



**I, Steven May, Tumu Whakarae Chief Executive Officer, hereby give notice that  
a Māori Standing Committee Meeting will be held on:**

**Date:** Thursday, 11 April 2019  
**Time:** 12.30pm  
**Location:** Council Chamber, Wairoa District Council,  
Coronation Square, Wairoa

# **AGENDA**

## **Māori Standing Committee Meeting**

**11 April 2019**

The agenda and associated papers are also available on our website: [www.wairoadc.govt.nz](http://www.wairoadc.govt.nz)

For further information please contact us 06 838 7309 or by email [info@wairoadc.govt.nz](mailto:info@wairoadc.govt.nz)



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- 1 KARAKIA**
- 2 APOLOGIES FOR ABSENCE**
- 3 DECLARATIONS OF CONFLICT OF INTEREST**
- 4 CHAIRPERSON'S ANNOUNCEMENTS**
- 5 LATE ITEMS OF URGENT BUSINESS**
- 6 PUBLIC PARTICIPATION**

A maximum of 30 minutes has been set aside for members of the public to speak on any item on the agenda. Up to 5 minutes per person is allowed. As per Standing Order 14.14 requests to speak must be made to the meeting secretary at least one clear day before the meeting; however this requirement may be waived by the Chairperson.

**7 MINUTES OF THE PREVIOUS MEETING**

Ordinary Meeting - 14 March 2019

**MINUTES OF WAIROA DISTRICT COUNCIL  
MĀORI STANDING COMMITTEE MEETING  
HELD AT THE MANUTAI MARAE, STATE HIGHWAY 2 NORTH, NUHAKA  
ON THURSDAY, 14 MARCH 2019 AT 12.30PM**

**PRESENT:** Cr Charles (Charlie) Lambert, Mr Kiwa Hammond, Mrs Here Nissen, Mr Henare Mita, Ms Sharon Cooper, Ms Theresa Thornton, Ms Whaiora Maindonald, Mrs Fiona Wairau

**IN ATTENDANCE:** D Culshaw (Pouahurea Maori Relationships Manager), G Waikawa (Kaiurungi Tutohu Governance Officer), N Heath (HBRC Catchment Manager), Jenny Moses

**1 KARAKIA**

Karakia was given by Henare Mita.

**2 APOLOGIES FOR ABSENCE**

**APOLOGIES**

**COMMITTEE RESOLUTION 2019/74**

Moved: Cr Charles (Charlie) Lambert

Seconded: Ms Whaiora Maindonald

That the apologies received from His Worship the Mayor, C Little, Cr J Harker, P Kelly, S May and C Knight be accepted and leave of absence granted.

**CARRIED**

**3 DECLARATION OF CONFLICT OF INTEREST**

None.

**4 CHAIRPERSON'S ANNOUNCEMENTS**

None.

**5 LATE ITEMS OF URGENT BUSINESS**

None.

**6 PUBLIC PARTICIPATION**

A maximum of 30 minutes has been set aside for members of the public to speak on any item on the agenda. Up to 5 minutes per person is allowed. As per Standing Order 14.14 requests to speak must be made to the meeting secretary at least one clear day before the meeting; however this requirement may be waived by the Chairperson.

**7 MINUTES OF THE PREVIOUS MEETING****COMMITTEE RESOLUTION 2019/75**

Moved: Mr Henare Mita

Seconded: Ms Theresa Thornton

That the minutes of the Ordinary Meeting held on 14 February 2019 be confirmed.

**CARRIED**

**8 GENERAL ITEMS****8.1 MAORI RELATIONSHIPS MANAGER REPORT - MARCH 2019****COMMITTEE RESOLUTION 2019/76**

Moved: Mr Kiwa Hammond

Seconded: Mr Henare Mita

That the Māori Standing Committee receives the Maori Relationships Manager's report.

**CARRIED**

Mr N Heath presented his report and reported on sustainable homes, hui to discuss Plan Change for Outstanding Freshwater Management, Hill Country Erosion Fund with Gisborne District Council, Whakaki Freshwater Improvement Fund Project and Raupunga water supply catchment work.

Mr Heath also presented HBRC's Tangata Whenua Engagement for the period 1 July 2018 – 1 March 2019.

Mr Kiwa Hammond presented his Chair's report

Takiwa reports were from:

- Mr H Mita - Rakaipaaka Takiwa (attached to the agenda)
- Ms S Cooper – Waikaremoana Takiwa (attached to the agenda)
- Ms T Thornton – Pahauwera Takiwa (attached to the agenda)
- Mrs Whaiora Maindonald – Te Wairoa Honengenge Takiwa (attached to the agenda)
- Mr P Kelly – Te Wairoa Matangirau Takiwa (attached to the agenda)
- Mrs F Wairau – Mahia Mai Tawhiti Takiwa (verbal)
- Mrs H Nissen – Ruakituri Takiwa (verbal)

**The Meeting closed at 4.02pm with a karakia by Henare Mita.**

**The minutes of this meeting were confirmed at the Māori Standing Committee Meeting held on 11 April 2019.**

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**CHAIRPERSON**



## 8 GENERAL ITEMS

### 8.1 MAORI RELATIONSHIPS MANAGER REPORT - APRIL 2019

- Author:** Duane Culshaw, Pouahurea Māori Māori Relationships Manager
- Authoriser:** Kitea Tipuna, Pouwhakarae – Hapori / Whakatūtaki Group Manager  
Community and Engagement
- Appendices:**
1. MSC Chairman's Report - April 2019 [↓](#)
  2. Te Wairoa Honengenenge Takiwa Report - April 2019 [↓](#)
  3. Mahia Mai Tawhiti Takiwa Report - April 2019 [↓](#)
  4. Rakaipaaka Takiwa Report - April 2019 [↓](#)
  5. HBRC Report - April 2019 [↓](#)
  6. HBRC RPTP - April 2019 [↓](#)

#### 1. PURPOSE

- 1.1 This report provides information for the Māori Standing Committee on Council and community activities.

#### RECOMMENDATION

*The Māori Relationships Manager RECOMMENDS that the Māori Standing Committee receives the report.*

#### 2. KUPU WHAKATAKI

- 2.1 Takatū ana ngā tai ki te ākau, e whakanukunukuhia, kia whakanekeneke whiua rerehia rātau ki te wai, ki tai wiwī, ki tai wawā. Toia te hau marangai kia kaha rongo taku kiri o te kikini o Rehutai, o ngā tai whatiwhati e haruru nei mō koutou i te rāf4 nei.
- 2.2 Ē...taku mate, taku mate ki taku rōpū tāne, ki taku rōpū wāhine, ki taku rōpū tamariki, ki a koutou ko te hapori whānui o Ōtautahi, e noho ana i te korowai rangimārie, kia kaha rā. Ki a koutou hoki o Huramua whānau, kia maumahara tonu koutou i a rātau. Ka riro pai koutou karapitia iho ki te papa o te waka, kahuria te kuha, ka hāpaingia te kakau o te hoe, tipua horonuku, tipua hororangi. He aha i rāhoto ki tai o te moana, whakangaro atu ai taku kura ki a au? Taukiri te mamae.

#### 3. UPDATES (INFORMATIONAL)

- 3.1 This is an update from the previous minutes (March) of the Māori Standing Committee (MSC).
- 3.2 **Client Service Request** – a kindly reminder for MSC members to refer any repair requests or complaints to the Client Service Request form (Telephone complaint in or it is accessible via the Council website – From Home Page, click on the Envelope icon (top right of page), scroll down to **I want to...** click on **Get Something Fixed**. Fill out online form and click **Submit**).
- 3.3 **Council Forum Roster** – the next three Council forum roster is **Tuesday, 21 May (Fiona)** and **Tuesday, 2 July (Sharon)**, **13 August (Paul)**. If you are unable to attend your designated date, please inform the Māori Relationships Manager in the first instance.

**4. CONSULTATION – RATES REMISSION POLICY FOR MĀORI FREEHOLD LAND USED FOR PAPA KĀINGA HOUSING (INFORMATIONAL, DECISIONAL)**

- 4.1 As the representatives are aware the Wairoa District Council is considering introducing a rates remission policy for the remission of Uniform Annual General Charges and waste management rural charges for Māori freehold land used for papa kāinga housing.
- 4.2 The Wairoa District Council recognises that often occupation licenses and other informal arrangements only provide a temporary right to occupy an area of land for the purposes of establishing a dwelling; and do not provide a right to permanent occupation or succession; and are often not commercial in nature; and hinder occupants from being eligible to apply for a rates remission.
- 4.3 The Wairoa District Council considers that this is a matter for local communities to provide feedback on. There is also a legislative requirement for the special consultative procedure to be used. The Council is therefore seeking feedback from its communities on whether they believe Council should adopt this proposed policy.
- 4.4 The Consultation Document, Policy and Submission Form can be downloaded from the Council website. Written submissions may be made until 4.30 pm, Thursday, 18 April 2019.
- 4.5 The Māori Standing Committee may wish to discuss this policy and consider whether to make a submission on behalf of their respective takiwā.

**5. ELECTION PROCESS – (INFORMATIONAL)**

- 5.1 The Māori Relationship Manager will make a very short presentation to give further context and clarification for the upcoming Local Government election process.

**6. HBRC REGIONAL PUBLIC TRANSPORT PLAN – (INFORMATIONAL)**

- 6.1 The Hawke's Bay Regional Council is interested in your thoughts on public transport in the region. They have release their draft Regional Public Transport Plan for the next 3 years and welcome submissions which will close on Monday, 6 May 2019.
- 6.2 The draft plan sets out how they manage goBay bus and Total Mobility services currently provided. They are particularly interested in your thoughts on what (if any) public transport improvements would you like to see? Where are the gaps? and How could they improve the quality of their public transport?; and Do you think there is a need for more services in Wairoa and Central Hawke's Bay?; and Do their Total Mobility services meet your needs? If not, what could be improved.
- 6.3 Please go to [hbrc.govt.nz](http://hbrc.govt.nz) – search #RPTP for a copy of their consultation document.



**7. KUPU WHAKAKAPI**

- 7.1 Ka mutu tēnei pūrongo pakupaku, ahakoa te aha, iti te kupu, nui te kōrero. Nā reira e ngā māngai, e ngā kaihautū o tērā takiwā, o tērā takiwā whakatau nei ki runga i tēnei tō tātau nei marae, tēnā anō koutou, tēnā anō tātau.

**8. CONCLUSION**

- 8.1 The Māori Relationships Manager RECOMMENDS that the Māori Standing Committee receives the report.

**Signatories**

	
Author Duane Culshaw	Approved by Kitea Tipuna

**Wairoa District Council Māori Standing Committee**  
**Chairman's Report**  
Kiwa Hammond  
Thursday, 11 April 2019

*Kimihia, rangahaua, kei hea koutou ka ngaro nei? Tēnā ka riro ki Paerau, ki Te Huinga o Te Kahurangi ka oti rā koutou e...! Ōtautahi tangata – ko koutou te kotahitanga o te aroha! Hūramua tangata – ko koutou te huihuinga o te maumahara! Te Wairoa tangata – ko tātau nei te whakatinanatanga o tika, o te pono, o te māramatanga e. Hui marama! Hui te ora e!*

It is my pleasure to present this Chairman's report for March 2019 with reference to early April 2019 (up to and including this Māori Standing Committee meeting, Thursday 11 April 2019).

Over the period that this report covers, in my role as MSC Chairman I was required to attend several meetings requested by WDC or required to represent the MSC at other extraordinary meetings. Along with scheduled MSC meetings and workshops these included:

- HBLASS Three Waters Review (19/03/19)
- WDC Ordinary Meeting (19/03/19)
- WDC/MSF Freedom Camping Bylaw Workshop (09/04/19)
- WDC/MSF Tangihanga Discussion/Workshop (09/04/19)
- WDC Forum (09/04/19)

**Māori Standing Committee (11/04/19)**

*Te kotahitanga o te aroha:* Last month our nation bore witness to an atrocity, a murderous crime, an act of hatred and evil that shook our society to its very depths. New Zealanders generally like to think that we live in a country where we should be free to live our lives unaffected by terrorism, extremism, nationalism, and supremacist doctrines based on irrational fear, paranoia, and hate.

Sadly, 50 innocent lives taken and 50 more wounded in an instant challenged all of us to take a good honest look at ourselves – our prejudices, our bias, our beliefs, and our truths.

Te Wairoa is not immune to these facets of the human condition. As a diverse community with a shared history of over two hundred years and an indigenous narrative that stretches far beyond that conflict, warfare, and 'us and them' thinking is part of our historical record. It is important to remember those moments to remind ourselves of where we have come from to appreciate as well as continue to improve what we have now. *Titiro whakamuri kia haere whakamua.*

Going forward, however, I encourage all of us to stand strong to oppose the implicit and explicit conditions, behaviours, and actions that would ever lead to any repeats of the pain inflicted on the victims, their families, friends, and communities through a wanton act of delusion and destruction.

Why am I making these comments in this Chairman's report for the Māori Standing Committee? The answer is simple: tika, pono, māramatanga, aroha. These are tikanga we strive to achieve and fulfil as a committee, but it needs to be more than that. We actually need to live these principles – not just talk about them or pay them lip service when in public or when it is convenient.

During the national commemoration ceremony held in Christchurch on Friday 29 March 2019, I was heartened to hear the Prime Minister, Jacinda Adern quote from – and the Māori songstress Maisey Rika also sing – a little known verse of the national anthem which I feel encapsulates what our nation is supposed to represent<sup>1</sup>:

Ōna mano tāngata	Men of every creed and race,
Kiri where, kiri mā,	Gather here before Thy face,
Iwi Māori, Pākehā,	Asking Thee to bless this place,
Rūpeke katoa,	God defend our free land.
Nei ka tono ko ngā hē	From dissension, envy, hate,
Māu e whakaahu kē,	And corruption guard our state,
Kia ora mārire	Make our country good and great,
Aotearoa...	God defend New Zealand.

When Thomas Bracken, an Irish-born Victorian-raised immigrant and politician composed this initially as a poem in the 1870's it was his response to the corruption in politics and society that he saw in New Zealand at the time. Bracken was a supporter of egalitarian policies, championed sovereignty for Māori, and criticised the government for what he saw to be breaches of its obligations to the Treaty of Waitangi.<sup>2</sup>

Not only is this a timely reminder of these little sung lyrics – it is a call to arms – a linking of arms to stand together and remind ourselves, and each other, with total honesty what is truly important: Our community is our humanity. Our unity is our diversity. Our actions are our values.

#### **Māori Representation on Local Bodies**

I read with interest the decision made recently by the Hastings District Council to installed non-elected Māori representatives onto its respective standing committees.<sup>3</sup> As expected, this has been celebrated in some parts of the Heretaunga district especially among our whanaunga who have long desired a greater say in local government decision making. However, this same decision by Hastings District Council has been opposed in other circles who choose to hide behind acceptable terms like 'democracy' and 'community referendum' knowing full well that with a Māori population of around 20% the chances of equitable and fair representation for Māori is severely diminished.

Sadly, we saw a similar pattern play out in Taranaki several years ago at the New Plymouth District Council and a discrimination driven democratic process used to maintain a status quo that has been in place since the days of land confiscation. In 2017 an attempt was made to implement a Māori wards system in Hastings but was voted down in spite of the obvious fact that districts such as Hastings would be better served by a Māori Wards system such as that agreed to by referendum by our community at the last local body elections.

Comparatively, Te Wairoa has a more participatory approach to democracy with transparency and early engagement with the community being a priority in many WDC activities, and we have an opportunity in the upcoming elections to demonstrate that the divisive politics of past must not be allowed to determine the future of our community.

<sup>1</sup> [https://en.wikipedia.org/wiki/God\\_Defend\\_New\\_Zealand](https://en.wikipedia.org/wiki/God_Defend_New_Zealand) accessed 29/03/19.

<sup>2</sup> [https://en.wikipedia.org/wiki/Thomas\\_Bracken](https://en.wikipedia.org/wiki/Thomas_Bracken) accessed 29/03/19.

<sup>3</sup> Hawkes Bay Today, Friday 29 March 2019.

**Future MSC Structure and Reporting**

Recently I attended the kāhui meeting for Te Hononga o Ngā Awa, the cluster within which my takiwā (Te Wairoa Hōpūpū) falls. There are several overlaps of this kāhui with other MSC takiwā such as Ruakituri and Te Wairoa Hōngene. This caused me to reflect on how and where MSC representatives in the future should be engaging within their respective takiwā. A good example of this is Te Mahia where the Mahia Māori Committee and its iwi entity Rongomaiwahine act as very useful forums for the MSC representative to be an effective conduit to WDC and related matters. Some MSC representatives struggle to reach their entire takiwā on a regular basis due to a variety of factors (e.g. irregular marae meetings, too many marae – not enough time, changing marae contacts, etc).

What is clear is that future MSC representatives will need to look carefully at how it interacts with newly emerging entities such as the kāhui and remain focused on the MSC Terms of Reference as set out in the WDC Māori Policy. The kāhui model is going to be a key driver for a range of kaupapa throughout the entire district. The Wairoa District Council and the Hawkes Bay Regional Council have a Tri-partite agreement with Tātau Tātau o Te Wairoa. This agreement operates at a broad governance level between those three entities. However, MSC representatives should still seek ways to engage with their takiwā through existing tribal governance entities as well as the newly formed post-settlement kāhui which will operate at a more localised governance level.

As local models of representation and community leadership evolve so might this topic of conversation as this year marches on toward the eventual selection of the next Māori Standing Committee whoever they may be.

**Te Tikanga me te Ture**

Finally, by the time we meet for this MSC Hui the most substantial parts of the Matiti Urupā repatriation will hopefully have been completed. The significance of this event has not been lost on anyone, from the time that issues were identified with the urupā and the effects of erosion, through to the decision being made by the whānau of Hūramua to repatriate, the subsequent preparation and consecration of a new site, and of course the highly skilled and technical process of exhumation and re-interment.

As MSC we have been kept informed and updated as deemed necessary. In addition to the Māori Relationships Manager acting as a conduit and facilitator of information for the whānau involved in the repatriation process, another significant contribution from WDC was the allocation of extra budget to enable the development of the council owned and managed road reserve area immediately outside the new urupā. This is an example of where the Council has been able to support a local marae simply by upholding its legislated responsibilities and carrying out activities that the WDC is already charged with fulfilling. A good example of tikanga and ture working together to achieve a positive outcome.

Tō mai te rā, ka rere ki tua o te pae kia tau mai te pō. Ao ake te rā, ka hoki mai anō a Tama-i-te-ao mārama. Mauri tū, mauri ora! Nō reira, tēnā koutou, tēnā koutou, tēnā tātau katoa.

Nāku nei,

**Kiwa Hammond**

(Te Wairoa Hōpūpū Takiwā)

**Chairman, Māori Standing Committee**

**WAIROA DISTRICT COUNCIL**

**Wairoa District Council Māori Standing Committee**  
**Te Wairoa Hōnengenenge Takiwā Report**  
Whai-ora Maingdonald  
Thursday, 11 April 2019

Tēnā koutou katoa

**Marae Updates**

*Hinemihī* – we have our CCTV cameras and WiFi up and running. We hosted the THONA kāhui AGM on Saturday, 30 March 2019.

*Ruataniwha* – they held their AGM on Saturday, 30 March 2019, which included elections for new Trustees and committee. Their Chairperson will be stepping down.

*Tawhiti-a-Marū* – spoke to the Chairperson and everything seems to be going okay.

*Waiherere* – I attended the Wairoa River Cultural Impact Assessment hui on Thursday, 14 March 2019. A small group attended and Katarina Kawana gave an outline of what is happening and what we need to do to try and remedy the neglect our river has had over the years. She has collected the history of sites of significance to Māori and wāhi tapu. On 26-28 March 2019 Graham Edmundson (HBRC Senior Engineer), Katarina Kawana, Anna Galvin, Timini Mete and Michelle McIlroy visited all marae and urupā along our awa. After Matiti, Pakōwhai needs a lot of work to save it from falling into the river. I must congratulate Wiki Hauraki and her small band of helpers for the excellent work they have done on the kitchen – looks great! They will also be clearing and planting native trees along the bank behind the marae this year (5,000 trees donated by Matariki to Rākau fund) to commemorate our returned servicemen.

**Economic Development Committee Update – 26 March 2019**

We were introduced to Kerry Henderson (Ngāi Tahu), the new Programme Manager for Matariki REDS.

Russell McCracken showed us his powerpoint presentation about Adventure Wairoa. I do not think locals realise how Adventure Wairoa operates. They have a range of equipment including racks of brand new mountain bikes, two e-bikes, kayaks, paddle boards, as well as safety equipment. Annual fees to join are reasonable:- \$15 per child; \$50 per adult; \$100 per family. Russell was nominated to represent Adventure Wairoa at the recent Trust Power National Community Awards, which was hosted in Tauranga (29-30 March 2019).

Gaiety Theatre – E Tū Wairoa organised a children's week (4-10 March) and on Thursday, 7 March 2019, the event was a movie at the Gaiety Theatre. One hundred and seventy-seven (177) children and whānau attended. Patronage at the theatre has increased from last year thanks to volunteers and the great work Annalena Atzwanger is doing. [We are looking for more volunteers, if anyone is interested please contact Annalena (0275541692) for more details].

Visitors to Wairoa are on the increase. Hopefully all marae in Wairoa have jumped on board with Marae Digital Connectivity, something we should be taking advantage of.

New information panels will be erected within the next few weeks close to where the old playground was located. Many thanks to the Wairoa Museum and Friends of the Museum for their efforts in this joint project.

Rangihoua – I seek guidance from the MSC regarding issues at Rangihoua, I will speak to this during our hui.

Ngā mihi

Whai-ora Maindonald  
**MSC Te Wairoa Hōnengenenge Takiwā**



**Wairoa District Council Māori Standing Committee**  
**Mahia Mai Tawhiti Takiwā Report**  
Fiona Wairau  
Thursday, 11 April 2019

Kia ora koutou katoa

**Matiti Urupā Repatriation Project**

I humbly apologise that I was unable to attend the pōhiri, I can only imagine the overwhelming sadness and empathy, for all involved. Discussions are taking place in our rohe regarding the many urupā along the coast line of Mahia.

**Te Rakato Marae**

AGM scheduled for Sunday 14<sup>th</sup> April 2019 at 11am

**Ruawharo Marae**

New elected Chairman, Darren Te Rangi, informed the Mahia Māori Committee (MMC), he wants to be more actively involved with the community. He acknowledged whānau that have returned and supporting the marae. He assured the MMC that the electrical work in the kitchen will be completed by the end of April, in time to facilitate the next MMC hui.

**Kaiuku Marae**

Pera Edwards and Grace Newport are organising a meeting to discuss the concerns that Grace raised regarding the East Coast Road Drop off (between Te Mahia School and Kaiuku Marae). Date and time to be confirmed.



Pōhiri held on Friday, 15 March 2019, return of Tū-amo-kotahi whale Jaw bone



**Apa-Apa-A-Rangi Marae**

Ongoing concerns, Quad bikes driving over rock formation along Nukutaurua, signs in the wrong place "but don't stop people". Advised HBRC are responsible

Thank you both Duane Culshaw and Nathan Heath for attending the Mahia Māori Committee meeting held on Sunday, 31 March 2019 at Kaiuku Marae. It was very important to get clarification with issues raised at the previous hui held at Te Rakato Marae.

Special Thank you to MSC member, Whai-ora Maindonald, all our marae have received a copy "Marae Connectivity Information Sheet".

Noho ora mai

Fiona Wairau  
MSC – Mahia MaiTawhiti Takiwā

#### **Note from Māori Relationships Manager**

##### Kaiurku Marae – Road Works

At the previous MMC hui (31 March), the issue was raised regarding drivers taking no notice of the signage around the road work site. As indicated we took the following photos.



The issue of driver behaviour falls outside the responsibility of the Council, however, we would encourage that any dangerous driving or behaviour should be reported to the Police.

We also had a discussion with the Road Team at Council and they have informed us that the Health and Safety Officer has reviewed the signage and is satisfied that the signs are appropriate to give warning to drivers about an approaching road condition, namely to reduce speed (30 km temporary) and that the road is reduced to one lane.



Apaapa-ā-Rangi Marae

At the recent MMC hui (31 March), marae representatives raised the 'ongoing concerns' regarding vehicles driving over 'rock formations' at Nukutaurua. Below is a photo of the signage that prohibits vehicles from travelling on 'Intertidal Rock Platforms' and clearly shows the area that is prohibited. The sign also clearly notes that 'Vehicles are allowed to travel on the hard sand between the platform and the land'. Nathan Heath from HBRC can give more clarity on these signs.





**Wairoa District Council Māori Standing Committee  
Rakaipaaka Takiwā Report**

Henare Mita  
Thursday, 11 April 2019

**United In Grief**

Well over a fortnight following the Christchurch mosque attacks and the memory of that tragedy still resonates. This terrible event has changed our country forever, and as New Zealanders, it has also brought us closer together. We mourn the fifty Muslim residents who lost their lives that fateful day, and remain hopeful about a further fifty worshippers, injured during the merciless onslaught. New Zealanders generally are a reserved people, but the universal outpouring of grief and condemnation for what transpired that day, has been uplifting to observe. It is not just me that has been touched by our response though, many corners of our globe too, are heartened by our warm, sincere and optimistic messaging. We should be very proud of our small nation.

**Kahungunu Marae**

A pōwhiri was held on 12 March 2019 at Kahungunu Marae in Nuhaka, where a host of recently appointed administrators were welcomed to the Wairoa district. An initiative of Councillor Hine Flood under the auspices of the Wairoa Community Partnership Group, these appointees represented important organisations that have a significant influence locally and nationally. Present was the likes of Deidre Hemingway of MSD, Te Pare Meihana of Oranga Tamariki, Bernard Te Paa of HBDHB along with present HBDHB CEO and present Wairoa College Principal and Deputy Principal. Police were represented as was Wairoa District Council in the form of His Worship the Mayor Craig Little. The main driver behind this gathering was to foster a closer working relationship among these different organisations for the greater good of Wairoa, ostensibly under the Wairoa Community Partnership Group.

**Dangerous Driveway**

During and following our Māori Standing Committee meeting at Manutai Marae a number of issues were raised with me and so I sought advice from our Maori Relationships Manager, to see if there was some solution to these different problems. While informally chatting with Ms Donna Mete, she raised the issue of whether Council could assist her with the inherent dangers she faces when exiting her driveway. She is faced by a worrying blind-spot and is forced to rely upon her hearing, to judge whether there is oncoming traffic. She has approached Transit New Zealand to place a reflective device opposite her drive to improve driver safety. Nothing to date has happened. She wondered why some Mahia residents had reflective devices outside their driveways, and yet she was still waiting for assistance.

Duane advised me that Donna needs to remain in contact with Transit NZ and that unfortunately, it will be a long, drawn-out process. He advised that the aforementioned Mahia residents come under WDC jurisdiction, and as a result they were able to respond to their safety concerns more quickly.

**Tangihanga Signage**

A Te Rehu Marae trustee asked if we could have 'Tangihanga' signage. The Māori Relationships Manager advised that because Te Rehu lies off the main road it may not be eligible for such signage. Marae like Tānenuiārangi, Tamakahu and Manutai were eligible, because they were situated along the main road, but even then, would only require signage if the tangihanga was to be a very large event. Generally, attendees to a tangihanga needed to execute common sense when entering or exiting a marae. If Te Rehu does have traffic concerns, we should contact our local constable, requesting his assistance.

***Note from MRM*** – in any event of a tangihanga and there are traffic concerns, please do not hesitate to contact the Council, who would be happy to put up signage during the event.

**Mowing**

Following Māori Relationships Manager's advice regarding lack of mowing along the side-streets in Nuhaka, I contacted WDC online through the CRS facility and was grateful with the response time.

**Mangaone Road**

I was able to chat with Graeme Symes and Matenga Hapi recently and was reminded by Matenga, about how long it took for Kokohu Road to be tar-sealed and all that he and Carol went through to get it done. The letters, making a submission to Council, data-gathering instrumentation employed by WDC over the years, approaching neighbours for support all part of a long arduous journey. I understand now the frustrations that Graeme and Johnina Symes are going through and why they remain somewhat pessimistic about seeing Mangaone Road tar-sealed. Hopefully, we can progress this issue on their behalf.

**Poroporoaki**

Lastly, I wish to bid farewell to Tunisia Jenkins (nee Winiana), Martell Christie (nee Kewene) and Manukau Sutherland. Each of them had their own unique stories to offer us and we trust that they rest well under god's grace. We pay homage to Aunty Marg Smith, a woman who graced our marae, and our Kahungunu airways. We are the richer for her contribution.

Nāku noa, nā

Henare Mita

MSC – Rakaipaaka Takiwā

**Maori Standing Committee Meeting – 11 April 2019****Hawke's Bay Regional Council Update  
Nathan Heath – Catchment Manager (Northern Hawke's Bay)**

1. Erica Smith leaves the Wairoa Catchment team on 18 April and we are currently looking to recruit a replacement with interviews next week. We are looking to fill two more positions in the next few months to support the work on the ground locally.
2. I attended a meeting on 18 March with tangata whenua representatives and HBRC Policy & Planning staff to discuss the "Outstanding Waterbodies" plan change. This is a Central Government requirement of Regional Councils. The outcome of this meeting was a clear message to staff that tangata whenua regard all waterbodies in the district as important and were not prepared to differentiate between waterbodies or segments of awa in their rohe.
3. Attended the pōhiri at Kaiuku marae on 15 March to welcome the whale jawbone home. That was an awesome occasion and great to be a part of.
4. Mark Heaney from the Sustainable Homes team, attended the Whānau Hākinakina day at Tuai. Feedback was really positive about the day and the interest in the scheme. The whānau are looking to work collectively together to coordinate a number of projects.
5. Attended a meeting with Bonny Hatami of Ngāti Pāhauwera Development Trust 29 March to discuss the Te Awaawa Freshwater Improvement Fund Project and the work occurring around Putere Lakes. I will connect Bonny to the appropriate people at HBRC to progress this kaupapa.
6. Attended the Mahia Māori Committee meeting 31 March at Kaiuku Marae. Discussed progress with on-ground projects at Mahia. The development of an overarching plan for aligning projects at Mahia, issues around swimmability at Ōpoutama and progress made around improving the visibility of the Mātaitai markers for the Horokaka Mātaitai
7. The deadline for submissions to the limited notification for consenting of components of the Whakaki Freshwater Improvement Fund closes on 15 April. At that point we will have a clearer understanding of the future direction of the project.
8. Joella Brown has recently been employed by HBRC to join the Maori Relationships team as a Maori Engagement Coordinator, to help fill the gap left by Joyce-Anne Raihania. Joella has worked with HBRC before and played a large role in helping develop the TANK Plan change alongside tangata whenua, she will be a great addition to the team.
9. I will be attending the pōhiri at Huramua Marae on 2 April, along with other HBRC representatives.

Ngā mihi

A handwritten signature in black ink, appearing to be "N. Heath", written over a horizontal line.

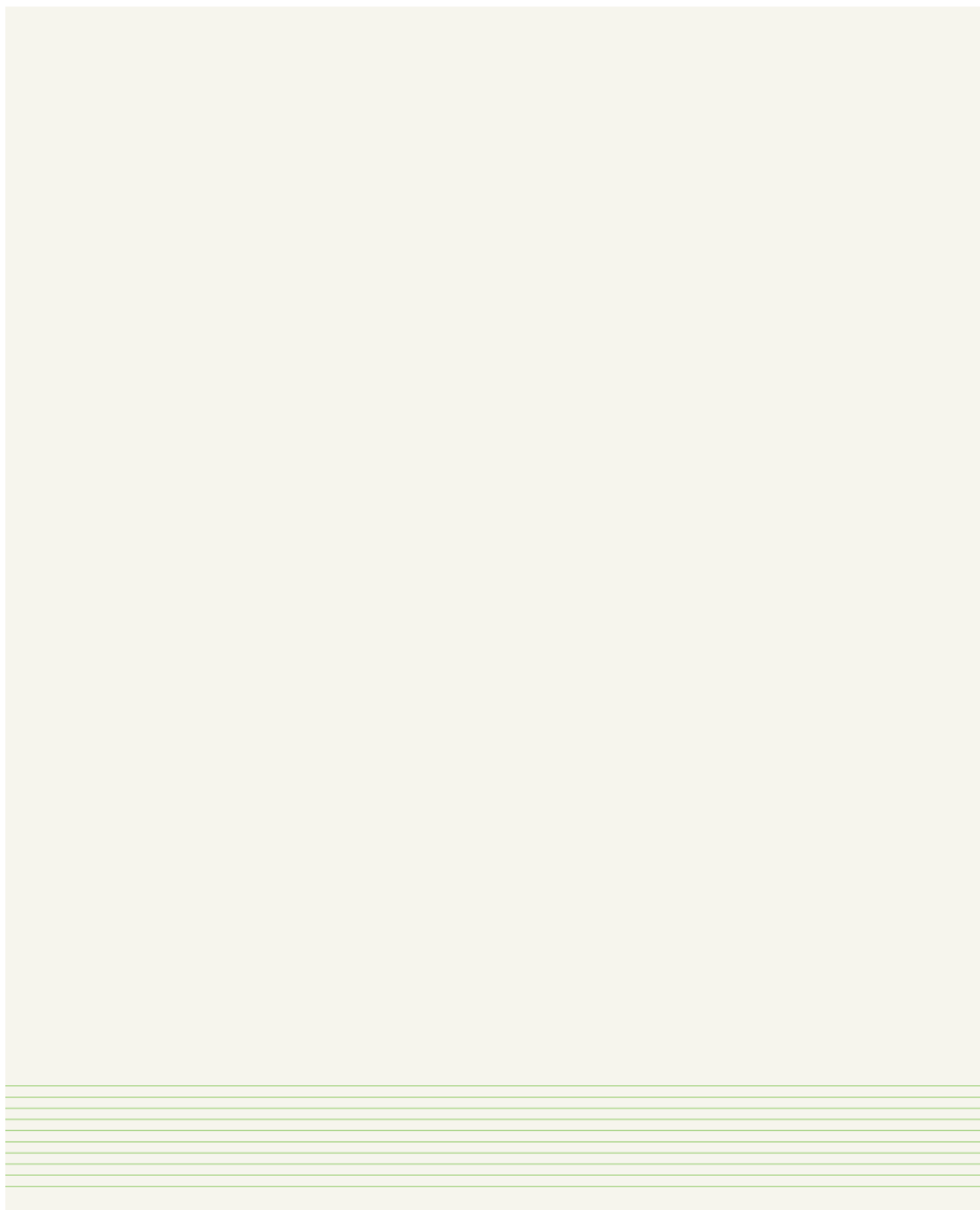
# REGIONAL PUBLIC TRANSPORT PLAN

2019 - 2029  
DRAFT



APRIL 2019









## FOREWORD FROM REGIONAL TRANSPORT COMMITTEE CHAIR

Public transport in Hawke's Bay has been transformed over the last ten years. Thanks to increased funding from Hawke's Bay Regional Council and the New Zealand Transport Agency, we now have services which increasingly meet the transport needs of many of our residents. As a result, many more people are using our goBay bus and Total Mobility services than in the early 2000s. However, as for most of regional New Zealand, bus patronage has declined since its peak in 2014, due to lower fuel prices and increased car ownership.

There is much to be done to reverse this trend, broaden our range of passengers, provide services over a wider area and utilise new technologies to improve service provision and information. At present, the private motor vehicle is still the main transport choice for most of the region's residents and if we are to make the best use of our existing transport networks, minimise transport emissions and avoid further costly increases in capacity, we need to convince many more people to choose public transport at least occasionally.

Hawke's Bay Regional Council, in conjunction with its funding partners, intends to meet this challenge with a range of activities spelt out in this draft plan, as well as continuing to provide current levels of bus and Total Mobility services.

Councillor Alan Dick  
Chairman Regional Transport Committee



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#### HBRC'S VISION FOR PUBLIC TRANSPORT IS:

To deliver a public transport system that is safe, increasingly used, integrated with other modes, and contributes to the economic, social and environmental well-being of the people of Hawke's Bay.



## 1.0 INTRODUCTION

### » 1.1 ABOUT THE REGIONAL PUBLIC TRANSPORT PLAN

The Hawke's Bay Regional Public Transport Plan (RPTP), prepared by the Hawkes Bay Regional Council (HBRC), is a strategic document that sets the objectives and policies for public transport, contains details of the public transport network and development plans for the next ten years.

The RPTP provides a means for councils, transport operators, stakeholders and the public to work together to develop and improve the public transport network and supporting infrastructure.

Hawke's Bay Regional Council (HBRC) is responsible for providing public transport services in our region, which largely comprise bus services that operate in and between Napier and Hastings, and the Total Mobility service, which provides discounted transport for people with disabilities which prevent them from using buses. These services are provided under contract to, and are subsidised by, HBRC.

The money to pay for these contracts comes from fares from passengers using the service, the NZ Transport Agency and HBRC ratepayers.

### » 1.2 TIMEFRAME

This RPTP covers the ten year period from 2019 to 2029, but must be reviewed in three years' time. However, the Plan may also be reviewed in the event of any major changes to the funding or planning environment.

### » 1.3 STRATEGIC CONTEXT FOR THE RPTP

### » 1.3.1 THE LAND TRANSPORT MANAGEMENT ACT 2003

The Land Transport Management Act 2003 (LTMA) was amended in 2013, repealing the Public Transport Management Act and bringing the relevant provisions into the LTMA. The amendments also legislated a new public transport operating model (PTOM) - a new framework for the planning, procurement and delivery of public transport services. There is a strong emphasis on early engagement and collaboration between regional councils, territorial authorities, and public transport operators.

The purpose of the LTMA is to "contribute to an effective, efficient and safe land transport system in the public interest", and requires regional councils to adopt a regional public transport plan (RPTP), which must be reviewed every three years. The LTMA prescribes how plans are to be developed, and sets out the matters that must be contained in a plan. It also describes the purpose of the plan, which is to:

- describe the public transport services that are integral to the public transport network
- define the policies and procedures that apply to those public transport services
- identify the information and infrastructure that supports public transport

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 better collaboration between operators and regional councils. PTOM requires all bus services to be divided into units and provided under exclusive contracts to HBRC. However, services which do not form part of the core public transport network are exempt from operating under contracts.



REGIONAL PUBLIC TRANSPORT PLAN 2019 - 2029





» 1.3.2 THE GOVERNMENT POLICY STATEMENT ON LAND TRANSPORT FUNDING 2018

The Government Policy Statement on Land Transport Funding sets out the Government's desired outcomes and priorities for the land transport sector, and broad funding allocations over the next decade.

The four strategic priorities are:

- Safety
- Access
- Environment
- Value for money.

Safety and access are the key strategic priorities for the Government and reflect the transport system it is striving for, with environment and value for money as supporting priorities.

Objectives for the access priority are:

A land transport system that

- provides increased access to economic and social opportunities
- enables transport choice and access
- is resilient

Public transport services contribute to all these objectives.

The GPS 2018 contains a significant increase in funding for public transport over the next three years in order to help achieve the strategic priority of providing a land transport system that enables transport choice and access.

» 1.3.3 THE REGIONAL LAND TRANSPORT PLAN 2015-25: 2018 REVIEW

The Regional Land Transport Plan (RLTP) sets out the region's vision, objectives and funding for all modes of land transport for which funding is received from the National Land Transport Fund. It contains objectives relevant to public transport and also sets out the required funding for the provision of public transport services and infrastructure over the next three years.

**The RLTP has the following vision:**

"A safe, resilient and efficient transport system that supports the development of our economy and contributes to social wellbeing in our community".

**Supporting strategic objectives include:**

"Access to social, economic and cultural opportunities for all sectors of the community through effective transport links and services"

This is consistent with the vision for public transport contained within this draft RPTP, which is

"To deliver a public transport service which is safe, increasingly used, integrated with other modes and contributes to the economic, social and environmental wellbeing of the people of Hawke's Bay."

» 1.3.4 HAWKE'S BAY REGIONAL COUNCIL PLANS

The HBRC Strategic Plan 2017-21 identifies four areas of focus for this period. One of these is for sustainable services and infrastructure, and the plan sets a strategic goal of a carbon neutral Hawke's Bay by 2040. The public transport services described in this RPTP will contribute to this goal.

The HBRC Long Term Plan sets out public transport activities and funding sources for the next ten years. The plan is reviewed every three years, but significant changes in activities or expenditure are captured in an annual plan.

» 1.4 STRATEGIC CASE

This section provides a summary of the strategic case for the Regional Public Transport Plan. The strategic case forms part of the business case approach to investment in transport.

As part of this process, key stakeholders in public transport have jointly identified regional problems, the benefits of addressing those problems and responses to them, taking into account the feedback received from consultation with bus users and stakeholder organisations.

**Problem 1:**

**The ease of driving in the region and general perception of public transport is leading to reduced usage from those that have their own vehicles.**

Hawke's Bay's public transport network is centred on the two urban areas of Napier/Taradale and Hastings, approximately 25 kms apart, with satellite towns of Clive, Havelock North, Flaxmere and Bay View. The level of commuting between the two cities is significant; many people live in Napier and work in Hastings and vice versa. Similarly, school students traverse frequently between towns for secondary or special character schooling.

The Napier-Hastings Expressway is one of the main commuter routes used, and has seen growth in average daily traffic of as much as 36% on certain sections over the last seven years. Similarly, the number of vehicles registered per person in Hawke's Bay has increased significantly over the last three years, meaning that more people now have access to a vehicle.

Parking in both cities is plentiful and cheap; there is plenty of all-day free parking within easy walking distance of the CBD, and district plan rules ensure parking provision for businesses.

Public transport in the regions is traditionally viewed as a mode to be used by people without private transport options. In the

absence of significant deterrents to driving like congestion or parking availability/cost, many Hawke's Bay car drivers do not think public transport is for them. The convenience of driving often outweighs any other reasons for using public transport.

However, petrol price volatility may start to influence these decisions. Significant increases in the second half of 2018 have been followed by major reductions in early 2019, adding to the uncertainty. Nevertheless, businesses which have taken steps to actively incentivise the use of public transport, have seen an increase in patronage. The Hawke's Bay District Health Board introduced parking charges in the hospital grounds in 2017, but also provides bus subsidies for staff and patients. Both categories have seen a significant increase in use, indicating that pricing factors can over-ride issues of convenience.

#### **Problem 2:**

**The current car focused investment model in rural and provincial areas is leading to a suboptimal transport system that does not effectively integrate public transport.**

Transport planning and investment has been traditionally targeted at providing ever-improving roads, with public transport filling a secondary role. Added to this is Hawke's Bay's dispersed geography and location of essential services. These factors, coupled with low density housing, makes the provision of traditional public transport difficult and expensive.

Similarly, traditional land use planning means that the provision of public transport has often not been factored into planning decisions, with new residential areas increasingly full of cul-de-sacs and dead-end streets and industrial areas located some distance from the main centres.

Hawke's Bay is experiencing significant demographic change, with the population aging at a much faster rate than previously predicted. While the largest sector of the population is presently of working age, this will decline by about 13% by 2043 and the population over 65 will increase by 91% by 2043. The population under 15 will decrease by 14%. This points to the need for better integration of public transport into the transport system, which will need to play a much greater role in the future. There will be increased demand for off-peak services, better coverage into residential areas and a greater role for specialist services such as Total Mobility and demand-responsive services. This may require a new approach to provision of public transport

#### **Problem 3:**

**Limited accessibility and frequency of bus services is leading to under-utilisation of public transport.**

While significant improvements have been made to Hawke's Bay's bus network over the last ten years, there are still gaps in the network, and Central Hawke's Bay and Wairoa have limited public services. This problem could easily be resolved by adding new services, but the cost of doing so needs to be very carefully weighed against the potential use. The provision of traditional services is expensive, and even if new services could recoup half their cost in fares, this can still add a significant cost to ratepayer and taxpayer through subsidies. Other options, such as demand-responsive services, may need to be explored.

Suburban services in Napier and Hastings, which follow a traditional model of leaving from and returning to the CBD, have shown a consistent steady decline in patronage over the last four years. A new approach to provision of off-peak suburban services may also be needed.

While commuter services between cities have a reasonable frequency (20 minutes at peak times) and are showing some growth as fuel prices increase, the journey time is too long and more direct services are needed at peak times. Options to provide better connections to other modes of transport also need to be explored, so that commuters can use public transport for at least part of their journey.

#### **Strategic Response**

The strategic responses we have developed to address these issues are described in Section 5.

## 2.0 BACKGROUND

### » 2.1 CURRENT SERVICES

The current bus and other services supported by HBRC are broadly described below. Details of the services HBRC considers to be integral to the public transport network in Hawke's Bay for the life of this RPTP are described in more detail in Appendix A.

#### » 2.1.1 BUS SERVICES

HBRC currently contracts the provision of bus services in and between Napier and Hastings. This contract, which expires in July 2025, includes the following services:

- Between Napier and Hastings via Taradale and the Eastern Institute of Technology
- The Express between Napier, Hastings and Havelock North (via Clive)
- The Express between Napier and Hastings via the Hawke's Bay Expressway
- Between Havelock North and Hastings
- Between Flaxmere and Hastings
- Within Hastings (covering the suburbs of Camberley, Mahora, Parkvale and Akina)
- Within Napier (covering the suburbs of Tamatea, Taradale, Maraenui, Onekawa, Ahuriri, Westshore and Bayview).

#### » 2.1.2 OTHER SERVICES

##### Total Mobility Scheme

HBRC funds and manages the Total Mobility scheme in Hawke's Bay. Total Mobility is a nationwide scheme which provides discounted taxi travel for people with disabilities who are unable to use buses. The scheme also funds the provision of hoists for vehicles capable of carrying people in wheelchairs. The scheme operates in Napier, Hastings and Central Hawke's Bay.

##### SuperGold Card free travel scheme

This is a nationwide scheme, which provides free off-peak travel (between 9am and 3pm on weekdays and anytime on Saturday, Sunday and public holidays) on all local buses for SuperGold Card holders. The scheme is funded by central government and administered by HBRC.

HBRC has made many service and infrastructure improvements to bus services over the past few years. These improvements are listed below.



All vehicles are easy to board and accessible by people in wheelchairs



## » 2.1.3 SERVICE IMPROVEMENTS

## Buses

Since 2008 the following improvements have been made by HBRC to bus services in Hawke's Bay:

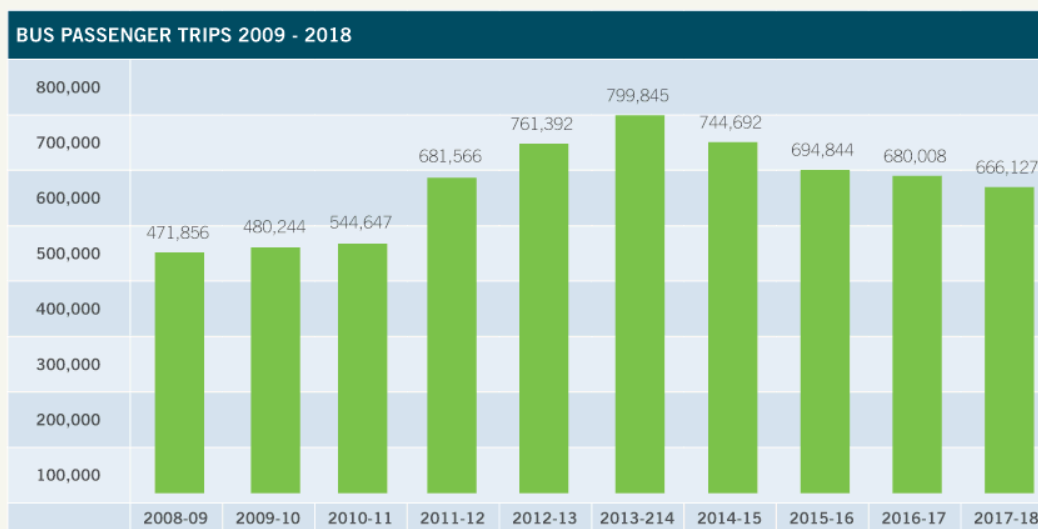
SERVICE	ROUTE	IMPROVEMENT
10 EXPRESS	Between Napier and Hastings via the Expressway	<ul style="list-style-type: none"> <li>New service introduced in September 2008 (cancelled in May 2014 due to low patronage, re-introduced in September 2016 on a different route to coincide with the HBDHB's Workplace Travel Plan).</li> </ul>
11 EXPRESS	Between Havelock North and Napier, via Hastings and Clive.	<ul style="list-style-type: none"> <li>New service introduced in September 2008.</li> </ul>
12N	Napier to Hastings, via Taradale, EIT, Hawke's Bay Hospital and Bay Plaza.	<ul style="list-style-type: none"> <li>Introduced an extra 2.30pm service Monday to Friday in November 2009.</li> <li>Increased the number of Saturday services in November 2009 from 5 to 11.</li> <li>Introduced a new Sunday service in January 2011.</li> <li>Increased services to operate every 20 minutes in peak times and every 30 minutes in off-peak times.</li> </ul>
12H	Hastings to Napier, via, K-Mart, Hawke's Bay Hospital, EIT and Taradale.	<ul style="list-style-type: none"> <li>Introduced an extra 2.30pm service Monday to Friday in November 2009.</li> <li>Increased the number of Saturday services from 5 to 11 in November 2009.</li> <li>Introduced a new Sunday service in January 2011.</li> <li>Increased services to operate every 20 minutes in peak times and every 30 minutes in off-peak times.</li> </ul>
13	Napier-Tamatea-Taradale-Tamatea-Napier	<ul style="list-style-type: none"> <li>Route extended to include Taradale shopping centre in November 2009.</li> <li>Increased the number of services, Monday to Friday, from 9 to 11, in January 2011.</li> <li>Introduced a new Saturday service in January 2011.</li> <li>Route extended to cover Summerset Retirement Village, five trips Monday to Friday in 2017.</li> </ul>
14	Napier-Maraenui-Onekawa-Napier	<ul style="list-style-type: none"> <li>Changed Saturday services to provide coverage from 5 hours to 7 hours in January 2011.</li> </ul>
15	Napier-Ahuriri-Westshore-Ahuriri-Napier	<ul style="list-style-type: none"> <li>Trial made permanent in September 2012, operates Monday to Saturday.</li> <li>Route extended to cover Bay View, five trips Monday to Friday and all four Saturday trips, in 2016.</li> </ul>
16A	Hastings-Camberley-Raureka-Hastings	<ul style="list-style-type: none"> <li>Added an extra service at the end of the day, Monday to Friday, in November 2009.</li> </ul>
16B	Hastings-Mahora-Hastings	<ul style="list-style-type: none"> <li>Added an extra service at the end of the day, Monday to Friday, in November 2009.</li> </ul>
17	Hastings-Parkvale-Akina-Hastings	<ul style="list-style-type: none"> <li>Changed route to travel via Summerset Retirement Village in November 2012.</li> <li>Extended service coverage from 8 hours to 10 hours in 2016.</li> <li>Changed route to travel via Karamu High School in 2016.</li> </ul>
20	Hastings-Flaxmere-Hastings, via The Park, Hastings	<ul style="list-style-type: none"> <li>Re-timed early morning services in November 2009.</li> <li>Added an extra service in the middle of the day, Monday to Friday in January 2011.</li> <li>Extended Saturday service coverage from 6 hours to 9 hours in January 2011.</li> <li>Added seven extra daily services, Monday to Friday, in October 2012.</li> </ul>
21	Hastings-Havelock North-Hastings, via The Park, Hastings	<ul style="list-style-type: none"> <li>Added an extra service in the middle of the day in January 2011.</li> <li>Extended the route of the Saturday service to follow the same (wider) route as the Monday to Friday service in January 2011.</li> <li>Introduced a Sunday service, consisting of 3 trips, in 2016.</li> <li>Extended the route to cover the Summerset Village on Arataki Road and to better service the Lipscombe Crescent area.</li> </ul>

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## 2.0 BACKGROUND (CONTINUED)

SERVICE	ROUTE	IMPROVEMENT
BUSES	All routes	<ul style="list-style-type: none"> <li>All buses (with the exception of the Express services) wheelchair accessible from 2009.</li> <li>All buses meet the Euro 4 emission standard.</li> <li>Introduced Public Holiday services (Saturday/Sunday timetable applies) in October 2011.</li> <li>Bike racks installed on most of the fleet in October 2012.</li> <li>Bike racks available on all the buses from 2016.</li> <li>All buses wheelchair accessible from 2016.</li> </ul>
FARES	All routes	<ul style="list-style-type: none"> <li>Simplified the fare structure by reducing the number of fare zones from four to two in November 2009.</li> <li>Introduced a "Smartcard" fare payment system in 2009.</li> <li>Introduced a new concessionary fare category – 'Community Services Cardholders' to replace the 'beneficiary' and 'disabled' categories, in June 2010.</li> <li>Set up system whereby passengers and caregivers travelling from Napier to Hawke's Bay Hospital for appointments/treatment can travel free of charge, with fares reimbursed by the Hawke's Bay District Health Board.</li> <li>Fares are reviewed annually each September (though not necessarily increased).</li> <li>Work with NGOs and government agencies to provide bespoke ticketing arrangements.</li> <li>Free travel for hospital patients extended to passengers travelling to both Napier and Hastings for medical appointments (fares reimbursed by the HBDHB) in 2017.</li> <li>Workplace travel plan arrangement established with the HBDHB (fares subsidised by the HBDHB) in 2017.</li> </ul>

The number of bus passengers increased significantly between 2009 and 2015 but has declined since then.



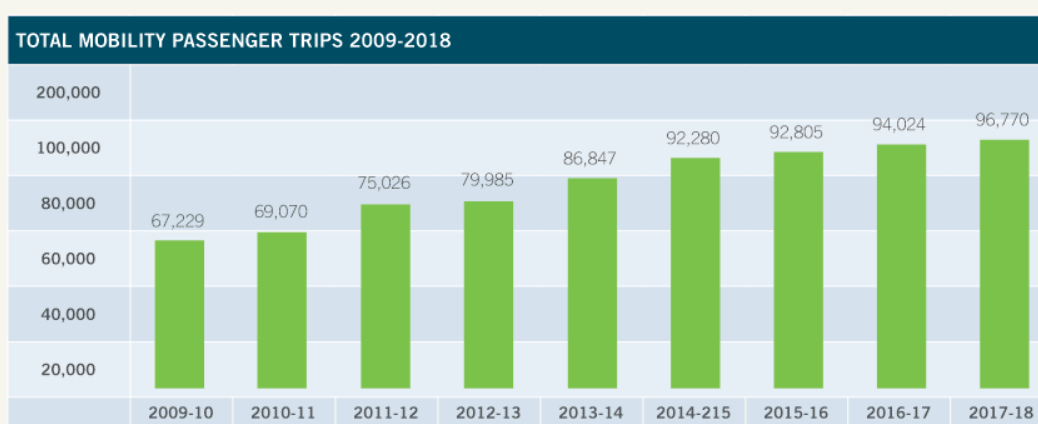
## » 2.1.4 THE TOTAL MOBILITY SCHEME

The Total Mobility Scheme is a nationwide scheme that provides discounted taxi transport for people with disabilities which prevent them from using public transport. Eligibility for the scheme is determined by the effect the impairment has on the individual's ability to undertake components of a journey on the public transport network.

Total Mobility services are provided under contract to, and are subsidised by, HBRC.

The use of the Total Mobility Scheme continues to increase. In 2017-18 there were approximately 3,598 registered users of the scheme in Hawke's Bay compared to 1,914 in 2008-09 and 2,640 in 2011-12.

As demonstrated in the graph below, Total Mobility trips continue to trend upwards and as Hawke's Bay's population is ageing, this trend is likely to continue.



## » 2.2 WHY HBRC SUBSIDISES PUBLIC TRANSPORT

Passengers do not pay the full cost of the public transport services they use. In Hawke's Bay in 2017-18 the passengers' contribution through fares to the cost of running the bus services was 37%, although HBRC is looking to increase this amount. Total Mobility passengers pay half the cost of their travel.

HBRC and the NZ Transport Agency subsidise public transport because it provides a range of benefits.

- **Roading and parking:** Public transport helps relieve/prevent road congestion and the need for new roads. It also reduces pressure on car-parking spaces.
- **Economic:** Providing people with access to employment and educational facilities results in economic benefits for the individual and the community. There are also economic benefits from the reduced need for roads.

- **Environmental:** Buses save energy compared to car trips, and result in reductions in vehicle exhaust and noise emissions. Modern buses are extremely fuel efficient and have low emissions.
- **Health:** Public transport has benefits to health, as most journeys involve a walk or bike ride to and from the bus stop. It may also prove less stressful than driving.
- **Access and mobility:** Public transport provides a means of travel to work for those who may not have alternative transport options. It is an essential link for many between residential areas, commercial areas, recreational areas, educational facilities, health services and community events and activities.
- **Safety:** Bus passengers are much safer travelling on a bus than using any other mode of transport.
- **Social:** Many people do not have access to a car, with public transport the only viable option for travel. There is a significant social benefit from reducing community isolation.

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## 2.0 BACKGROUND (CONTINUED)

## » 2.3 INVOLVEMENT OF OTHER PARTIES

There are many parties involved with providing public transport services. While HBRC plans, funds and contracts the required services, other parties also have a role to play. The territorial authorities (in particular Napier City Council and Hastings District Council) play a major role through the provision of supporting infrastructure such as bus-stops. The NZ Transport Agency provides substantial funding for public transport.

The District Health Board funds the provision of free trips for hospital patients on all services and provides incentives to encourage its staff to use the bus. Community organisations also have a role to play as advocates for the needs of the users.

Under PTOM, service providers are critical partners. HBRC works with its service operators in a spirit of collaboration in order to improve the efficiency and effectiveness of services. Practices such as annual business planning, and financial incentive mechanisms will encourage all parties to work together to plan, innovate and improve public transport in Hawke's Bay.

This Plan cannot be successfully implemented without the support of all these parties. HBRC will work closely with these parties to facilitate the provision of the required services.

## » 2.4 FUNDING

The funding for the services in this Plan comes from three sources:

- Fare revenue from passengers, organisations which purchase tickets on behalf of their members and a crown appropriation (through the Ministry of Transport but administered by the NZ Transport Agency), which pays for the cost of free off-peak travel for SuperGold card holders.
- HBRC, which raises its funds from local ratepayers via a targeted rate; and
- NZTA, which contributes between 50% and 60% of the cost of services after fares.



The Total Mobility Scheme is a nationwide scheme that provides discounted transport for people with disabilities.

### 3.0 THE TRANSPORT DISADVANTAGED

» Under Section 120(1) (viii) of the LTMA, the draft Plan is required to describe how the proposed services will assist people who are “transport disadvantaged”. Section 124(d) also requires HBRC to consider the needs of the transport disadvantaged when approving an RPTP.

The term “transport disadvantaged” is defined in the LTMA as those who HBRC has reasonable grounds to believe are the least able to travel to basic community activities such as work, education, health care, welfare and shopping. HBRC believes the following groups are transport disadvantaged:

- Children
- The elderly
- People with disabilities
- Tertiary students
- People on low incomes
- People who are unable to drive or have no access to a vehicle

HBRC believes that the range of services and the associated fare policies proposed in this Plan will assist the needs of these groups.

The services proposed in the Plan are designed to provide wide coverage of residential areas, linking them with commercial and community facilities.

The existing fare system provides fare discounts to children, tertiary students, the elderly and Community Service Card holders. The elderly also benefit from the SuperGold Card free travel scheme.

The buses used on the services in Hawke's Bay are all wheelchair accessible, which assists people with disabilities, older people and parents with young children.

All buses also have bike racks, which enables people to travel a greater distance to or from a bus stop.

The Total Mobility Scheme also provides services for those who are disabled and unable to use public transport.

HBRC has consulted with a range of groups representing those who are transport disadvantaged in the preparation of this draft Plan.

The purpose of this section is to ensure the experience of the customer is enhanced by having appropriate vehicles and infrastructure.



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## 4.0 VISION, OBJECTIVES AND POLICIES

### » 4.1 VISION

HBRC's vision for public transport is:

"To deliver a public transport system that is safe, increasingly used, integrated with other modes, and contributes to the economic, social, and environmental well-being of the people of Hawke's Bay".

### » 4.2 OBJECTIVES AND POLICIES FOR GOBAY BUS SERVICES

The following objectives and policies set out how HBRC intends to achieve the vision.

### » 4.2.1 OUR CUSTOMERS

Objectives:

4.2.1.1. People in the urban areas of Hastings and Napier have access to public transport services to connect them to employment, shopping, medical, entertainment, recreational and educational facilities.

4.2.1.2. Services are environmentally responsible and integrated with other transport modes, particularly walking and cycling.

POLICY AREA	POLICY
ACCESS TO SERVICES	<p>HBRC will:</p> <ol style="list-style-type: none"> <li>1. Endeavour to provide services that meet the needs of commuters and people travelling for non-work or education reasons.</li> <li>2. Aim to provide services so that at least 90% of residences and businesses within the targeted rating areas are within the following walking distance from a bus-stop:               <ul style="list-style-type: none"> <li>500m – normal conditions</li> <li>600m – low density/outer areas.</li> </ul> </li> <li>3. Subject to available funding, and where sufficient demand exists, look to introduce new services on a trial basis. Any trial should be subject to a minimum trial period of six months before any amendment or cessation.</li> <li>4. Provide separate buses for services where school students would otherwise overcrowd public buses on scheduled urban services.</li> <li>5. Consider the provision of extra services for special events               <ul style="list-style-type: none"> <li>a. which are non-commercial</li> <li>b. where there is free entry for the general public</li> <li>c. where over 5,000 attendees are expected</li> <li>d. where organisers will contribute one-third of the net cost of additional services</li> </ul> </li> </ol>
TRANSPORT DISADVANTAGED	<p>HBRC will:</p> <ol style="list-style-type: none"> <li>6. Consider the needs of those who are transport disadvantaged when providing services.</li> <li>7. Ensure all services are operated by wheelchair accessible buses.</li> </ol>
HEALTH AND SAFETY	<p>HBRC will:</p> <ol style="list-style-type: none"> <li>8. Ensure vehicles operated under contract to HBRC meet the safety standards required by law, quality standards set out in the New Zealand Transport Agency Requirements for Urban Buses and that safety monitoring is undertaken through the Operator Safety Rating System.</li> <li>9. Continue the current scheme with the Hawke's Bay District Health Board to facilitate ease of travel for those needing to attend health appointments, while DHB funding allows.</li> </ol>
ENVIRONMENTALLY RESPONSIBLE	<p>HBRC will:</p> <ol style="list-style-type: none"> <li>10. Ensure vehicles operated under contract to HBRC meet the environmental standards as set out in the NZ Transport Agency Requirements for Urban Buses.</li> </ol>
INTEGRATION WITH OTHER MODES	<p>HBRC will:</p> <ol style="list-style-type: none"> <li>11. Ensure that all buses in the goBay service have bike racks.</li> <li>12. Work with local authorities to improve integration of buses with cycling and walking.</li> <li>13. Work with local authorities to install secure cycle racks at major bus stops.</li> <li>14. Work with local authorities to add more bus shelters to the network.</li> </ol>



## » 4.2.2 OUR SERVICE

Objectives:

4.2.2.1 A recognisable, branded transport system that is easy to use, which offers a consistent customer experience and generates customer loyalty.

4.2.2.2 Information is readily available, utilising the latest technology.

4.2.2.3 Fares are competitive with the costs of private cars to encourage the use of the public transport network.

4.2.2.4 A funding system for public passenger services that is fair to ratepayers and users, is efficient and effective and recognises the different benefits occurring for each funding partner.

POLICY AREA	POLICY
SERVICE BRANDING	HBRC will: 15.Ensure all vehicles providing services under contract are part of the goBay brand and colour scheme, while allowing reasonable operator branding. 16.Ensure all publications and marketing materials feature the goBay brand and colour scheme. 17.Permit suitable commercial advertising on the rear of buses only.
SERVICE PERFORMANCE	HBRC will: 18.Provide high quality reliable services which create a first class customer experience. 19.Specify high standards for reliability and customer service and incentivise good service performance through bus operator contracts.
INFORMATION AVAILABILITY	HBRC will: 20.Ensure service information is readily available and easy to understand. 21.Provide up to date information on all services on the goBay network and encourage Hastings District Council and Napier Council to do the same. 22.Make information available through social media (e.g. Facebook). 23.Ensure information for those with sight impairment is available.
FARES	HBRC will: 24.Ensure fare payment systems are easy to use and accurately record passenger trip information. 25.Set fares in accordance with the targets and policies contained in the farebox recovery and fare-setting policy set out in Appendix D. 26.Review fare levels annually in accordance with the policy set out in Appendix D.
PROCUREMENT, FUNDING AND DELIVERY	HBRC will: 27.Consider the following criteria when establishing public transport units: 27.1 Does the unit configuration form a marketable whole? 27.2 What customer market would it serve? 27.3 How attractive would it be to tenderers? (to encourage competition) 27.4 Will the unit configuration maximise efficiency and achieve the best value for money possible? 28.Procure bus services using the partnering delivery model and the price quality selection method as set out in NZTA's Procurement Manual 2009. 29.Maximise funding from NZTA. 30.Support the SuperGold Card free travel scheme funded by NZTA.

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## 4.0 BACKGROUND (CONTINUED)

## » 4.2.3 THE EXPERIENCE

The purpose of this section is to ensure the experience of the customer is enhanced by having appropriate vehicles and infrastructure.

Objectives:

4.2.3.1 Public transport operations provide comfortable and safe travel, minimise adverse environmental effects and improve health outcomes.

4.2.3.2 Provision of a high standard of infrastructure that supports the network of bus services.

POLICY AREA	POLICY
BUSES	HBRC will: <b>31.</b> Ensure all vehicles operated under contract will meet the minimum vehicle quality specifications as set out in the NZTA Requirements for Urban Buses. <b>32.</b> Provide wheelchair accessible vehicles on all services to ensure easy access for wheelchair users, parents with young children and passengers with mobility difficulties. <b>33.</b> Ensure the appropriate size bus is used on each service by catering for peak loadings at the service peak time.
BUS STOPS AND TIMETABLE INFORMATION	HBRC will: <b>34.</b> Work with local councils to develop and implement bus-stop service level standards, whereby high use stops will be required to be well marked, with signage, shelters and timetable information; and less frequently used stops will have road markings and signage at a minimum. <b>35.</b> Liaise with Napier City and Hastings District Councils regarding improved access from bus stops to buses for people in wheelchairs. <b>36.</b> Ensure printed timetables are readily available, including large-print versions. <b>37.</b> Provide high quality web timetable and journey planning information.

## » 4.2.4 LOOKING FORWARD

The purpose of this section is to ensure that public transport services continue to cater for the changing needs of the population, including changes in residential and commercial areas; makes provision for potential growth in demand for bus

services caused by increases in fuel prices; and recognises future developments in infrastructure technology.

Objectives:

4.2.4.1 A flexible network that adapts to changes in demand

POLICY AREA	POLICY
DEMAND	HBRC will: <b>38.</b> Regularly review all services to ensure they meet the travel needs of the population. <b>39.</b> Take into account changes in population, land-use and other factors that influence demand, to ensure the supply of services matches the demand. <b>40.</b> Monitor the demand for rural services. <b>41.</b> Carry out a two-yearly passenger survey in line with NZTA requirements. <b>42.</b> Investigate the longer term potential for park and ride facilities and improved terminus facilities.
TECHNOLOGY	<b>43.</b> Use changing technology where possible to provide a better service through improved ticketing systems, real-time information or other improvements
INTEGRATION WITH OTHER SERVICES	<b>44.</b> Discuss any potential improvements for better integration and shared facilities for long-distance bus and/or tourism services with the relevant council.





#### » 4.3 OBJECTIVES AND POLICIES FOR TOTAL MOBILITY

##### » 4.3.1 OUR CUSTOMERS

Objective:

4.3.1.1 The mobility impaired who are unable to use conventional bus services have specific services to cater for their needs.

POLICY AREA	POLICY
TRANSPORT FOR PEOPLE WITH A DISABILITY	<p>HBRC will:</p> <p>45. Continue to provide the Total Mobility Scheme in Napier, Hastings and Waipukurau in line with the policy set out by NZTA, while reserving the right to limit resources subject to funding and in order to operate within budget.</p> <p>46. Subject to NZTA funding, make wheelchair payments for each wheelchair transported in a vehicle.</p>

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## 4.0 BACKGROUND (CONTINUED)

## » 4.3.2 YOUR SERVICE

Objective:

4.3.2.1 A funding system for Total Mobility services that is fair to ratepayers and users of the service, is efficient and effective, and recognises the different benefits occurring to each funding party.

POLICY AREA	POLICY
INFORMATION AVAILABILITY	HBRC will: 47.Ensure information on the Total Mobility Scheme is readily available and easy to understand.
FARES	HBRC will: 48.Ensure fare transaction systems are easy to use and accurately record passenger trip information.
FUNDING AND DELIVERY	HBRC will: 49.Maximise funding from NZ Transport Agency. 50.Consider applications from transport operators for the provision of Total Mobility transport services, while reserving the right to decline applications where: 50.1 Demand cannot be demonstrated 50.2 Adequate services are in operation 50.3 Value for money cannot be demonstrated.

## » 4.3.3 THE EXPERIENCE

Objective:

4.3.3.1 A Total Mobility service that provides comfortable and safe travel.

POLICY AREA	POLICY
ACCESSIBLE VEHICLES	HBRC will: 51.Subject to NZTA funding, provide grants for the installation of wheelchair hoists.
HEALTH AND SAFETY	52.Ensure vehicles operated under contract to HBRC meet the safety standards required by law. 53.Ensure Total Mobility providers have health and safety policies and procedures in place which meet the requirements of the Health and Safety at Work Act 2015.

## » 4.3.4 LOOKING FORWARD

Objective:

4.3.4.1 A flexible service that adapts to changes in demand.

POLICY AREA	POLICY
DEMAND	HBRC will: 54.Take into account changes in population demographics, land use and other factors that influence demand, to ensure the supply of services matches the demand.
TECHNOLOGY	55.Use changing technology where possible to provide a better service. 56.Implement smartcard transaction technology for Total Mobility in the region, when available.

## 5.0 WHAT WE PLAN TO DO

### » 5.1 STRATEGIC RESPONSE

In order to address the issues identified through our consultation and business case processes (refer Section 1), we have developed several strategic responses, and from these, a number of action points to be implemented over the next three years, in addition to the provision of our existing services.

Our strategic responses are:

#### 1. To improve end-to-end journey experiences on the public transport system, including mode transfer

Although substantial improvements have been made to the bus service over the last ten years, there are a number of factors which hinder greater use. Examples include journey time and journey time reliability on some routes, lack of connectivity with other routes and other modes, limited ticketing options and journey planning facilities, and lack of real-time bus information.

#### 2. Partner with organisations and employers to increase public transport commuting and change perceptions of public transport.

The perception that commuting by bus is a last-resort option needs to be challenged. Incentives to try the bus (such as cheaper fares) or deterrents to driving (such as higher fuel or parking prices) are often needed. HBRC intends to work with organisations to implement incentive schemes where appropriate.

#### 3. Investigate innovative ways to provide better transport options in small towns and suburban areas, and to extend hours of operation.

HBRC would like to further improve access for residents in accordance with the objectives of the Government Policy Statement for Land Transport and intends exploring more flexible ways in which this could be achieved in a cost-effective manner. This will involve looking wider than conventional bus services and exploring options such as community van services, ride-sharing applications and on-demand services.

### » 5.2 PLANNED ACTIVITIES

The following activities are planned for the next three years. These are not listed in any particular order, as programming will depend on resources available and external factors. However, the items 'in bold' are high priority.

DESCRIPTION
In partnership with the city and district councils, investigate the provision of improved secure cycle parking facilities at key bus stops.
<b>Bus services between Napier and Hastings – investigate and implement ways to improve journey time and journey time reliability. To include consideration of</b>
<ul style="list-style-type: none"> <li>• a direct service from Flaxmere to EIT</li> <li>• streamlining routes to reduce dead-running</li> <li>• timetable revision to more accurately reflect running times</li> </ul>
Introduce a standalone goBay website for bus information, including journey planning facilities.
<b>Investigate options to partner with organisations and businesses in order to promote commuter bus use through concession fare schemes.</b>
Investigate trialing the Choice app in Hawke's Bay, in partnership with NZTA.
<b>Introduce a new improved tag-on, tag-off ticketing system for the goBay service, including online top-ups and inter-operability with 8 other regions.</b>
<b>Investigate transport needs and possible solutions for Central Hawke's Bay and Wairoa. To include consideration of services for EIT students travelling from Central Hawke's Bay.</b>
<b>Investigate and possible trial of on-demand services to supplement existing goBay services – low density housing areas and destinations not currently serviced (e.g. Hawke's Bay Airport), extended hours, weekends.</b>
In partnership with the Regional Ticketing Consortium, implement real-time information on goBay services when available.
<b>Introduce the Ridewise system, an electronic management system for Total Mobility.</b>

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## 6.0 REVIEW AND MONITORING

### » 6.1 MONITORING

The purpose of monitoring the implementation of the Plan is:

- to measure whether the Plan has been successful in meeting regional public transport objectives; and
- to measure the quality of the services provided.

The region's objectives for public transport are set out in the Regional Land Transport Plan 2015-25: 2018 Review (RLTP).

The RLTP has the following vision:

"A safe, resilient and efficient transport system that supports the development of our economy and contributes to social wellbeing in our community".

Supporting strategic objectives include:

"Access to social, economic and cultural opportunities for all sectors of the community through effective transport links and services"

Policies to achieve the objective:

The region will:

- Plan and provide public transport services that facilitate mobility for the transport disadvantaged
- Encourage the use of public transport for commuting to education or work by providing efficient, reliable services and infrastructure
- Promote the use of public transport by all sectors of the community

This draft RPTP contains HBRC's specific vision for public transport in Hawke's Bay which is:

"To deliver a public transport service that is safe, increasingly used, integrated with other modes and contributes to the economic, social and environmental wellbeing of the people of Hawke's Bay".

With respect to the RLTP objective and methods and the vision statement of this Plan, we aim to:

- Achieve an annual increase in the number of passengers carried on the Napier Hastings bus services. (Baseline – 666,127 passengers in 2017-18)
- Achieve an increase in the public transport 'journey' to work mode share as measured by Census data. (Baseline – 0.7% in 2013 Census)
- Achieve an annual improvement in the fare recovery rate (Baseline – 37% in 2017-18)

HBRC will also closely manage, monitor and evaluate the performance of its bus units. Successful management of services under the PTOM model requires a cooperative approach between HBRC and its contractors, who will jointly develop an annual business plan which sets out key goals and improvements for the year ahead. Regular meetings will be held to evaluate progress against the goals set out in the annual business plan, and against the key performance indicators for the service. Overall service quality will be measured using the following Key Performance Indicators:

- Patronage
- Farebox revenue
- Service reliability and punctuality
- Customer satisfaction
- Complaints – number received and quality of resolution

### » 6.2 INFORMATION REQUIREMENTS

HBRC will require information from public transport operators in accordance with LTMA requirements for information disclosure. The LTMA permits councils to require the operator of a public transport unit to supply fare revenue and patronage data. HBRC must publicise the patronage data and the extent to which a unit is subsidised.

### » 6.3 REVIEW

The RPTP must be reviewed every three years. At that time, HBRC will consider whether a formal renewal of the Plan should be undertaken. If changes are warranted, the significance policy for variations to the Plan may be triggered (Refer Appendix E for our significance policy) and this will tell HBRC how widely it must consult affected parties and the community about the variation. However, in all cases HBRC will consult with persons who will or may be affected by or have an interest in the proposed variation in accordance with Sections 126(4) and 125(2) (a) of the LTMA and Section 82 of the LGA.

Reviews will be undertaken to coincide with the review of the Regional Land Transport Plan (RLTP). This will help to ensure that the RPTP is consistent with the public transport objectives of the RLTP.

## 7.0 LEGISLATIVE REQUIREMENTS

An RTPP must contribute to the purpose of the LTMA and meet certain other requirements. A description of how this draft Plan complies with those requirements is set out in Appendix B.

## 9.0 SIGNIFICANCE POLICY

The LTMA requires councils to include a policy in the RTPP that determines whether any proposed variation to the Plan is significant. This determines whether consultation on the variation is required. The significance policy for this Plan is in Appendix E.

## 8.0 FAREBOX RECOVERY POLICY

The NZ Transport Agency requires, as a condition of its funding, that regional councils include a farebox recovery policy in their regional public transport plans. Farebox recovery measures the percentage of the costs of providing public transport that is covered by passenger fares.

The farebox recovery policy for this region may be found in Appendix D.

The policy proposes that the farebox recovery be maintained at no less than 37% and if possible, increased by improving the efficiency of the services and increasing the number of passengers. Fare increases are expected to mirror operating cost increases only.

Farebox recovery measures the percentage of the costs of providing public transport that is covered by passenger fares.





## 10.0 CONSULTATION UNDERTAKEN

Consultation has been undertaken in the review of this plan, in accordance with the requirements of Section 125(1) of the LTMA.

- An early consultation round with approximately 50 stakeholders seeking initial ideas for service improvements and policy changes to the Plan. (May 2018).
- A review of HBRC's database of service improvement suggestions, received since 2015.
- A review of the biannual bus service surveys, containing suggestions for improvements to the service.
- An investment logic mapping session with key stakeholders, which has refined suggestions and issues into three key problem statements.
- A full public consultation process on the draft Plan.



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## GLOSSARY AND ABBREVIATIONS

TERM / ACRONYM	MEANING
DHB	District Health Board
HBRC	Hawke's Bay Regional Council
GPS	Government Policy Statement
LTMA	Land Transport Management Act
LTP/Long Term Plan	A plan prepared by all local authorities under the Local Government Act which covers a period of at least ten years (also known as the Ten Year Plan)
MoE	Ministry of Education
NGO	Non-governmental agency
NLTF	National Land Transport Fund
NLTP	National Land Transport Programme
NZ Transport Agency/The Transport Agency	New Zealand Transport Agency
PTOM	Public transport operating model
RLTP	Hawke's Bay Regional Land Transport Plan
RLTS	Hawke's Bay Regional Land Transport Strategy
RUB/Requirements for Urban Buses	The RUB is New Zealand's common standard for urban bus quality
SuperGold Card	A discount and concessions card issued free to all NZ residents aged 65 and over and those under 65 receiving a Veteran's Pension or NZ Superannuation. SuperGold Card holders can travel free of charge on public transport between 9am and 3pm on weekdays and anytime at the weekend or on Public Holidays
Ten Year Plan	A plan prepared by all local authorities under the Local Government Act which covers a period of at least ten years (also known as the Long Term Plan)
The Plan, RPTP	Hawke's Bay Regional Public Transport Plan
Total Mobility Scheme	A nationwide scheme which provides discounted taxi travel for people with disabilities which prevent them from using buses



## APPENDICES

- A. STRATEGIC CONTEXT FOR THE REGIONAL PUBLIC TRANSPORT PLAN
- B. DESCRIPTION OF SERVICES TO BE PROVIDED
- C. LEGISLATIVE REQUIREMENTS
- D. FAREBOX RECOVERY AND FARE-SETTING POLICY
- E. SIGNIFICANCE POLICY

## APPENDIX A

## » DESCRIPTION OF SERVICES INTEGRAL TO THE HAWKE'S BAY PUBLIC TRANSPORT NETWORK AND UNIT DELINEATION

The following bus services form the Napier Hastings Bus Unit.

SERVICE	ROUTE	APPROXIMATE FREQUENCY	UNIT DESCRIPTION
10 Express	Between Napier and Hastings	Peak time weekday service, 2 in the morning and 1 in the late afternoon between Napier and Hastings. Two in the late afternoon between Hastings and Napier	NAPIER HASTINGS UNIT Commences 1 July 2016
11 Express	Between Havelock North and Napier, via Hastings and Clive	Peak time weekday service, 4 in the morning and 4 in the late afternoon	
12N	Napier to Hastings via Taradale, EIT, Hawke's Bay Hospital and Bay Plaza	Every 20 minutes in peak time and 30 minutes in off-peak times, 6.30am to 6.30pm weekdays Every hour on Saturdays/Public Holidays between 8am and 6.30pm Every 2 hours on Sundays/Public Holidays between 9am and 5.40pm	
12H	Hastings to Napier, via Bay Plaza, Hawke's Bay Hospital, EIT and Taradale	Every 20 minutes in peak times and 30 minutes in off-peak times, 6.30am to 6.30pm Every hour on Saturdays/Public Holidays between 8am and 6.30pm Every hour on Sundays/Public Holidays between 8am and 4.55pm	
13	Napier-Maraenui-Onekawa-Napier	Every hour between 7am and 6pm, weekdays Approximately every 1¼ hours on Saturdays/Public Holidays, between 8am and 5.20pm	
14	Napier-Maraenui-Onekawa-Napier	Every 40 minutes in peak times and hourly in off-peak times, between 6.50am and 5.55pm, weekdays Every 1¼ hours, between 9am and 4.25pm on Saturdays/Public Holidays	
15	Napier-Ahuriri-Westshore-Bay View, Westshore, Ahuriri-Napier	Every hour between 6.45am and 6.20pm, weekdays (5 trips per day to Bat View) Every two hours between 10am and 2pm on Saturdays/Public Holidays	
16A	Hastings-Camberley-Raureka-Hastings	Every hour between 7.25am and 5.15pm, weekdays	
16B	Hastings-Mahora-Hastings	Every 2 hours between 8am and 5.15pm, weekdays	
17	Hastings-Parkvale-Akina-Hastings	Approximately every hour between 7.30am and 5.15pm, weekdays	
20	Hastings-Flaxmere-Hastings	Every 30 minutes in peak times and hourly off-peak times between 6am and 6.05pm, weekdays Every 1-2 hours between 8am and 5.50pm on Saturdays/Public Holidays. Three trips on Sundays	
21	Hastings-Havelock North-Hastings	Every 30 minutes in peak times and hourly in off-peak times between 6am and 6.05pm, weekdays Every 2 hours between 9am and 4.50pm on Saturday/Public Holidays. Three trips on Sundays	

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## APPENDIX A CONTINUED

In forming the Napier-Hastings bus services into units, HBRC took into consideration the principles set out in Policy 27. We considered that there were two possible options for the goBay public transport operation:

ONE UNIT: This would include all the services deemed integral to the Napier-Hastings network - suburban services in Napier, suburban services in Hastings, and inter-city services between Napier and Hastings (Routes 10, 11, 12, 13, 14, 15, 16a, 16b, 17, 20 and 21); or

THREE UNITS:

Napier suburban services (Routes 13, 14 and 15)

Hastings suburban services (Routes 16a, 16b, 17, 20 and 21); and

Inter-city services between Napier and Hastings (Routes 11 and 12).

Taking into consideration the principles of Policy 27 and given the size of the public transport operation, HBRC's preference was for one unit. It was felt that the service:

- Forms one marketable whole as, although it has two main customer markets (commuters/school children, and off-peak passengers), these can be successfully catered for in one unit with a mix of commuter and suburban routes and free transfers available for all passengers
- Is of sufficient size to attract competition while also allowing smaller operators a step into the urban transport market
- Maximises the efficient use of operator and council resources and therefore promotes value for money.

## TOTAL MOBILITY

The Total Mobility Scheme caters for those people with disabilities who are unable to use buses. HBRC intends to continue to operate the scheme in:

Napier (24 hours a day, 7 days a week, Napier city and suburbs, and between Napier and Hastings)

Hastings (24 hours a day, 7 days a week, Hastings city and suburbs, and between Hastings and Napier)

Central Hawke's Bay (14 hours a day, 6 days a week)

## EXEMPT SERVICES

The LTMA requires all exempt services in a region to be registered before operation. The following services are exempt:

- inter-regional public transport services,
- a public transport service, that:
  - a. begins, or is to begin, operating after the Plan is adopted

- b. is not identified in the Plan as integral to the public transport network, and operates without a subsidy for the provision of the service
- c. ferry services, registered with council as a commercial public transport service before 30 June 2011
- d. bus services, registered with council as a commercial public transport service before 30 June 2011 that did not offer fares in accordance with the fares schedule published by HBRC
- e. a public transport service that began operating after 30 June 2011 that is not identified in the Plan and operates without a subsidy, and
- f. a public transport service that is specified as exempt by an Order in Council

Exempt services are not included in this Plan. Potential operators of exempt services should contact HBRC for details or refer to Section 133 of the Land Transport Management Act 2003 for details of registration requirements. Registration is free but must be completed at least fifteen working days before the commencement of the service

In Hawke's Bay there are some exempt services that operate without any financial support from HBRC. As these services operate independently, operators are able to set fares, timetables and routes as they see appropriate. HBRC's general approach is that there is no need to intervene in the provision of an exempt public transport service.

The LTMA does however, enable regional councils to require information from operators of commercial units, where these are included in the Plan for public transport planning, contracting, and monitoring purposes. If HBRC considers that a contracted commercial public transport unit does not meet the needs of the community, HBRC and the operator will review the service. Following the review, if improvements cannot be made commercially, HBRC may choose to intervene by

- a. developing a unit and providing a concessionary fare scheme or
- b. offering improved services by way of competitive tender and securing a contracted operator.

There are currently no contracted commercial units in Hawke's Bay.

## APPENDIX B

The Land Transport Management Act 2003 (LTMA) requires a council to consider certain matters when preparing its plan.

Section 124 requires councils to:

- a. Be satisfied that the plan
  - i. Contributes to the purpose of the LTMA
  - ii. Has been prepared in accordance with any relevant guidelines that the Agency has issued
  - iii. Is, if it includes a matter that is not within the scope of the RLTP, otherwise consistent with that plan.
- b. Be satisfied that it has applied the principles specified within Section 115(1).

c. Take into account

- i. Any national energy efficiency and conservation strategy
  - ii. Any relevant regional policy statement, regional plan, district plan or proposed regional plan or district plan prepared under the RMA
  - iii. The public transport funding likely to be available within the region
  - iv. The need to obtain the best value for money, having regard to the desirability of encouraging a competitive and efficient market for public transport services; and
  - v. The views of public transport operators in the region.
- d. Consider the needs of persons who are transport disadvantaged.

HBRC is satisfied that this draft Plan contributes to the LTMA requirements, as set out in the table below.

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## APPENDIX B CONTINUED

LTMA REQUIREMENT	CONTRIBUTION OF THIS PLAN
Contributes to the purpose of the LTMA which is to contribute to an effective, efficient and safe land transport system in the public interest.	The draft Plan sets out policies that will improve access and mobility, efficiently use existing capacity and resources and encourage use of the Hawke's Bay public transport network. Safety is improved through high vehicle standards. Increased public transport use reduces the personal risk of car crashes.
Has been prepared in accordance with any relevant guidelines that the Agency has issued.	NZTA's 2013 "Guidelines for Preparing Regional Public Transport Plans" have been followed when preparing this plan.
Is, if it includes a matter that is not within the scope of the RLTP, otherwise consistent with that plan	Matters considered within this draft Plan are within the scope of the Regional Land Transport Plan.
Be satisfied that it has applied the principles specified within section 115 (1), namely <ul style="list-style-type: none"> <li>a. HBRC 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</li> <li>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</li> <li>c. Competitors should have access to regional public transport markets to increase confidence that public transport services are priced efficiently</li> <li>d. Incentives should exist to reduce reliance on public subsidies to cover the cost of providing public transport services</li> <li>e. The planning and procurement of public transport services should be transparent</li> </ul>	<p>Section 2.3 outlines how HBRC will work with public transport operators and territorial authorities.</p> <p>The definition of one unit for the Hawke's Bay bus network will ensure full integration of services. Frequency and coverage have been given consideration in the network review undertaken prior to the development of the draft Plan. Reliability is addressed through the policies contained in this plan on the performance of the bus service.</p> <p>The definition of one unit for the Hawke's Bay bus network encourages competition, being large enough to achieve economies of scale but not too large to discourage smaller operators. The procurement policies in this draft Plan will also encourage competition.</p> <p>Incentives such as the Financial Incentive Mechanism and performance monitoring (key principles of PTOM) should help to encourage high quality performance and innovation, leading to increased patronage and reduced reliance on public subsidy.</p> <p>The draft Plan describes how HBRC plans and procures services.</p>
<b>Take into account</b> <ul style="list-style-type: none"> <li>i. Any national energy efficiency and conservation strategy; and</li> <li>ii. Any relevant regional policy statement, regional plan, district plan or proposed regional plan or district plan prepared under the RMA</li> <li>iii. The public transport funding likely to be available within the region</li> <li>iv. The need to obtain the best value for money, having regard to the desirability of encouraging a competitive and efficient market for public transport services; and</li> <li>v. The views of public transport operators in the region</li> </ul>	<p>One of the priority focus areas of the New Zealand Energy Efficiency and Conservation Strategy 2017 is efficient, low emissions transport. Provision of commuter bus services will contribute to this priority. The high vehicle standards required by the plan are consistent with the objectives of the 2017 strategy.</p> <p>These plans are supportive of the integration of public transport network planning and land use planning. The planning of commuter bus routes and neighborhood access routes takes land use into consideration.</p> <p>The services listed in this plan take available funding into account and are deemed affordable. Proposed future developments will be evaluated in terms of affordability and available funding when investigated.</p> <p>Policies in Section 4 of the Plan set out how HBRC will procure its services to encourage competition and achieve value for money. These principles are further elaborated in HBRC's procurement strategy.</p> <p>All public transport operators in Hawke's Bay and neighboring regions were invited to provide their views on a range of matters during the development of the draft Plan.</p>
Consider the needs of persons who are transport disadvantaged	Section 3 of the draft Plan sets out how the needs of the transport disadvantaged have been considered.

## APPENDIX C

### » FAREBOX RECOVERY AND FARE-SETTING POLICY

#### INTRODUCTION

In accordance with New Zealand Transport Agency (NZTA) requirements, HBRC has adopted a farebox recovery policy. Farebox recovery measures the percentage of the costs of providing bus services that is covered by passenger fares (the balance of the costs is met in equal proportions by local ratepayers and NZTA).

The farebox recovery ratio for Hawke's Bay bus services for the 2017/18 financial year was 37%.

HBRC policy aims to increase this for the next three years and achieve a target of 40%.

NZTA requires that all regional councils prepare a "farebox recovery policy", and include that policy in the Regional Public Transport Plan. NZTA prescribes the formula for establishing the farebox recovery rate.

#### SERVICES INCLUDED

The public transport services to be included in the calculation of the fare recovery are all HBRC contracted services operating in the region. Long-distance (e.g. inter-city services) services, privately funded school services, Ministry of Education funded school services; tourist and charter services are not included.

The farebox recovery target

In applying its farebox recovery policy, HBRC has decided to measure farebox recovery of the system as a whole rather than measuring individual routes or trips. Individual routes or services, particularly those that might be regarded as 'social' services, are not necessarily expected to achieve the target set out in this policy.

The table below shows the actual farebox recovery level for the latest full financial year (1 July 2017 to 30 June 2018), and the target range set by HBRC for the three years to 2018. All figures have been calculated using the NZTA farebox recovery formula.

Actual farebox recovery (2017/18)	Target (2018/19)	Target (2019/20)	Target (2020/21)
37%	38%	39%	40%

Historical farebox recovery rates are set out below.

Year	Farebox Recovery Rate
2011-12	33.00%
2012-13	32.500%
2013-14	37.53%
2014-15	38.94%
2015-16	37.80%
2016-17	38.50%
2017-18	37.00%

Patronage on the bus service has fallen since 2015, a trend which has been seen throughout regional New Zealand. Stable costs helped to reduce the effect of this on the fare recovery rate until 2017-18 when inflationary pressures, related to fuel and wage increases, began to have an effect. A higher target was therefore not considered appropriate.

A lower target was also not considered appropriate – HBRC believes that passengers should pay a reasonable share of the costs, particularly given the level of investment HBRC is making in public transport. HBRC considers that a slightly higher passenger contribution will provide a suitable balance between the contributions of ratepayers/ taxpayers and passengers.

#### » METHOD OF CALCULATION

The formula used to calculate farebox recovery is prescribed by NZTA and is set out in detail on its website. In essence the formula is total fare revenue divided by total costs.

HBRC may need to intervene if progress is not made towards farebox recovery targets. Four intervention strategies are set out below. These strategies will require HBRC to work with transport providers to achieve the targets. The needs of the transport disadvantaged will need to be considered in any intervention.

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## APPENDIX C CONTINUED

## » STRATEGY 1: IMPROVE OPERATING EFFICIENCIES

Improvements to operating efficiencies will reduce costs and therefore improve farebox recovery.

HBRC in association with the transport provider is constantly monitoring the costs and revenues of services, and investigating how to improve efficiency. Services with poor farebox recovery will be identified, and efforts made to improve the performance of those services. Changes may include better coordination and integration of services, which may for example be achieved through small timetable changes and/or route optimization.

## » STRATEGY 2: INCREASE PATRONAGE

Increasing patronage will increase revenues, and thus improve farebox recovery.

HBRC will look to increase patronage by

- undertaking general and targeted marketing
- improving service quality through improving infrastructure, maintaining high vehicle quality standards, and optimizing routes and service levels to increase accessibility, while optimising integration with walking and cycling initiatives.
- working with employers and education providers to implement travel plans

## » STRATEGY 3: REDUCE POOR PERFORMING SERVICES

Reducing poorly performing services will have the effect of reducing costs and thus increasing farebox recovery.

Poor performing services (i.e. those services with high costs and/or low patronage) can be improved by reductions to frequencies and routes, and assessing vehicle size/suitability. HBRC will also consider alternative ways of providing services, such as on-demand and dial-a-ride options, in order to ensure transport needs continue to be met but in a more cost-effective manner.

## » STRATEGY 4: REVIEW OF FARE PRODUCTS AND FARE LEVELS

Increasing fares will lead to increases in revenue and thus improve farebox recovery.

Small increases in fares are likely to be required occasionally to cover the increases in costs of providing bus services.

Other options may include reviewing the availability and eligibility criteria for concession fares, reviewing the levels of discount available and seeking supplementary sources of funding.

## » HOW THE POLICY WILL BE APPLIED

Revenue recovery is able to be easily monitored on a monthly basis, and thus any reduction in farebox recovery will be quickly identified. If the recovery rate is dropping, HBRC will then decide which of the intervention strategies will be applied.

## » IMPLEMENTATION DATE

This policy will apply once the Regional Public Transport Plan is approved.

## » FARE-SETTING

An annual fare level review will be undertaken at the conclusion of each financial year. This review will take into consideration the farebox recovery levels but may also include any other factors HBRC considers relevant. As a general principle, fare levels should remain competitive with the price of private car travel to encourage patronage growth, particularly for commuting. However, this will need to be balanced with ensuring that passengers contribute sufficiently to the cost of operating the service.

The review will also address the level of discounts and concessions within the existing fare structure.

## » FARE STRUCTURE REVIEW

The fare structure on the goBay service currently provides for a 33% discount on fares for tertiary students and community service card holders and up to 50% for school students and seniors. Current fare levels are available on the HBRC website.

HBRC will review fare structures at least every six years. The fare structure review will address all aspects of the fare system, including

- the appropriateness of zones as the base for the system, and
- the availability of (and discount to be applied to) concession fares
- the availability of discounts for bulk purchases of fares through the use of GoBay smartcards

## » POLICY REVIEW

This policy (including the targets) will be reviewed at least every three years or when the Regional Public Transport Plan is reviewed. It may also be reviewed immediately if NZTA policy or practices affecting farebox recovery change.



## APPENDIX D

### » SIGNIFICANCE POLICY

This policy sets out how to determine the significance of variations to this Plan, in accordance with the requirements of Section 120(4) of the Land Transport Management Act.

### » APPLICATION

This Plan can be varied at any time. However, public consultation as set out in Sections 125(1) and 125(2) will be required if the variation is found to be significant under this policy.

The approach to consultation will reflect the level of significance of any proposed variation. Consideration will be given to the costs and benefits of any consultative process or procedure, and the extent to which consultation has already taken place.

However, HBRC may undertake targeted consultation on matters affecting specific communities and stakeholders, even if the significance threshold outlined in this policy is not invoked.

### » GENERAL DETERMINATION OF SIGNIFICANCE

The significance of variations to this Plan will be determined on a case by case basis. When determining the significance of a variation, consideration must be given to the extent to which the variation:

- Signals a material change to the planned level of investment in the public transport network
- Affects the consistency of this Plan with the RLTP or any of HBRCs' long term plans
- Affects residents (variations with a moderate impact on a large number of residents, or variations with a major impact on a small number of residents will have greater significance than those with a minor impact); and
- Affects the integrity of this Plan, including its overall affordability.

### SIGNIFICANT AND NON-SIGNIFICANT MATTERS

#### Matters that will always be considered 'significant' are:

- Any variation that amends this policy on significance; and
- Any variation that introduces a new public transport unit
- Any variation that alters the cost of the provision of public transport services by more than 10% in one financial year.

#### Matters that will always be considered 'not significant' are:

- Minor editorial and typographical amendments to this Plan; and
- Minor changes to fare levels in accordance with current policy and funding levels

Matters that will usually be considered 'not significant' are:

- A matter that has already been consulted on
- Minor changes to the description of services following a service review, e.g. changes to the route, frequency and hours of a service that may include a reduction in service levels on a route or routes, but which result in the same, or better, overall level of service across the network
- Changes to the description of services or grouping of services as a result of an area wide service review, provided that there is no significant increase in cost
- Any variation that alters the cost of the provision of public transport services in one financial year by less than 10%.

### TARGETED CONSULTATION ON NON-SIGNIFICANT VARIATIONS

Where HBRC determines that a proposed variation is not significant, HBRC may still undertake targeted consultation as follows:

- Consultation for minor changes in the delivery of public transport services
- Minor changes in service delivery that are required to improve efficiency, such as the addition or deletion of trips and minor route changes that have only a local impact.

In these cases, consultation will generally be undertaken at a local level with the operator/s involved, the relevant territorial authority and passengers who use the services.

### OTHER NON-SIGNIFICANT VARIATIONS

Any proposals for changes that affect only a sector of the community or the industry (e.g. a change in Total Mobility provision, or a change to specific vehicle quality standards) will be worked through with those most



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