantage of funding opportunities for acceleration of zero emission bus implementation into the urban fleet.
Provide a fares and ticketing system that is simple, affordable and attracts and retains customers while balancing user contribution with public funding.	• Review fares on an annual basis and implement any changes in response to passenger numbers and financial performance. • Encourage and prioritise payment for bus travel by electronic card-based methods - especially groups benefitting from concessions, who will be required to use a Bee card for their journey, or else pay cash. • Continue to provide concessionary fares for children, young adults, Super Gold, and Community Services card holders, in line with national government policy. • Investigate fare capping to reward frequent public transport usage.
Undertake an approach to planning, procurement and monitoring of services that supports the efficient and effective delivery of services while providing good value for money.	• Review and update contract units in response to service improvement proposals approved following a business case. • Implement the requirements of the Sustainable Public Transport Framework (SPTF). • Undertake regular monitoring and evaluation of service, unit, and system performance. • RPTP Programme Working Group (PWG) with the Territorial Authorities to meet on a regular basis to review progress against actions, and agree revised or further actions as required.

Key Performance Indicators and Targets

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

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

Table 5.2: Key Performance Indicators and Proposed Aspirational Targets

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

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

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

APPENDIX A: SERVICES INTEGRAL TO THE PUBLIC TRANSPORT NETWORK

New Plymouth Citylink

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

Type	Days of Operation	Service Number	Route
		35	Bell Block to New Plymouth Boys High School
		40	Ōkato to New Plymouth Boys High School
		41	Ōmata to Highlands Intermediate
		42	Oākura to Francis Douglas Memorial College
		43	Oākura to New Plymouth Girls High School
		44	Oākura to Highlands Intermediate
		45	Oākura to New Plymouth Boys High School
		51	Orbiter
		52	Orbiter
		53	Orbiter
		54	Orbiter
		91	New Plymouth Girls High School to city centre*
		92	New Plymouth Girls Boys School to city centre*
		93	Sacred Heart Girls College to city centre*
		95	Highlands Intermediate School to city centre*
		98	Inglewood High School

* Operates afternoons only

Regional Services

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

Total Mobility

Area	Approved Provider	Wheelchair Facilities
New Plymouth	Driving Miss Daisy	Ramp
	Energy City Cabs	None
	Freedom Companion Driving Service	Ramp
	Ironside Vehicle Society	Hoist
	New Plymouth Taxis	None
Hawera	STOPS	Ramp

APPENDIX B: UNIT ESTABLISHMENT PRINCIPLES

Introduction

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

Network and Service Review

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

Marketable Whole

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

Customer Market

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

Whole-route Operation

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

Unit Attractiveness

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

Opportunities to Group Units in Tenders

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

Mode Specific

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

School Services Consideration

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

Wider Network Consideration

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

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Current Units and Future Options

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

APPENDIX C: SIGNIFICANCE POLICY

Purpose

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

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

For the purpose of this policy:

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

Significant Variations

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

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

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

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

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

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Targeted Engagement

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

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

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

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

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

APPENDIX D: LAND TRANSPORT MANAGEMENT ACT 2003 REQUIREMENTS

Purpose	Provision	Contribution
3 Purpose	The purpose of this Act is to contribute to an effective, efficient, and safe land transport system in the public interest."	• The Plan's contribution to the purpose of the LTMA, and the efficiency and effectiveness of the overall strategic approach to public transport in the Taranaki region has been assessed through the RLTP process. • A range of strategic options were developed and evaluated as part of the RLTP process.
114A Principles "(1) (a)	Regional councils and public transport operators should work in partnership and collaborate with territorial authorities to deliver the regional public transport services and infrastructure necessary to meet the needs of passengers.	• The RPTP includes a section on working together which covers both our relationship with operators and Territorial Authorities.
114A (1) (b)	The provision of public transport services should be coordinated with the aim of achieving the levels of integration, reliability, frequency, and coverage necessary to encourage passenger growth.	• Enhanced levels of service on the Urban service in New Plymouth, Bell Block and Waitara will contribute to improved journey times, reduced congestion, and better use of existing transport capacity. • The coverage provided by the regional public transport network as a whole will provide better access to education, health, employment, and areas that contribute to economic growth.
114A (1) (c)	Competitors should have access to regional public transport markets to increase confidence that public transport services are priced efficiently.	• The establishment of units is designed to enable regular entrance to the market for a range of operators.
114A Principles "(1) (d)	Incentives should exist to reduce reliance on public subsidies to cover the cost of providing public transport services.	• Development of units, establishing a partnership approach and regular monitoring aligned with Waka Kotahi's Key Performance Indicators will provide the framework for reducing reliance on public subsidies. • Specific incentives for performance will be incorporated into contract relationships with operators.

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Purpose	Provision	Contribution
115 Principles "(1) (e)	The planning and procurement of public transport services should be transparent.	• The RPTP clearly sets out both the planning and procurement approach for the Council's public transport services.
124 (a) (ii)	Has been prepared in accordance with any relevant guidelines that the Transport Agency has issued.	• Waka Kotahi's Requirements for Urban Buses (2011) have been taken into account and referenced in this Plan.
124 (a) (iii)	Is, if it includes a matter that is not within the scope of the regional land transport plan, otherwise consistent with that plan.	• The purpose of this Plan is to give effect to the public transport components of the current RLTP. • The RLTP was assessed against the regional policy statement and regional plans, and was found to be consistent with them. • District plans were also taken into account during the development of the RLTP. Future versions will be revised to be consistent with the RLTP
124 (c) (i)	Take into account any national energy efficiency and conservation strategy.	• The national energy efficiency and conservation strategy was taken into account in the development and assessment of the preferred strategic option in the RLTP.
124 (c) (ii)	Take into account any relevant regional policy statement, regional plan, district plan, or proposed regional plan or district plan under the Resource Management Act 1991	• The purpose of this Plan is to give effect to the public transport components of the RLTP. • The RLTP was assessed against the regional policy statement and regional plans, and was found to be consistent with them. • District plans were also taken into account during the development of the RLTP. • Future versions will be revised to be consistent with RLTP.
124 (c) (iii)	Take into account the public transport funding likely to be available within the region.	• The Investment and Funding section of the Plan provides a detailed assessment of the funding likely to be available within the region.

124 (c) (iv)	Take into account the need to obtain the best value for money, having regard to the desirability of encouraging a competitive and efficient market for	• The Council has a procurement strategy for transport activities.
		• The objective of the strategy is to procure public transport services in a way that:
		  ○ Achieves value for money,
		  ○ Encourages competitive and efficient markets, and

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Purpose	Provision	Contribution
	public transport services.	○ Sustains those markets.
124 (c) (v)	Take into account the views of public transport operators in the region	There has been detailed engagement with public transport operators to enable their views to be taken into account during the development of the Plan.
35 and 120 (1) (vii)	Consider the needs of persons who are transport-disadvantaged	The Accessibility and Equity section of the Plan considers the needs of the transport-disadvantaged.

Date 11 September 2023

Subject: **Proposed Change to Committee Meeting Time**

Approved by: M J Nield, Director - Corporate Services

S J Ruru, Chief Executive

Document: 3190739

Purpose

1. The purpose of this memorandum is to receive and consider changing the start time for meetings of the Executive, Audit and Risk Committee (Committee) for all meetings of this Committee for the remainder of the triennium.

Recommendations

That the Taranaki Regional Council:

a) receives the memorandum *Proposed change to Committee meeting time*

b) selects and approves option C: leave the start time for meetings of this Committee as 10:00am. Based on the survey poll of members, this is the preferred option.

c) determines that this decision be recognised as not significant in terms of section 76 of the *Local Government Act 2002*

d) determines that it has complied with the decision-making provisions of the *Local Government Act 2002* to the extent necessary in relation to this decision; and in accordance with section 79 of the Act; determines that it does not require further information, further assessment of options or further analysis of costs and benefits, or advantages and disadvantages prior to making a decision on this matter.

Background

2. The Chair of this Committee has made a request to officers that the start time for meetings of this Committee be changed from 10:00am to 9:00am.

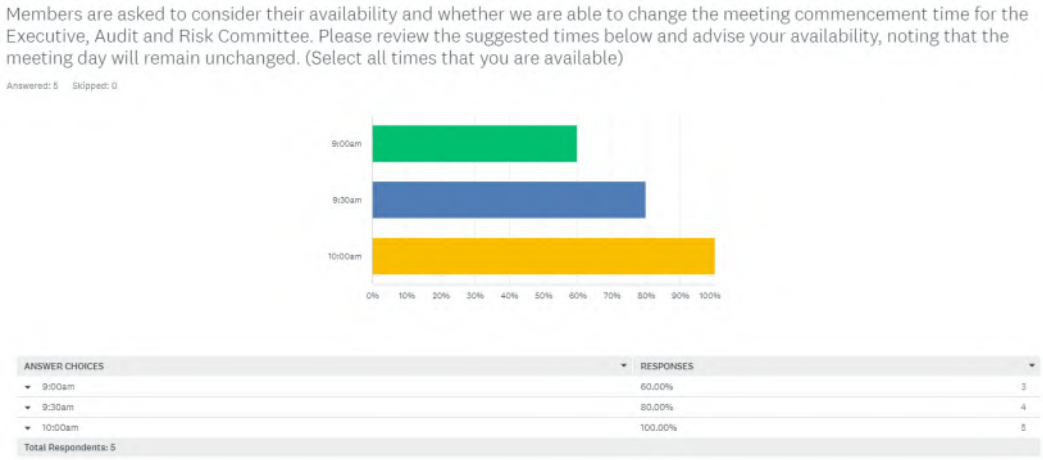
Discussion

3. Officers have received the request and can confirm that there is meeting room availability to allow us to bring the meeting start time forward to 9:00am or 9:30am.

4. The next meeting of this Committee will occur on 24 October 2023 which is sufficient time for officers to publicly notify of a change in meeting start time, if the Committee

agree to the option A or B, in accordance with the required public notice period as stated in the *Local Government Official Information and Meetings Act (1987).*

5. This item was presented to members of this committee at the meeting held 31 July, and members requested that a survey be undertaken to check member's availability. The results of the survey are below.



6. All five members of the committee responded with 10:00am being the only option that all members are available for.

Options

7. Option A: Commence meetings of this Committee at 9:00am for the remainder of this triennium.
8. Option B: Commence meetings of this Committee at 9:30am for the remainder of this triennium
9. Option C: Leave the start time for meetings of this Committee as 10:00am. Based on the survey poll of members, this is the preferred option.

Issues

10. From an operational perspective, there are no foreseeable issues.
11. Members will need to consider their availability to accommodate this change if implemented.

Significance

12. The Committee is being asked endorse the proposal to commence meetings of this Committee at an earlier time. A decision in accordance with the recommendation is assessed as not significant under the Council's *Significance and Engagement Policy.*

Financial considerations—LTP/Annual Plan

13. This memorandum and the associated recommendations are consistent with the Council's adopted Long-Term Plan and estimates. Any financial information included

in this memorandum has been prepared in accordance with generally accepted accounting practice.

Policy considerations

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

Iwi considerations

15. This memorandum and the associated recommendations are consistent with the Council's policy for the development of Māori capacity to contribute to decision-making processes (schedule 10 of the *Local Government Act 2002*) as outlined in the adopted long-term plan and/or annual plan.

Community considerations

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

Legal considerations

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

Public Excluded Recommendations – Executive Audit and Risk Committee 11 September 2023

In accordance with section 48(1) of the *Local Government Official Information and Meetings Act 1987*, resolves that the public is excluded from the following part of the proceedings of the Executive Audit and Risk Meeting on 31 July 2023 for the following reason/s:

The matter to be considered while the public is excluded, the reason for passing this resolution in relation to the matter, and the specific grounds under section 48(1) of the *Local Government Official Information and Meetings Act 1987* are as follows:

Item 12 – Confirmation of Public Excluded Executive Audit and Risk Minutes – 31 July 2023

That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information where the withholding of the information is necessary to protect information where the making available of the information would be likely unreasonably to prejudice the commercial position of the person who supplied or who is the subject of the information; and/or enable any local authority holding the information to carry out, without prejudice, commercial activities.

Item 13 – Yarrow Stadium Plus: Project Steering Group Report

Item 14 – Port Taranaki Ltd: Annual Report and Annual General Meeting

General subject of each matter to be considered	Ground(s) under section 48(1) for the passing of this resolution	Reason for passing this resolution in relation to each matter
Item: 13 Yarrow Stadium Plus: Project Steering Group Report	That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 7 (2) (h) and (2) (i) of the *Local Government Official Information and Meetings Act 1987*	To enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities. To enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations (including commercial and industrial negotiations).

General subject of each matter to be considered	Ground(s) under section 48(1) for the passing of this resolution	Reason for passing this resolution in relation to each matter
Item: 14 Consideration of Port Taranaki Ltd Annual Report and Annual General Meeting	That the public conduct of the whole or the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 7 (2) (h) of the *Local Government Official Information and Meetings Act 1987.*	To enable any local authority holding the information to carry on, without prejudice or disadvantage, commercial activities and to protect the privacy of natural persons. In this report the Council will be evaluating the performance of Port Taranaki and its board of directors. It will also be considering whether it should reappoint a current sitting director. Information relating to the performance of Port Taranaki Ltd and decisions regarding the appointment of directors will be made available following the annual general meeting.

AGENDA AUTHORISATION

Agenda for the Executive, Audit and Risk Committee meeting held on Monday 11 September 2023.

Approved:

1 Sep, 2023 10:15:02 AM GMT+12

S J Ruru
Chief Executive