

Meeting of the Regional Transport Committee

Date: 16 May 2025
Time: 10.00am
Venue: Council Chamber
Hawke's Bay Regional Council
159 Dalton Street
NAPIER

Attachments excluded from the Agenda *available online only*

Item	Title	Page
4.	Hearing of submissions on Regional Public Transport Plan 2025-2035 - Introduction	
Attachment 2:	Written submissions received on the draft Regional Public Transport Plan 2025-2035	2
Attachment 3:	Report on Better Bus connections social media campaign	88
Attachment 4:	Feedback received via Remix	107

Index of Submissions on the Regional Public Transport Plan 2025-35

Verbal submissions hearing is on Friday, 16 May 2025

ID, name (& organisation)	Page	ID, name (& organisation)	Page
#20 Katrin Wunderlich	1	#124 Rachel van Duuren	23
#21 John Wuts	1	#126 Chandre Honeth	23
#23 Andrew McCrory	1	#127 John West obo EIT	24
#25 Pamela Rae Lane	2	#128 Sharon Malaitai	24
#26 Sue Glover	2	#129 Maree Diamond	25
#32 Stephen Wallis	2	#130 Louise Davison	25
#38 Chris Flannery	3	#132 Irina	25
#39 Cathy Heath	3	#133 Gaylene Ellison	26
#40 Paul Olsen	3	#134 Patrick Lander	26
#41 Alex Bush	4	#135 Hannah Small	27
#43 Fiona Hale	4	#136 Tony Fitch	27
#46 Shane Anderson	5	#137 Anita	28
#50 Jessica Norton	5	#139 Claire Morgan	29
#51 Nathan Makris	6	#140 David Matthew Bishop	29
#54 Stu Burden	6	#141 Craig Morgan	29
#63 Megan Taylor	6	#142 Glenis Libby	29
#67 Bridget Paku	7	Speaking at 10.40am	
#68 Sandra Moy	7	#144 Thao Nguyen	30
#69 Andrea Leydesdorff	7	#146 Tony Williams	30
#74 Michael Harding	8	#148 Shanon Tait	30
#75 Julie-Anne MacPhee	8	#149 Napier City Council	31
#76 - Blind Low Vision NZ	8	Kate Ivicheva speaking at 10.30am	
Jude Henderson speaking at 10.10am		#150 Hastings District Council Disability Reference Group	35
#77 Stephanie Thomson	11	Eloise Mackay speaking at 1.40pm	
Speaking at 1.40pm		#152 Kathryn Bayliss	37
#80 Anja Read	13	#154 Ann Galloway	37
#81 Bianca	13	#155 Napier Disability Awareness Group	38
#82 Tyson	13	Jude Henderson speaking at 10.20am	
#83 Rose Robinson	14	#156 Hawke's Bay Regional Sports Park Trust	44
#86 Juliet Greig	14	Glenn Lucas speaking at 12.30pm	
#88 Junior Tuakana	15	#159 Age Friendly Ahuriri Napier (Positive Ageing Strategy Group)	48
#92 Helen Barbier	15	Peter Grant speaking at 10.50am	
#95 Mel Tuck	16	#160 Napier Youth Council	51
#96 Tony Robson	16	Jorja Miles speaking at 12.40pm	
#99 Christine Wilson	17	#161 'The Voice' Group	51
#100 Vanessa Feldberg	17	Carol-Ann Guard speaking at 11.40am	
#103 Grey Power Hastings & District Assn Inc.	18	#162 Te Taiwhenua O Heretaunga	554
Ronald Wilkins speaking at 1.00pm		Stewart Whyte speaking at 11.30am	
#108 Ben Deller	18	#165 Maree Wilson	57
#109 St. Columba's Havelock North Environment Group	18	#169 Rhea Dasent obo Federated Farmers of New Zealand	58
Walter Breustedt speaking at 11.50am		#170 Age Concern Hawke's Bay & CCS Disability Action	62
#111 Margaret Boyd	19	Dee Withers and Michelle Lucas speaking at 1.10pm	
#115 Randolph Holmes obo Anywhere Moving & Storage Ltd	19	#171 Catholic Diocese of Palmerston North	68
#116 Robert Orr obo Hastings Girls' High School	20	Maria Neville-Foster speaking at 11.00am	
#117 John King	20	#172 Nick Flack obo Hawke's Bay Airport	69
#118 Nat Dewar	20	#174 Central Hawke's Bay District Council	71
#119 Gerard Pain	21	Cr Kate Taylor speaking at 11.10am	
#120 Desmond Brice	21		
#122 Margot Butcher	22		
#123 Roger Andrew Charles Hedley	22		

ID, name (& organisation)	Page
#176 William Arnold Stacey Speaking at 11.20am	76
#177 Emma Ellis obo Hastings Youth Council	77
#179 Monique Buurmans obo Monique Driving You	78

ID, name (& organisation)	Page
#180 Ministry of Education James Meffan/Reade Nikora speaking at 1.50pm via Teams	79
#182 Lisa Grindlay obo NZ Transport Agency Waka Kotahi	82

Submission (by order of entry)

(Note: if no answer has been given, the question has been deleted from the response. This has been done to keep the report as concise as possible.)

Submitter ID: #20	Hastings District
Name/(Organisation): Katrin Wunderlich	
1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.	
<p>I find the draft plan a bit tricky to understand - I live in Haumoana and work in Napier. I would love to take the bus from Clive but only if it runs more often as I work part time and have kids who I need to pick up from school and kindy. I need to be able to get there if something happens to them and they need to be picked up early. With the bus schedule that is in place right now this does not work at all. Is it changing?</p> <p>Also, it would be good if you would offer another answer option like "I don't know" or "not applicable". Without those you are forcing people to give answers they might not actually mean.</p>	
2. Do the planned changes to bus routes work for you and your community?	
No	
3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?	
Option A: We retain cash payments	
4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?	
Yes	
Unfortunately I can't click I don't know/not applicable which would be the option I would have chosen...	
Submitter ID: #21	Napier
Name/(Organisation): John Wuts	
2. Do the planned changes to bus routes work for you and your community?	
Yes	
3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?	
Option B: We move to a fully cashless system over time	
we recently travelled all over Sydney, bus, train & ferry, USA using our eftpos card	
4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?	
Yes	
5. Do you have any other comments on the Draft Regional Public Transport Plan? Tell us what you think.	
Any rates increase is a disproportionate burden on people of fixed income, e.g. pensioners!	
Submitter ID: #23	Hastings District
Name/(Organisation): Andrew McCrory	
1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.	
The new bus routes are excellent as people can now get dropped off and picked up at the Mitre 10 Park.	
2. Do the planned changes to bus routes work for you and your community?	
Yes	

Submitter ID: #25	Napier
Name/(Organisation): Pamela Rae Lane	
2. Do the planned changes to bus routes work for you and your community? Yes	
3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer? Option B: We move to a fully cashless system over time	
4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme? Yes	
Submitter ID: #26	Napier
Name/(Organisation): Sue Glover	
1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think. It's not right you are cut the number 14 bus we need this. From doing shopping to my kids to school . Your not thinking about the older people that dnt have anyway to get to doctors etc. Some people dnt have cars!	
2. Do the planned changes to bus routes work for you and your community? No	
4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme? No	
Submitter ID: #32	Napier
Name/(Organisation): Stephen Wallis	
1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think. On the whole I think that the proposed changes are a good idea, but will need some tweaking. My main concern is with the new proposed route 2. It seems to me as a frequent user that the removing of Church Road Taradale, and Somerset village from the route disadvantages customers who use public transport. Particularly affected are those who use the first service of the day to get to work in the Napier CBD. The by passing of Westminster Ave, Lancaster Street part of the route will also see many passengers disadvantaged, particularly those who live in the retirement village in Lancaster street.	
2. Do the planned changes to bus routes work for you and your community? No See above	
3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer? Option A: We retain cash payments Cash payments should be retained for those of us who still use cash as a means of efficient budgeting, and also for those people who need a one off trip. ie visitors to Hawkes Bay.	

Submitter ID: #38	Napier
Name/(Organisation): Chris Flannery	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>All bus stops should have time tables put up so people no when the bus is coming and going.</p> <p>Are they going to still have cash when they change to the new system in September?</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>No</p> <p>I don't no why they want to change the bus route numbers as people all ready no the bus routes and having new numbers will be confusing to a lot</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option A: We retain cash payments</p> <p>Have both cash and eftpos and be able to pay online too</p>	
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>Yes</p>	
Submitter ID: #39	Napier
Name/(Organisation): Cathy Heath	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>More commuter buses that have less stops, especially an express Napier to Hastings along Kennedy Road. Love the idea of the Airport bus.</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>Yes</p> <p>The buses need to feel safer. Often people play their music loudly on the bus which is annoying/disrespectful, plus I have seen the driver be involved in a stressful situation having to deal with these passengers. It made me consider to not use the bus.</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option B: We move to a fully cashless system over time</p>	
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>Yes</p>	
Submitter ID: #40	Hastings District
Name/(Organisation): Paul Olsen	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>No</p> <p>Have never used a bus</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option B: We move to a fully cashless system over time</p>	
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>No</p>	

Submitter ID: #41	Hastings District
Name/(Organisation): Alex Bush	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>I think you have missed the most obvious public transport option for the region and the most beneficial for ratepayers- a route 1X or 1EXPRESS. Please explore the possibility of an express service from Hastings to Napier at commuter times, only picking up and dropping off at one central location (e.g. Dalton St Napier and Russel St North, Hastings CBD). This would allow workers to travel almost as efficiently as taking private transport. They could walk or be dropped off to the pick up location. Why not just trial it and assess demand? I believe demand would be so great you'd need a bus probably every 10 mins between 7.30-8.30am and in the afternoons, 4.30-5.30pm. The route could be more direct than the proposed 1 route at in the transport plan given there are no stops on the way.</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>No</p> <p>As above I really want to see an express service btw Napier and Hastings. I would use this daily as would most people I know. Express peak time services are commonly provided in cities.</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option B: We move to a fully cashless system over time</p> <p>As long as sufficient time is allowed and topping up is possible via smartphone</p>	
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>No</p> <p>Its not important to me</p>	
<p>5. Do you have any other comments on the Draft Regional Public Transport Plan? Tell us what you think.</p> <p>Bikes and strollers need to be able to be transported by bus</p>	
Submitter ID: #43	Napier
Name/(Organisation): Fiona Hale	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>I think a bus service to the airport is wonderful. It costs nearly \$60 for a five minute drive from Taradale in a taxi, which is outrageous, but there is no other option.</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>Yes</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option A: We retain cash payments</p> <p>It becomes very difficult for people from out of town to use public transport if they can't pay cash, as I have discovered in Auckland.</p>	

Submitter ID: #46	Hastings District
Name/(Organisation): SHANE ANDERSON	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>yes the planned Chages are stupid, do you even know how important the bus route is down pakowhai road, for people who work in Napier and catch the bus on pakowhai road. let alone the school children who also use the bus. moving the route like this is just shameful, your just trying to save a few bucks over providing real public transport for real people who use the buses</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>No</p> <p>the bus route change do not work for the worker who live on pakowhai road?</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option A: We retain cash payments</p> <p>Cash is legal tender you legally can't refuse to take cash, plus cashless isn't good for people who don't have the availability to top up online or the elderly</p>	
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>No</p>	
<p>5. Do you have any other comments on the Draft Regional Public Transport Plan? Tell us what you think.</p> <p>stop messing around with the public transport, its fine the way it is the changes to the Bus routes are completely stupid, Pakowhai road has alot of people who get on and off the buses on pakowhai road, as a long time Bus user I've seen first-hand how pakowhai road bus route is important</p>	
Submitter ID: #50	Central Hawke's Bay
Name/(Organisation): Jessica Norton	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>Please have buses to Hastings and Napier from Central Hawkes Bay.</p> <p>Also can in the future the trains working again maybe??</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>Yes</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option B: We move to a fully cashless system over time</p>	
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>Yes</p>	
<p>5. Do you have any other comments on the Draft Regional Public Transport Plan? Tell us what you think.</p> <p>Bring back buses!!</p>	

Submitter ID: #51	Hastings District
Name/(Organisation): Nathan Makris	
1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think. change the people who use the service not the people who don't	
2. Do the planned changes to bus routes work for you and your community? Yes	
3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer? Option B: We move to a fully cashless system over time	
4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme? Yes	
Submitter ID: #54	Hastings District
Name/(Organisation): Stu Burden	
4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme? Yes	
5. Do you have any other comments on the Draft Regional Public Transport Plan? Tell us what you think. With regard to the changes to targeted rates for passenger transport. While some areas have been excluded there are still a large group of ratepayers who have been made to pay the targeted rate, via changes last year, who have no practical way to utilise passenger transport because of their distance from any transport services. How is a ratepayer who lives many km from a bus stop supposed to utilise public transport? This has never been explained by councillors or council staff. I propose the changes are amended to exclude all non- urban ratepayers from the targeted rate.	
Submitter ID: #63	Hastings District
Name/(Organisation): Megan TAYLOR	
1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think. The new bus route would mean I no longer have to find childcare for my children and they can bus to school	
2. Do the planned changes to bus routes work for you and your community? Yes	
3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer? Option A: We retain cash payments	

Submitter ID: #67	Hastings District
Name/(Organisation): Bridget Paku	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>I found that the My Way vans were convenient for my special needs daughter to get to and from her courses. I do not like that buses are going to be coming back as she will have to walk from town to where her course is daily and I worry about her safety. I work fulltime and she lives with me and will struggle to get her to and from her course without My Way.</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>Yes</p> <p>If you bring back the buses could you please take into account those with special needs and how is it going to affect them getting to and from places.</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option A: We retain cash payments</p>	
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>Yes</p>	
Submitter ID: #68	Hastings District
Name/(Organisation): Sandra Moy	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>There is already limited access to Flaxmere. And the hours don't make it a reliable transport for workers.</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>No</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option A: We retain cash payments</p> <p>There should be a pay wave option. If the fare were increased and paywave amount added to the cost</p>	
<p>5. Do you have any other comments on the Draft Regional Public Transport Plan? Tell us what you think.</p> <p>Public transport should connect the major metro areas in HB. There is no equity under the current structure and a larger impact on more densely Maori populated areas.</p>	
Submitter ID: #69	Napier
Name/(Organisation): Andrea Leydesdorff	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>Can there be consideration for bus route to travel through Park Island sporting precinct in Napier? There is considerable number of sporting participants and family that play on these grounds particularly through winter.</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>No</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option B: We move to a fully cashless system over time</p>	

Submitter ID: #74	Central Hawke's Bay
Name/(Organisation): Michael Harding	
3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer? Option A: We retain cash payments	
4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme? Yes	
Submitter ID: #75	Hastings District
Name/(Organisation): Julie-Anne MacPhee	
2. Do the planned changes to bus routes work for you and your community? Yes	
3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer? Option A: We retain cash payments	
4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme? No	
Submitter ID: #76	Napier
Name/(Organisation): Jude Henderson on behalf of Blind Low Vision NZ	
1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think. Consideration must be given to audio and acoustic announcements, hailing ability and clearly identified signage for route/location/number. Drivers must support those with disabilities to have a safe and comfortable ride. Drivers need ongoing training and this must be included in any existing and new contracts.	
2. Do the planned changes to bus routes work for you and your community? No The distance a person will need to walk to get a bus may change and make it a longer walk, which will force them to use Total Mobility instead. A connector service may be too complicated for older users.	
3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer? Option A: We retain cash payments Some people with disabilities cannot rely on technology to work every time. A person may have a flat phone, not remember to put money on an app, have a mobile phone or use it independently.	
4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme? Yes A survey needs to be completed with current users to understand their need for the service and reasons behind using it over buses. Providers need to be trained in supporting people with disabilities, e.g. holding the door open, helping people in/out	



Hawke's Bay Regional Council
159 Dalton Street
Napier 4110

Regional Public Transport Plan 2025 - 2035

Thank you for the opportunity to submit on the RPTP 2025-2035 on public transport, including Total Mobility Services. The Blind Low Vision NZ position statement on access to public transport is as follows:

Issue

Blind, deafblind and low vision public transport users do not have the same access as sighted people do to bus, taxi, train, plane and ferry services.

Statement:

The RNZFB Board believes that:

All public transport users, including those who are blind, deafblind or have low vision, have the right to travel independently and safely.

Background

Without safe, accessible public transport, individuals who are blind, deafblind or have low vision have reduced independence, higher rates of unemployment, limited recreational opportunities, and increased social isolation. The majority of Blind Low Vision NZ clients are not using public transport to get around.

There are many facets to public transport, and each may present accessibility barriers. People with vision loss are disproportionately more reliant on public transport than other New Zealanders. It is essential that they are able to plan journeys, access timetables, locate boarding positions, identify destinations and travel to and from these locations safely and independently.

People who are blind, deafblind or who have low vision use taxis more than their sighted peers do in order to travel independently. Taxi systems and passenger information are designed for sighted people. This places blind, deafblind and low vision people at a significant disadvantage in being able to direct the driver, monitor their journey or make complaints. The New Zealand Transport Agency had directed that all taxis must display the name of the company, a number for passengers to call to make complaints and the cab number in braille and large print on the front left-hand passenger door. However, this requirement was rescinded when taxi regulations changed.

Another example and a frequent problem experienced by guide dog handlers is the lack of awareness among taxi operators and drivers of their obligation to carry guide dogs. Some taxi drivers still refuse to take a blind passenger with a guide dog. This is now illegal but is not being monitored by the authorities. In other cases, audible stopping and destination signals and other passenger information systems are either not installed or not consistently used on buses, trains and at stations when they should be.

What Blind Low Vision NZ Will Do:

- Encourage blind, deafblind people and those with low vision to provide feedback to transport operators on service issues.
- Develop solutions with the public transport sector to improve the accessibility of the transport journey for blind, deafblind and low vision users.
- Work with the pan-disability community to develop a standard for disability awareness training for public transport operators.
- Advise transport providers and the Human Rights Commission on how to improve complaint resolution and outcomes for the blind, deafblind and those with low vision relating to public transport.
- Work with consumer organisations to advocate for accessible public transport.
- Advise the New Zealand Transport Agency, the Ministry of Transport, the Local Government Association and local territorial authorities on improvements to public transport accessibility.
- Provide the New Zealand Transport Agency and the taxi industry with information on audio-equipped EFTPOS terminals and taxi meters.
- Work with the taxi industry to improve awareness that refusal to carry a passenger with a guide dog constitutes an offence under the Transport Act.

What Blind Low Vision NZ Wants Central and Local Government to Do:

- Commit to accessible public transport around the country.
- Make appropriate disability awareness training mandatory for public transport operators.
- Improve complaints handling processes so that issues people who are blind, deafblind or have low vision might have may be resolved.
- Make the Total Mobility Scheme nationally consistent.
- Ensure that all websites and digital applications providing public transport information are accessible.
- Work with the taxi industry to install meters that have audio output and accessible fare payment information and options.
- Ensure each bus or train stop is announced in a way that is clearly audible throughout the vehicle and on the platform.
- Where a transport provider uses a smart fare card system, ensure that commuters who are blind, deafblind or have low vision are able to independently load, use and monitor the validity of their smart fare card.
- Require a nationally integrated fare card system for public transport.
- Require public transport planners to consult Blind Low Vision NZ about the design of the network, infrastructure and information systems to ensure facilities and services are integrated and accessible to people who are blind, deafblind or have low vision.

The 'clearing our way' guide

Blind Low Vision NZ hopes that by sharing this guide, the built and digital environment will become more accessible for people who are blind, deafblind or have low vision. When referring to, or sharing this resource, please use the following reference:

- Blind Low Vision NZ "Clearing Our Way" Guide. Published July 2021. Available to download from the [Blind Low Vision NZ website](#).

Submitter ID: #77 Name/(Organisation): Stephanie Thomson	Hastings District
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>The dropping of MyWay services will hugely disadvantage the disabled community. Initial thoughts about the Hawkes Bay Transport system were admirably focused on getting more 'bums on seats' - to get more commuters using the service that would decrease both traffic on the road and parking issues, and marketing was probably geared towards this. However, it was your existing service users - those that use or could use the public transport system because they did not have their own transport, that seemed to have been forgotten in initial marketing. It therefore took a while for people to understand the MyWay system, how it worked and the opportunities it created – something that was not discussed in the review. MyWay for people with disabilities was an absolute game changer - enabling many people to access the community that they had never been able to do so before. For example, it significantly widened the area where families could look for potential housing, knowing that their loved one could use MyWay to cross town and go anywhere within the MyWay zone. Suddenly cafes, Ten Pin bowling, movie theatres all became possible. The loss of MyWay will now very much reduce the world for many people with disabilities that relied on it to access the community. We do not believe the evaluation of it, nor the expected targets for its uptake were/are realistic - given that the service was plagued by having vehicles off the road, and the numbers of people benefiting from the initial service, would have outweighed those in the evaluation that indicated they were disadvantaged by the replacement of the loop route with the MyWay Service. Temporary replacement vans did not have the card reader system, so every ride was a free ride, when a MyWay van was off the road – which happened frequently. This will have severely compromised revenue generation, leading to inaccurate revenue generation figures! Targeting groups that had transportation issues could have been useful when marketing MyWay in the first place, as opposed to hoping people would get out of their cars! We still believe there is a place for MyWay in the system and better marketing to potential user groups and consistent phone answering will be crucial. (Custom was lost because people could not get through on the phone and when investigating further it appeared that 'rates' had priority at some times of the year, leading to MyWay customers giving up and having no trust in the system.)</p> <p>Driver training will be absolutely crucial to the success of any public transport system and it is great to see the emphasis on this in the new plan. In particular, an understanding of disability will be crucial. As we have found, people need to understand that there is more to disability than a wheel chair - and many people with a disability have hidden disabilities that need to be understood. Our work with the HBRC when MyWay was first set up, lead to the development of 'favourite' sites (consistent pickup sites) which was crucial in enabling the system to work for people with Intellectual disabilities, and we were grateful for the understanding of initial HBRC staff. However, issues arose when drivers were not familiar with the differing needs of people with a disability and assumed that because a client was not in a wheelchair and was not on crutches there was no reason why they could not cross the road, leading to increased anxiety/frustration all round, when the client appeared reluctant to cross the road. (No understanding of the anxiety that the drivers request caused, and the resulting 'freeze' created in the client leading unfortunate exchanges of words!) . Driver training in the 'Sunflower - Hidden disabilities scheme' could greatly help drivers and therefore people with disabilities going forward and should be considered as part of any new driver training package.</p> <p>It is quite difficult to make active comment on the planned new routes, without seeing the intended connection of the proposed routes. Is it possible someone getting on at Gracelands retirement village after 4pm be able to connect with the no 8 proposed service to Clive, given the route now looks longer and the Hastings Clive Napier bus now leaves earlier, with nothing after 5pm? The Buses cannot be everywhere, so linking of key sites like the airport and the Sports Park is good, but MyWay could be the 'link' to get people to other places to complete the network or to get people to one of the bus routes! The timing of the routes and their connectivity will, as I said, be crucial to patronage and therefore success.</p>	

It will be absolutely crucial that the new routes are accessible to those with both physical and intellectual disabilities. While recognizing that there are funding constraints it will be important that all buses on a particular route are guaranteed to be accessible even if all routes cannot be made accessible initially. If a person in a wheelchair goes out on a bus as the bus is a 'kneeling' bus, it is not acceptable that that person cannot get home again because the 'kneeling bus' is on a different route. It is better that 2 routes, for example, are completely accessible at all times and 2 routes not, rather than 4 'hit and miss' partially accessible routes. Communication of 'accessible' and what this actually means will be important. Wheelchair users need to be consulted on bus design and placement of infrastructure (before purchase are made) as a 'flash bus' may look lovely but if it does not function properly, it is pretty useless. No point for management arguing a bus is accessible because it has a ramp, if the ramp is too steep and dangerous for wheelchair users or the ramp can not be put down at a bus stop because the pole for the new electronic signs is in the way! HBRC use the knowledge you have in the community so the everyone can be proud of what has been achieved. (TEAM – Together Everyone Achieves Magic!) Spedific consultation at the design stage may take a bit longer but it will be worth it in the long run, create a much better service and prevent costly 'bloopers' !

2. Do the planned changes to bus routes work for you and your community?

As mentioned above, the loss of MyWay will severely restrict access to the community for people with disabilities and will more than likely result in people reverting to Taxis, and putting more pressure on the Total Mobility scheme, as opposed to migrating onto the buses. Bus routes will never suit everyone, wherever you put them. So, understanding why people use or would use a particular service would perhaps be more useful to you. We would only continue to use the new service to Clive if it dovetails in with the Flaxmere service after finishing work. If the buses do not connect conveniently at the Hastings Library then we would not be able to use the service!

3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?

Retaining cash as a form of payment and the ability to top the new card up with cash on the bus will be important if the new card system relies on credit card top up only. (See below)

4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?

It is important that the end user, ie the person with the disability is not "punished", but agree that discount should be applied to the travel part of the fair not extra services that maybe should be allowed to be paid for from personal support budgets!

5. Do you have any other comments on the Draft Regional Public Transport Plan? Tell us what you think.

The current Bee Card requires the user to have a credit card to be able to top up electronically, something that many elderly and people with disabilities do not have, again limiting their access to the community. It is therefore vital to patronage that the new card has wider top up capabilities like the existing HOP card top up system. This system is much more user friendly for people with intellectual disabilities allowing somebody to make top ups with a bank account. For example, it is possible to set up an automatic top up from your bank account when the HOP card goes below a certain level (you can choose the minimum balance to trigger this), ensuring you always have money on your HOP card. This needs to be available on the new card as this would allow more people with intellectual disabilities to use the service, as well as many other people, without the worry of not knowing whether they have money on their card!

Submitter ID: #80	Napier
Name/(Organisation): Anja Read	
2. Do the planned changes to bus routes work for you and your community? Yes	
3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer? Option B: We move to a fully cashless system over time	
4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme? Yes	
Submitter ID: #81	Hastings District
Name/(Organisation): bianca	
2. Do the planned changes to bus routes work for you and your community? Yes	
3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer? Option B: We move to a fully cashless system over time moving to a fully cashless system would need you to ensure eftpos is available	
4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme? Yes	
5. Do you have any other comments on the Draft Regional Public Transport Plan? Tell us what you think. as someone who uses public transport every week, new changes may be hard to grasp by the data your looking at	
Submitter ID: #82	Napier
Name/(Organisation): Tyson	
2. Do the planned changes to bus routes work for you and your community? Yes	
3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer? Option A: We retain cash payments	
4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme? Yes	

Submitter ID: #83	Hastings District
Name/(Organisation): Rose Robinson	
1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think. bring back suburb buses for people who have difficulties getting to bus stops and different suburbs around Hastings.	
2. Do the planned changes to bus routes work for you and your community? No	
3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer? Option A: We retain cash payments	
4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme? Yes	
Submitter ID: #86	Napier
Name/(Organisation): Juliet Greig	
1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think. The new routes look good. It's an easy-to-understand map with cool colour codes. It is a great improvement on the current service. In the future could you consider real-time digital signs at the bus stop telling passengers when the next bus is arriving, eg Route 23, 1 minute. They have this system in Brighton, England, and the buses are often nearly full. People catch the bus because they know it will actually come! Also, would people be able to pay with a simple paywave card? This would make it easy and quick to pay. You can do this in Australia. Thank you for the proposed improvements, it is very exciting to see the new ideas you have come up with! Also, the logo is really eye-catching.	
2. Do the planned changes to bus routes work for you and your community? It would be great to see a proper public transport hub in Napier, to give the buses the status they deserve. Christchurch has an awesome bus service, we could do the same. Anything to get people travelling on public transport instead of clogging up town with single-occupancy cars. Thanks again!	
3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer? Option B: We move to a fully cashless system over time Could we have a really good route around Maraenui in Napier, so people can get to work without a car (quite a few people without licences, or without private transport in that area)	
5. Do you have any other comments on the Draft Regional Public Transport Plan? Tell us what you think. It's awesome to see you putting so much thought into improving public transport! The first thing I heard when I moved to Hawke's Bay is that "public transport is not good" in this region. That is going to change. Thanks for all the work you have done on this. Kia kaha	

Submitter ID: #88	Hastings District
Name/(Organisation): Junior Tuakana	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>I would like to raise the point of the dependency of the van service with regards to busy periods. According to the van driver, the van is constantly full of patrons.</p> <p>If the van is full, wouldn't it be feasible to reinstate to the previous bus service for those busy periods? What are the user numbers and periods where there are high volume of users? Rejected number of patrons trying to access service? This data would help validate how efficient the service is along with feedback from patrons. How is the efficiency measured?</p> <p>Further to this, there is approximately 30-45min wait where times fluctuate if the drive picks up passengers along the way. By resorting to scheduled bus times, this should reduce waiting times for busy periods and provide certainty for time of arrival.</p> <p>The van service is a great transport option to have but would benefit to make it efficient.</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>No</p> <p>No, van service is always late and when it arrives it only has one person onboard. See 4.1 for solution.</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option A: We retain cash payments</p>	
<p>5. Do you have any other comments on the Draft Regional Public Transport Plan? Tell us what you think. How will you measure the efficiency of these changes and over what period? This process is more than "clipping tickets".</p>	
Submitter ID: #92	Napier
Name/(Organisation): Helen Barbier	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>More frequent buses between central Napier and the hospital, via the expressway and Omaha Rd would encourage bus use. .</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>No</p> <p>I work on Omaha Rd so the loss of the No. 10 route means using the bus would no longer be an option for me.</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option B: We move to a fully cashless system over time</p>	
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>Yes</p>	

Submitter ID: #95	Central Hawke's Bay
Name/(Organisation): Mel Tuck	
2. Do the planned changes to bus routes work for you and your community? No	
3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer? Option B: We move to a fully cashless system over time	
4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme? Yes	
Submitter ID: #96	Central Hawke's Bay
Name/(Organisation): Tonyrobson	
1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think. We are paying for empty buses	
2. Do the planned changes to bus routes work for you and your community? No	
3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer? Option A: We retain cash payments	
4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme? No	
5. Do you have any other comments on the Draft Regional Public Transport Plan? Tell us what you think. CHB should not pay for a service we don't have	

Submitter ID: #99	Napier
Name/(Organisation): Christine Wilson	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>I have looked at Routes 1A and 1B because either one or both include Te Awa, which is where I live. My suggestion for these routes is that they include a small diversion down Kenny Road to Summerset Village so that residents there might have easy access to buses. It could loop around the roundabout at Erickson Road and return to Te Awa Avenue. Also the bus stop on Te Awa Avenue between Waimakariri and Hurunui Drives is well used at peak times and a bus shelter there would be welcome, particularly in winter.</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>Yes</p> <p>The changes work but I would like to include my above suggestions.</p> <p>I would also like to comment that some of us considered that the man from HBRC, who made the presentation concerning these changes at the greypower meeting on Tuesday 15 April was very condescending.. His remark that we might need to enlist the help of our grandchildren to use the QR codes was not appreciated. QR codes have been around since before COVID. We can manage without help. Nor were his remarks around making his talk brief because he didn't want to keep us from "our tea and scones ". We are older citizens but we're not children.</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option B: We move to a fully cashless system over time</p>	
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>Yes</p>	
Submitter ID: #100	Napier
Name/(Organisation): Vanessa Feldberg	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>Pleased to see that a bus now services the airport. Difficult to answer question 4.2 without seeing an actual timetable, especially for commuting.</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>Yes</p> <p>An additional bus stop on Battery Rd would be good, particularly in the Ossian Street, Lever Street, Campbell Street area.</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option B: We move to a fully cashless system over time</p>	

Submitter ID: #103	Hastings District
Name/(Organisation): RONALD WILKINS on behalf of Grey Power Hastings & District Association Incorporation	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>1. WE WOULD LIKE TO SEE A BUS SERVICE VIA THE AIRPORT SEVEN DAYS A WEEK FROM NAPIER</p> <p>2. WE WOULD LIKE TO SEE A BUS SERVICE FROM HAVELOCK NORTH VIA HASTINGS AND CLIVE TO NAPIER BETWEEN 9AM AND 4PM MONDAY TO FRIDAY</p> <p>3. WE WOULD LIKE TO SEE BUS SERVICE FROM WAIPUKURAU TO HASTINGS DURING PEAK TIMES MONDAY TO FRIDAY.</p> <p>4. WE WOULD LIKE TO SEE THE SUPER GOLD CARD HOURS BE EXTENDED 9AM TO 4PM MONDAY TO FRIDAY</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>Yes</p> <p>1. WE AGREE WITH THE CHANGES TO THE BUS SERVICES REPLACING THE MY WAY BUSES IN AKINA, CAMBERLEY, RAUREKA, AND PARKVALE, BUT WOULD LIKE TO SEE THE MY WAY BUSES TO STILL PICK UP PEOPLE WHO HAVE TROUBLE GETTING TO THE NEW BUS STOPS.</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option A: We retain cash payments</p>	
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>Yes</p> <p>MUCH STRICTED CRITERIA FOR QUALIFYING ON GETTING A MOBILITY CARD</p>	
Submitter ID: #108	Napier
Name/(Organisation): Ben Deller	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>Not relevant for me</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>Yes</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option B: We move to a fully cashless system over time</p>	
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>Yes</p>	
Submitter ID: #109	Hastings District
Name/(Organisation): Walter Breustedt on behalf of St. Columba's Havelock North Environment Group	
<p>5. Do you have any other comments on the Draft Regional Public Transport Plan? Tell us what you think.</p> <p>We suggest a Marketing Strategy with improved regular Advertising for Public Transport.</p>	

Submitter ID: #111	Napier
Name/(Organisation): Margaret Boyd	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>Yes i have a lot to say as a bus user, whose route will be removed in your plans. this isn't fair at all. but i've said once and i will say it again the buses need to run across the city as well as up and down so they link together so people can hop on and off with ease. and having a run thats longer than 30 minutes at a time i would hate to know what it does to a driver. but starting earlier and finishing later would be great so when appointments at the hospital run late you can get home and not miss the last bus.</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>No</p> <p>we need more buses, more saturday runs even if its smaller buses. we don't always need the bigger buses all the time and stop with the pushchairs in the disabled spots. maybe bring back the old hooks on the back of buses.</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option B: We move to a fully cashless system over time</p> <p>have lots of places to charge up bus card if you don't have a computer at home.</p>	
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>Yes</p>	
<p>5. Do you have any other comments on the Draft Regional Public Transport Plan? Tell us what you think.</p> <p>public transport is important to those of us who don't own, or can't drive due to whatever reason. and cutting those services is going to cause a lot of heartache. we need to look at this more carefully. but we do need to cover more suburbs as the cities grow. does not mean stop giving a service to someone else in the process.</p>	
Submitter ID: #115	Hastings District
Name/(Organisation): Randolph Holmes on behalf of Anywhere moving & storage ltd	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>Not applicable to us or any staff</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>No</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option A: We retain cash payments</p>	
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>No</p> <p>Keep it way it was</p>	

Submitter ID: #116	Hastings District
Name/(Organisation): Robert Orr on behalf of Hastings Girls' High School	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>Our organisation is supportive of the changes to the routes proposed in the Draft Regional Public Transport Plan. These routes will provide better connectivity for our students to our school. We, like many schools in the region, have been significantly impacted by changes made by the Ministry of Education to school bus routes with a number of routes being cancelled. We see Route 4 and Route 9 providing significantly better connectivity for our students and encourage careful consideration of the timing of these routes to coincide with school start times of 8.30am and finish times of 3pm. Consideration to the size of buses used and regularity of the service at peak times is also important. Currently we have a number of issues of students being left behind by the Flaxmere bus as it is at capacity in the mornings.</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>Yes</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option A: We retain cash payments</p>	
Submitter ID: #117	Hastings District
Name/(Organisation): John King	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>More services for those people who are finishing work after 5.30pm</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>No</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option A: We retain cash payments</p>	
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>Yes</p>	
Submitter ID: #118	Hastings District
Name/(Organisation): Nat Dewar	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>Living in Twyford with high school children. Currently drive to Hastings library to get multiple bus pick ups. Would be able to use new sports park bus stop for 2 kids at 2 different schools . Wonderful</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>Yes</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option A: We retain cash payments</p> <p>Takes too long for money to appear on beecard after top up. 12hours. Not acceptable. Cash must be accepted</p>	

Submitter ID: #119	Central Hawke's Bay
Name/(Organisation): Gerard Pain	
1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think. No because I live in CHB	
2. Do the planned changes to bus routes work for you and your community? No See above	
3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer? See above	
4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme? No	
Submitter ID: #120	Napier
Name/(Organisation): Desmond Brice	
1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think. I support the proposed changes to public bus services.	
2. Do the planned changes to bus routes work for you and your community? Yes	
3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer? Option B: We move to a fully cashless system over time	
4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme? Yes	

Submitter ID: #122	Out of region
Name/(Organisation): Margot Butcher	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>I am unable to drive due to a disability and regularly commute to Hawke's Bay airport to visit a client at Sports Park / McLean Park. I can not count the number of times I have been frustrated by the lack of an airport bus service - standard issue at most centres in NZ - and, the lack of public transport options to Mitre 10 Sports Park. My client frequently hosts youth sports teams and athletes at Sports Park who likewise have no independent way to get there, other than an expensive hire car or taxi, and relies on their being an accompanying adult who can drive, which is not always the case eg age-group skills camps and user pays camps. There can sometimes be a long wait for taxis at Hawke's Bay airport - 40 minutes is not uncommon. This is a lead yoke when it comes to attracting this market. Ditto for major event days eg International and key matches at McLean Park where there is a stream of inbound visitors operating on a schedule and not enough airport taxis or shuttles to cater for them. So this is an impassioned yes to an airport bus and sports park option, both would be something I would use regularly for business purposes. The sooner the better.</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>Yes</p> <p>Having grown up in Bay View when it had no bus service at all other than school buses, on behalf of the youth of the area - thanks for sorting that out. We were effectively stranded out there.</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option A: We retain cash payments</p> <p>Visitors from out of the region typically seek either cash or eftpos options, rather than a subscriber (card or charge) model - Nelson is a good example of a tourism area catering effectively to both the local and visitor markets on public transport</p>	
Submitter ID: #123	Napier
Name/(Organisation): Roger andrew charles HEDLEY	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>Kia Ora ,te awa needs more buses ,we need an airport bus , we need a bus that traverses Napier hill eg travels along Napier terrace , thankyou</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>Yes</p> <p>As above</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option A: We retain cash payments</p>	

Submitter ID: #124	Napier
Name/(Organisation): Rachel van Duuren	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>From what I have read of the consultation document and draft plan, I am very excited for these changes. It will be good to have a new and different bus routes so that we can travel to different areas of Napier and Hastings. Currently the bus routes, while acceptable, could definitely be improved. If you go through with the draft plan, I'm looking forward to Route 3 in particular.</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>Yes</p> <p>It's been a long time coming! I understand the reasons, but it'll be good to have it. Looking forward to 2026!</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option A: We retain cash payments</p> <p>I understand the reasoning behind cashless systems but the luddite in me thinks you shouldn't only have one way to pay. Cash should always be an option.</p>	
Submitter ID: #126	Napier
Name/(Organisation): Chandre Honeth	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>I am pleased that emphasis is being placed on public transport for the region. I think what has been missing in the past is transport to the city centres to partake in recreational activities in the evenings and weekends. For example, it would be great to travel from Napier to Hastings to get some dinner and attend a show at the theatre. I think local tourism in the city centres (going to restaurants and bars in the evening) relies heavily on those that live close by as people who live further out cannot get there. I also think it would be nice for people to share a drink without having to worry about driving. Transport to the city centre would revive them a bit I think.</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>Yes</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option B: We move to a fully cashless system over time</p>	

Submitter ID: #127	Napier
Name/(Organisation): John West on behalf of EIT	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>EIT values having a centric place in the proposed new route model, which allows for access to its main Taradale campus.</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>Yes</p> <p>We would value direct access from the Flaxmere community to our Taradale campus without the requirement for a bus change. However we note a single fare would cover this point to point transfer which is appreciated.</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option B: We move to a fully cashless system over time</p> <p>Consideration as to how access to the service could be maintained where users do not have a non-cash payment method is critical for payment</p>	
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>Yes</p> <p>Equity of access to this option will be important through these changes.</p>	
<p>5. Do you have any other comments on the Draft Regional Public Transport Plan? Tell us what you think.</p> <p>EIT is committed to the provision of a Public transport network which provides for access to its campuses, particularly in Taradale.</p> <p>EIT encourages the Regional Council to ensure an equity lens with regard public transport access is maintained.</p> <p>EIT would value the opportunity to continue to contribute to the ongoing evolution of the Hawke's Bay Public Transport system. Providing opportunities for our communities to contribute to this discussion in an ongoing manner will be important.</p>	
Submitter ID: #128	Hastings District
Name/(Organisation): Sharon Malaitai	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>I support the new bus route from Napier to Hastings through Clive for those that work and school on the east side of Napier. Previously the bus would take us through to the west end of Napier Tamatea Taradale to get back to Hastings</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>Yes</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option A: We retain cash payments</p> <p>Keeping options for cash is a alternative option for the demographics that catch the bus</p>	
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>No</p>	
<p>5. Do you have any other comments on the Draft Regional Public Transport Plan? Tell us what you think.</p> <p>No</p>	

Submitter ID: #129	Napier
Name/(Organisation): Maree Diamond	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>I work @ EIT & used to take the bus regularly every day when it used to run every 15 minutes. Since it changed to every 20 minutes years back I have not taken the bus since as I would have wasted 1/2 hour per day being early/late or waiting. I look forward to the bus being more regular again so I can consider using the service once more!</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>Yes</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option A: We retain cash payments</p> <p>I like cash!</p>	
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>Yes</p>	
Submitter ID: #130	Hastings District
Name/(Organisation): Louise Davison	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>I live on Pakowhai Rd, Tomoana and currently use the 12 bus to get to and from work in Napier every day. My children also use the 12 bus to get home from school every day. I cannot drive due to an eye condition so public transport is the only option for me. The proposed changes mean that there will not be a bus within walking distance for myself or my children and we will not have a way to get to work or school. Other people get on and off the bus at the stop I do, so this change would affect them too.</p> <p>If the proposed route were to be changed so that the inward journey turned right down Lyndhurst Road from Nottingham Road, then turned left on to Pakowhai Road and left on to Evenden Road this would capture the Frimley commuters and still also capture the Mahora commuters. The outward journey would work in reverse.</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>No</p>	
Submitter ID: #132	Hastings District
Name/(Organisation): Irina	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>No</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option A: We retain cash payments</p> <p>Schoolkids should have free busrides</p>	
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>No</p>	


Submitter ID: #133	Napier
Name/(Organisation): Gaylene Ellison	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>Not a very good out there plan for anyone to read, hard to see for many people to read and see the map,</p> <p>KEEP ALL THE USUAL ROUTES AS THEY ARE, THEY WORK!!!</p> <p>DONT CHANGE THOSE ROUTES</p> <p>IT HURTS THOSE MOST VONERABLE THAT YOU PROPOSE WALK SO FAR TO CATCH A BUS,, RIDICULOUS!!!</p> <p>DO NOT TAKE AWAY STOPS THAT ARE NEEDED IF ONLY FOR TWO PEOPLE , ITS CALLED A SERVICE TO THE NAPIER PEOPLE, TAMATEA AND MARAENUI ESPECIALLY NEED TO KEEP TRIP TO THE CITY ..NOT CHANGE BUSES MIDWAY!!! DIGUSTING IDEA.</p> <p>ALL YOU NEED TO DO IS ADD THE AIRPORT TRIP, SPORTS PARK TRIP TO THE EXISTING BUS PLAN .</p> <p>IT DOESNT NEED TO GET COMPLICATED , ITS NOT ROCKET SCIENCE.</p> <p>PLEASE THINK OF THE VONERABLE LOCAL PEOPLE , AND COOK UP STUFF WHILE SITTING IN YOUR NICE OFFICESLEAVE</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>No</p> <p>Leave the bus routes as they are</p>	
Submitter ID: #134	Hastings District
Name/(Organisation): Patrick Lander	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>I support including a service to the Hawke's Bay Regional Sports Park within the Hawke's Bay Regional Public Transport Plan.</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>Yes</p> <p>It would be excellent to see the Regional council contributing to the production of a bus shelter at the regionally shared location.</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option B: We move to a fully cashless system over time</p>	

Submitter ID: #135	Napier
Name/(Organisation): Hannah Small	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>I approve of change of Route 6a to include the airport. This change is sensible and needed by the community and it will improve connections for visitors to Hawkes Bay. I also approve of the changes to Route 2 which remove the confusing Tamatea loops, as this simplifies the route. It is not clear on the plan if there will be additional stops down Orutu Drive or to service Mite10 and Kmart, but I hope these are included.</p> <p>I do not approve of the change of Route 1A and 1B to no longer service Pakowhai Rd. I suggest that Route 1A follow the new proposed route servicing the hospital and down Percival Rd, and Route 1B service Pakowhai Rd (similar to the existing route, but possibly not servicing the hospital directly). The proposed route change leaves people in Mahora with no convenient bus connection to Napier. I appreciate that the proposed routes are intended to streamline the route however I am concerned that no longer servicing Pakowhai Rd will impact some residential users significantly.</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>No</p> <p>The proposed changes will not directly impact me, however they will impact many others in the community.</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option B: We move to a fully cashless system over time</p>	
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>Yes</p>	
Submitter ID: #136	Napier
Name/(Organisation): Tony Fitch	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>Keep the current routes as I rely on buses to travel and to see my grandma on Merlot drive and on West Quay</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>No</p> <p>The new planned routes affect a lot of people in Ahuriri and Church Road and Merlot drive</p>	

Submitter ID: #137	Hastings District
Name/(Organisation): Anita	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>Bus patronage is so low, there needs to be a trial period of no more than 18 months for the new proposals to see if the changes increase bus patronage. If patronage continues to be low council needs to look at alternative transport options. Uncertain as to whether extending the operating hours to midnight will be well utilised and should be reviewed after a 3-month trial to see if the hours could be scaled back. A bus service to the airport should be high priority, it would be well utilised by locals and tourists and would be great to see this implemented in November this year as we enter our high tourist season. A shortened service from Napier to Ahuriri and vice versa should run from 9pm - midnight on Friday and Saturdays to enable locals and tourists to eat at the bars and restaurants in Ahuriri without relying on taxis and private transport. My Way would have been more successful if you had extended the service from Hastings to Havelock North as the elder population would be more likely to use an on-demand service with smaller buses and the ability to be picked up and dropped off closer to home. My Way could also be a way to service your rural customers who are paying a public transport charge in their rates but are not in the vicinity of a public transport service.</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>No</p> <p>Live too far away from a bus stop. But would utilise a bus from the airport to Napier as would save on parking fees.</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option A: We retain cash payments</p> <p>Should just be two payment options, tapping on and off with credit/debit card or cash. Would need to be reviewed if having cash on board impacts on driver safety.</p>	
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>Yes</p>	
<p>5. Do you have any other comments on the Draft Regional Public Transport Plan? Tell us what you think.</p> <p>Have commented above</p>	
Submitter ID: #139	Napier
Name/(Organisation): Claire Morgan	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>No</p> <p>bus routes memorized and we hit aall the stops we need</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option B: We move to a fully cashless system over time</p>	
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>No</p>	

Submitter ID: #140	Central Hawke's Bay
Name/(Organisation): David Matthew Bishop	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>Council needs to invest in getting commuters in CHB out of their cars onto public transport. Ideally subsidising a bus service to and fro [CHB to Hastings] where commuters can join the existing bus network. Collate information from commuters as to their needs and what it takes for change. Benefits include reduction in greenhouse gases, wear and tear of the roads, commuters in better frame of mind at destination.</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>Yes</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option B: We move to a fully cashless system over time</p> <p>A swipe on card is best for all, which are topped up on line or at dairies. Enables bus driver safety</p>	
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>No</p> <p>extend the range of access from permanent disability, to disability</p>	
<p>5. Do you have any other comments on the Draft Regional Public Transport Plan? Tell us what you think.</p> <p>Not considered</p>	
Submitter ID: #141	Napier
Name/(Organisation): Craig Morgan	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>Yes</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option A: We retain cash payments</p>	
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>Yes</p>	
Submitter ID: #142	Hastings District
Name/(Organisation): glenis Libby	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>they are a step in the right direction. Need to look at family tickets.</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>Yes</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option A: We retain cash payments</p> <p>not everyone has access to a cashless system, having both is making it resilient.</p>	
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>Yes</p>	

Submitter ID: #144	Napier
Name/(Organisation): Thao Nguyen	
2. Do the planned changes to bus routes work for you and your community? No	
3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer? Option A: We retain cash payments	
Submitter ID: #146	Napier
Name/(Organisation): Tony Williams	
1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think. Route 2 through Taradale via Avondale Rd would put residents who live on the hillside sections west of Church Rd more than the 10 minutes walking distance that is used as a standard for public transport. High frequency public transport is feasible only when there is the population to support it. Auckland and Wellington can cope, partly because the railway tracks are already constructed. Hawkes Bay is a long way from this. Similarly for the airport bus: passengers are going to or coming from Auckland, Wellington or Christchurch all at different times. Sydney and Melbourne can do it where you have populations equal to the whole of New Zealand. Planning and consultation are essential. Thank you.	
2. Do the planned changes to bus routes work for you and your community? 4.2 in an imperfect world, sort of.	
Submitter ID: #148	Hastings District
Name/(Organisation): Shanon Tait	
1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think. Please consider adding Murdoch Road East to Route 4 for bus passengers to use in this area.	
2. Do the planned changes to bus routes work for you and your community? No	
3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer? Option B: We move to a fully cashless system over time	
4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme? Yes	

Submitter ID: #149	Napier
Name/(Organisation): Kate Ivicheva on behalf of Napier City Council	
<p>1 May 2025</p> <p>Hawkes Bay Regional Council Delivered via email kate.ivicheva@napier.govt.nz</p> <div style="text-align: right;">  </div> <p>Napier City Council's Submission on the Hawke's Bay Regional Public Transport Plan 2025-2035</p> <p>1. Introduction</p> <p>1.1. Napier City Council ('NCC') welcomes the opportunity to make a submission on the Hawke's Bay Regional Public Transport Plan ('RPTP').</p> <p>1.2. Should an opportunity arise to speak to our submission before the Regional Transport Committee, NCC confirms our intention to do so.</p> <p>1.3. The Napier City population is approximately 62,241, with projected growth of 6.06% over the next ten years. Our demographics are comprised of 21.2% Māori, 81.2% Pakeha, and 3.4% of our population identify as Pacific people, 5.0% as Asian and 1.8% as Middle Eastern/Latin American/ African and other. We have a median age of 42 years with an ageing population - 28% of the population is projected to be 65 years or over by 2033 (compared to 22.9% in 2023).¹</p> <p>1.4. The Napier City Vision² prioritises people-centric development, values our port and coastal identity, and embraces travel options. These aspirations rely heavily on a robust and sustainable transport network that caters to the diverse needs of our community. NCC's Strategic Priorities include a focus on being a resilient city, which involves planning and investment to prepare for a changing climate, and on having spaces and places for all, which includes having a focus on accessibility, affordability, safety and vibrancy.³ Alongside this, we are working towards a net-zero greenhouse gas emissions target of net zero by 2050, as outlined in our Emission Reduction Plan 2025-2035.⁴</p> <p>1.5. An effective, accessible, affordable and efficient public transport network and service are essential for our community.</p> <p>1.6. Napier City Council's 2024 Social Monitor Survey found that transport/public transport was identified as an important issue by eight percent of respondents. Ease of movement around Napier is strongly associated with access to a private vehicle. Respondents without car access reported difficulty navigating the city, with 30% suggesting public transport needs significant improvement. Private car use remains dominant, even for short trips, negatively affecting emissions, safety, urban development, access equity, and</p>	

household costs. A shift to alternative modes will require public transport that offers reliability, convenience, and flexibility comparable to private vehicles. We support the RPTP's intention to provide more direct services, higher frequencies, and extended operating hours to address this.

- 1.1. While NCC is not responsible for public transport delivery, we play a key role in enabling and supporting the public transport network. NCC aligns infrastructure planning, asset renewals, and capital investment in transport-related projects, such as footpaths, lighting, intersections, and shelter placement, with the regional public transport direction. This alignment ensures that the infrastructure surrounding public transport routes is safe, accessible, and coordinated with broader urban and transport objectives.
- 1.2. NCC also supports integration between transport planning and land use planning to ensure that infrastructure investment remains scalable and coordinated.

2. General Remarks

- 2.1. NCC supports the vision for public transport: "To deliver a public transport system that is safe, accessible, and supports the shift to reduce driving and emissions in Hawke's Bay, while improving the economic, social, and environmental well-being of the people of Hawke's Bay."
- 2.2. We welcome the proposed expansion of public transport services to include Hawke's Bay Airport, providing a critical link for both residents and visitors. However, we recommend that the airport public transport service frequency be increased to more than once per hour, particularly during peak travel periods, to match flight schedules and passenger demand.
- 2.3. We support the role of public transport as a tool for sustainable urban growth and emissions reduction. The 2024 Napier Social Monitor reported that 42% of respondents perceived road transport as the second largest issue impacting climate change, up from 37% in 2023. We also welcome the planned introduction of zero-emission buses for all new fleet additions from 2025 onwards.
- 2.4. We support the proposed intention to investigate opportunities for inter- and intra-regional passenger rail services and the feasibility study into future commuter rail integration within the wider public transport network.

We support the proposed full 'step change' in service provision and recognise that securing alternative revenue sources is preferable to imposing significant increases in farebox recovery rates, which risk further eroding passenger numbers. In this context, we welcome the information outlined in Table 11, particularly the investigation into partnerships with businesses and organisations to promote commuter bus use through concession fare schemes, similar to the successful collaboration with Hawke's Bay DHB.

Such initiatives will help encourage greater public transport uptake and strengthen long-term network viability.

- 1.1. We support the introduction of the Bus Advertising Policy (Appendix F) under HBRC management. This aligns well with NCC's community wellbeing strategies, including the Napier-Hastings Joint Smokefree and Vapefree Policy (2022) and the Joint Alcohol Strategy (2017).
- 1.2. We note the limited number of active bus stops within Napier's CBD, particularly for routes travelling via Kennedy and Taradale Roads. We would appreciate the opportunity to work with HBRC to identify additional CBD stop locations, beyond the current sole stop at Dalton Street (the next nearest stop is at the Napier Health Centre in Wellesley Road), to improve access and service convenience.

2. Integration with Land Use Planning

- 2.1. NCC welcomes increasing public transport offerings along existing core transport routes. These improvements are well aligned with Napier's Spatial Picture and the proposed mid and high-density residential zoning under the Proposed District Plan. The enhancement of public transport across the Napier urban area ensures that existing residential environments are well-served by efficient and reliable public transport.
- 2.2. We strongly support the planned increase in bus frequency and the introduction of bidirectional routes, recognising these as crucial steps toward creating a more connected, accessible urban environment. These changes will significantly improve the usability of public transport, making it a more competitive and attractive alternative to private vehicle use.
- 2.3. We recognise that Napier is expected to experience growth across several bespoke areas, including Parklands, Mission Hills, and potentially as a result of Riverbend Development and Ahuriri Station. We welcome the RPTP approach to introduce new services on a trial basis for no less than twelve months to ensure that the public transport approach can adapt to new developments, including the consolidation of inner CBD stops, subject to available funding. Continued community engagement will be essential to maintaining responsiveness to residents' evolving needs.

3. Specific Comments

Planning Alignment and Infrastructure Contribution Opportunities

- 3.1. We continue to support and align forward works programmes where changes are proposed to the public transport plan, by identifying opportunities to coordinate infrastructure improvements where feasible. For example, this may include monitoring proposals, such as the potential consolidation of public transport services or considering alternative solutions and locations to reduce pressure on the city's infrastructure network.

- 1.1. Maximise the alignment of financial and planning contributions towards future works through existing processes, where impacts on the urban bus network and complementary transport modes align with planned infrastructure programmes and are achievable within available resources.

2. Closing

Napier City Council appreciates the opportunity to contribute to the development of a stronger, more accessible, and sustainable public transport network for Hawke's Bay and looks forward to ongoing collaboration with HBRC.

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Napier 4142
c/o Kate Ivicheva, kate.ivicheva@napier.govt.nz

Submitter ID: #150 Name/(Organisation): Eloise Mackay on behalf of Hastings District Council Disability Reference Group	Hastings District
<p><i>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</i></p> <p>The dropping of MyWay services will hugely disadvantage the disabled community. Initial thoughts about the Hawkes Bay Transport system were admirably focused on getting more 'bums on seats' - to get more commuters using the service that would decrease both traffic on the road and parking issues, and marketing was probably geared towards this. However, it was your existing service users - those that use or could use the public transport system because they did not have their own transport, that seemed to have been forgotten in initial marketing. It therefore took a while for people to understand the MyWay system, how it worked and the opportunities it could create – something that was not discussed in the review. MyWay for people with disabilities was an absolute game changer - enabling many people to access the community that they had never been able to do so before. For example, it significantly widened the area where families could look for potential housing, knowing that their loved one could use MyWay to cross town and go anywhere within the MyWay zone. Suddenly cafes, Ten Pin bowling, movie theatres all became possible. The loss of MyWay will now very much reduce the world for many people with disabilities that relied on it to access the community. We do not believe the evaluation of it, nor the expected targets for its uptake were/are realistic - given that the service was plagued by having vehicles off the road, and the numbers of people benefiting from the initial service, would have outweighed those in the evaluation that indicated they were disadvantaged by the replacement of the loop route with the MyWay Service. Temporary replacement vans did not have the card reader system, so every ride was a free ride when a MyWay van was off the road – which happened frequently. This will have severely compromised revenue generation, leading to inaccurate revenue figures! Targeting groups that had transportation issues could have been useful when marketing MyWay in the first place, as opposed to hoping people would get out of their cars! We still believe there is a place for MyWay in the system and better marketing to potential user groups and consistent phone answering will be crucial. (Custom was lost because people could not get through on the phone and when investigating further it appeared that 'rates' had priority at some times of the year, leading to MyWay customers giving up and having no trust in the system.)</p> <p>Driver training will be absolutely crucial to the success of any public transport system and it is great to see the emphasis on this in the new plan. In particular, an understanding of disability will be crucial. As we have found, people need to understand that there is more to disability than a wheelchair - and many people with a disability have hidden disabilities that need to be understood. Our work with the HBRC when MyWay was first set up, lead to the development of 'favourite' sites (consistent pickup sites) which was crucial in enabling the system to work for people with Intellectual disabilities, and we were grateful for the understanding of initial HBRC staff. However, issues arose when drivers were not familiar with the differing needs of people with a disability and assumed that because a client was not in a wheelchair and was not on crutches there was no reason why they could not cross the road, leading to increased anxiety/frustration all round, when the client appeared reluctant to cross the road. (No understanding of the anxiety that the drivers request caused, and the resulting 'freeze' created in the client leading unfortunate exchanges of words!) . Driver training in the 'Sunflower - Hidden disabilities scheme' could greatly help drivers and therefore people with disabilities going forward and should be considered as part of any new driver training package.</p> <p>It is quite difficult to make active comment on the planned new routes, without seeing the intended connection of the proposed routes. Is someone getting on at Gracelands retirement village after 4pm be able to connect with the no 8 proposed service to Clive, given the route now looks longer and the Hastings Clive Napier bus now leaves earlier, with nothing after 5pm? The Buses cannot be everywhere, so linking of key sites like the airport and the Sports Park is good, but MyWay could be the 'link' to get people to other places to complete the network or to get people to one of the bus routes! The timing of the routes and their connectivity will, as I said, be crucial to patronage and therefore success.</p>	

It will be absolutely crucial that the new routes are accessible to those with both physical and intellectual disabilities. While recognizing that there are funding constraints it will be important that all buses on a particular route are guaranteed to be accessible even if all routes cannot be made accessible initially. If a person in a wheelchair goes out on a bus as the bus is a 'kneeling' bus, it is not acceptable that that person cannot get home again because the 'kneeling bus' is on a different route. It is better that 2 routes, for example, are completely accessible at all times and 2 routes not, rather than 4 'hit and miss' partially accessible routes. Communication of 'accessible' and what this actually means will be important. Wheelchair users need to be consulted on bus design and placement of infrastructure (before purchase are made) as a 'flash bus' may look lovely but if it does not function properly, it is pretty useless. No point for management arguing a bus is accessible because it has a ramp, if the ramp is too steep and dangerous for wheelchair users or the ramp can not be put down at a bus stop because the pole for the new electronic signs is in the way! HBRC use the knowledge you have in the community so the everyone can be proud of what has been achieved. (TEAM – Together Everyone Achieves Magic!) Specific consultation at the design stage may take a bit longer but it will be worth it in the long run, create a much better service and prevent costly 'bloopers' !

2. Do the planned changes to bus routes work for you and your community?

As mentioned above, the loss of MyWay will severely restrict access to the community for people with disabilities and will more than likely result in people reverting to Taxis, and putting more pressure on the Total Mobility scheme, as opposed to migrating onto the buses. Bus routes will never suit everyone, wherever you put them. So, understanding why people use or would use a particular service would perhaps be more useful to you. We would only continue to use the new service to Clive if it dovetails in with the Flaxmere service after finishing work. If the buses do not connect conveniently at the Hastings Library then we would not be able to use the service!

3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?

Option A: We retain cash payments

Retaining cash as a form of payment and the ability to top the new card up with cash on the bus will be important if the new card system relies on credit card top up only. (See below)

4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?

It is important that the end user, ie the person with the disability is not "punished", but agree that discount should be applied to the travel part of the fare not extra services that maybe should be allowed to be paid for from personal support budgets!

5. Do you have any other comments on the Draft Regional Public Transport Plan? Tell us what you think.

The current Bee Card requires the user to have a credit card to be able to top up electronically, something that many elderly and people with disabilities do not have, again limiting their access to the community. It is therefore vital to patronage that the new card has wider top up capabilities like the existing HOP card top up system. This system is much more user friendly for people with intellectual disabilities allowing somebody to make top ups with a bank account. For example, it is possible to set up an automatic top up from your bank account when the HOP card goes below a certain level (you can choose the minimum balance to trigger this), ensuring you always have money on your HOP card. This needs to be available on the new card as this would allow more people with intellectual disabilities to use the service, as well as many other people, without the worry of not knowing whether they have money on their card!

Submitter ID: #152	Central Hawke's Bay
Name/(Organisation): Kathryn Bayliss	
1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think. No	
2. Do the planned changes to bus routes work for you and your community? No	
4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme? No I disagree with "The indirect targeted rate of 10% for the Total Mobility service to be charged to all ratepayers in Napier, Hastings, and Central Hawke's Bay calculated on capital value. This acknowledges that our Total Mobility service is available for all eligible people in these areas." It is not available to rural people in CHB so rural people should not be charged the indirect targeted rate of 10%. The Total Mobility service does not give lesser congestion on roads and reduced emissions. In the Regional Public Transport Plan 2025-2035 on page 40: 4.3.1. 65. HBRC will continue to provide the Total Mobility Scheme in Napier, Hastings, Waipawa and Waipukurau.	
5. Do you have any other comments on the Draft Regional Public Transport Plan? Tell us what you think. I don't agree with trialing a commuter express service between Central Hawke's Bay and Hastings. I would only agree with it if there is no cost for rate payers who don't use it. It would be better to set up a car sharing app. (There may be some other sharing options already?)	
Submitter ID: #154	Napier
Name/(Organisation): Ann Galloway	
1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think. Thank goodness the Sports Park and Airport will be on the amended routes. But let's get patronage up before committing expenditure on a zero-emission fleet. That policy is literally putting the cart before the horse/s!	
2. Do the planned changes to bus routes work for you and your community? Yes Does the Route 6 timetable integrate with Route 2 or more importantly Route 1, so a passenger from Ahuriri northwards could realistically travel by bus to the hospital or EIT? ie with minimal waiting time in Napier CBD for the connecting service?	
3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer? Option B: We move to a fully cashless system over time Cashless payment is fine for most, but the needs of those who can't use it must be considered.	
4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme? Yes If you get a taxi through ACC, the driver never waits while you attend the appointment, you have to call another taxi. Mobility service should be the same.	
5. Do you have any other comments on the Draft Regional Public Transport Plan? Tell us what you think. Better information at bus stops would be appreciated. Timetable, routes etc. Real-time info screens like in other cities is probably unrealistic, but via an app would be very useful.	

Submitter ID: #155	Napier
Name/(Organisation): Jude Henderson on behalf of Napier Disability Awareness Group	
See attachment (following)	
Hawke's Bay Regional Council 159 Dalton Street, Napier 4110	30 th April 2025
Submission on Regional Public Transport Plan 2025-2035 by Napier Disability Awareness Group (NDAG)	
<p>Thank you for the opportunity to make a submission on the RPTP currently out for consultation. NDAG has discussed this plan at length, both together with HBRC staff and our members/clients.</p> <p>NDAG supports the following statements in the RPTP (page numbers included):</p> <p>1.3.3 The Ministry of Transport Outcomes Framework:</p> <ul style="list-style-type: none"> • "Enable access to employment, education, healthcare, social and cultural opportunities (economic prosperity, inclusive access, healthy and safe people). • Ensure access to essential services for those unable to drive (economic prosperity, inclusive access, healthy and safe people)" (p.9) • "An efficient transport system that is resilient, low emissions, safe, provides genuine and equitable choices, and places community wellbeing at the centre." (p.11) • "Inclusive access Support fit-for-purpose, genuine, safe, and equitable transport choices for all users to sustain the health and wellbeing of communities." (p.11) • "On Demand services will continue to be evaluated as part of the future public transport network in Hawke's Bay and may become increasingly important, particularly as our population ages and transport needs change. Any future service could function as a complement to fixed routes." (p.16) <p>We also agree with some of the Business Case for Public Transport Services problems, such as</p> <ul style="list-style-type: none"> • "Accessibility is also a concern, with some stops not concreted to the kerb or poorly designed for people with mobility challenges. In some cases, key areas remain unserved by buses altogether. These issues collectively contribute to public transport being perceived as invisible or as a last resort option for those without alternatives." (p.15) <p>NDAG would like to comment on the following areas of the RPTP so that the consumer/user voice is heard in respect to any changes to policies, plans and implementations. We have provided examples, quotes or references from trusted sources to support these comments.</p> <p>2.1.4. Total Mobility Scheme:</p> <ul style="list-style-type: none"> • "While the Total Mobility Scheme is important for providing more equitable access for those who cannot drive and even with the 75% subsidy on taxi travel, it is not an affordable or equitable for everyone for all trips. Creating an attractive, accessible, and efficient public transport network that can suit the need of more people is key to managing demand for Total Mobility subsidies and delivering more equitable access." (p.16) <p>Many people who live with a disability/disabilities are struggling to cope with the increases across the board, and the cost of disability is rising beyond their means. For those living outside a CBD, or accessing activities outside the urban area, the costs are considerable. Would HBRC consider aligning the cost of Total Mobility with the cost of living?</p> <ul style="list-style-type: none"> • "The 65+ age cohort is forecast to account for over 20% of the population in Hawke's Bay by 2028, according to Stats New Zealand. Long term, this will result in a greater demand for Total Mobility services as people become less able to access either public transport or other transport modes. It is essential that the scheme is sustainable into the future as demand increases." (p.16) 	

The Total Mobility scheme was created for all ages of New Zealanders with a disability, not just those over 65 years of age. The scheme is used for school-aged children, young working teenagers, people who are employed full time or part time, and those accessing recreational activities in the community.

"The current percentage of those living in New Zealand with a disability is 17%

For children, mental health difficulties (feelings of anxiety or depression) and difficulties accepting change to their routine were the most common types of difficulties, with 5 percent of children aged 5 to 14 years identified as disabled due to each of these respective difficulties.

For adults, physical difficulties (which included difficulties with walking, flexibility, or dexterity) were the most common:

Almost 1 in 10 adults (9 percent) were identified as disabled due to physical difficulties.

5 percent of adults were identified as disabled due to sensory difficulties (seeing or hearing).

4 percent of adults were identified as disabled due to cognitive difficulties (remembering, concentrating, or learning).

The two most common types of difficulty for adults, physical and sensory, are associated with ageing. Mobility, vision, and hearing often decline with age."

Reference: [https://www.stats.govt.nz/news/1-in-6-new-zealanders-are-disabled/#:~:text=New%20data%20from%20the%202023,\(17%20percent\)%20were%20disabled](https://www.stats.govt.nz/news/1-in-6-new-zealanders-are-disabled/#:~:text=New%20data%20from%20the%202023,(17%20percent)%20were%20disabled)

- "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 and / or their ability to utilise other transport options." (p.21)

It is important to remember that the community is changing, and many people are living in isolation, separated from family and friends, coping with health conditions or have no contacts in the community at all. They may have exhausted all other avenues of transportation before seeking Total Mobility support. Some disabilities are hidden or well compensated for by the individual which makes others in the community question their need for services. Not 'looking disabled' is an often heard of quote from our clients.

- "Access and mobility: Public transport provides a means of travel to work, education, and public services 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." (p.23)

Some people in the community, with or without a disability, are becoming more isolated. Community based services are working very hard to support people with transport of their own and to encourage participation in activities and events. It is important that people of all ages and abilities access more than the traditional activities of shopping, banking, health services and businesses. People need to be able to access social activities and events near or around where they live, so that they can interact with others and feel part of the community.

"On average, disabled people were more likely to be lonely and to experience discrimination. Disabled people reported having less access to emotional and instrumental support from others, and lower levels of trust in other people and in public institutions"

Reference: <file:///C:/Users/jhenderson/Downloads/Measuring-inequality-for-disabled-New-Zealanders-2018-Stats-NZ.pdf>

2.4 Funding:

"Adjusting bus fares requires careful consideration of the elasticity of demand to balance revenue generation and patronage. Moderate fare increases can help boost revenue and improve farebox recovery, particularly when aligned with rising costs of providing bus services.

However, steep fare increases may disproportionately affect certain groups, reduce patronage, and risk a net decline in revenue, ultimately undermining farebox recovery. Any changes to fares must therefore be carefully evaluated for their economic and social impacts." (p. 29)

People with disabilities are already paying a huge cost to live their lives as independently as possible. While many have support from family or friends, some rely on funding their own personal or home support and transportation.

"Overall, New Zealanders rated ease of access to public transport worse than access to other key facilities."

"Disabled people were less likely than non-disabled people to feel safe or very safe when in their homes by themselves at night, walking alone in their neighbourhoods after dark, or waiting for public transport at night".

"Having enough money to cover everyday expenses is a key factor in determining a person's overall wellbeing. Living with disability, however, can create extra challenges. Disabled people often face additional costs and obstacles that affect their ability to participate in the workforce, compared with non-disabled people."

Reference: <file:///C:/Users/jhenderson/Downloads/Measuring-inequality-for-disabled-New-Zealanders-2018-Stats-NZ.pdf>

3. The Transport disadvantaged:

- "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." (p.30)

"HBRC believes the following groups are transport disadvantaged:

- Children
- The elderly
- People with disabilities
- Tertiary students
- People on low incomes / beneficiaries •
- People who are unable to drive or have no access to a vehicle
- People living in high deprivation neighbourhoods." (p.30)

"Disabled people were further disadvantaged by additional barriers to easy access to information, socialising, and transport options, as they were less likely than non-disabled people to have access to a cell phone, the internet, or a private vehicle."

Reference: <file:///C:/Users/jhenderson/Downloads/Measuring-inequality-for-disabled-New-Zealanders-2018-Stats-NZ.pdf>

- "The Total Mobility Scheme provides services for those with a permanent disability who are unable to use public transport. However, the Public Transport network infrastructure needs to become more accessible to enable people of all abilities to have equitable access and options." (p.31)

"Funded in partnership by local and central government, the Total Mobility scheme assists eligible people, with long-term impairments to access appropriate transport to meet their daily needs and enhance their community participation. This assistance is provided in the form of subsidised door to door transport services wherever scheme transport providers operate."

Reference: <https://www.nzta.govt.nz/resources/total-mobility-scheme/total-mobility.html>

4. Vision, objectives and policies for HBRC bus services:

- “An effective network that connects residential neighbourhoods to key employment, shopping, medical, entertainment, recreational and educational facilities, and other destinations to serve more types of journeys.” (p.32)
- “Bus routes are direct, clear, and legible to be easy to understand and use.” (p. 32)
- “Aim to provide services so that at least 70% of residents within the Napier Hastings urban area are within 400m walking distance of bus stops with all-day bidirectional service.” (p. 33)
- “Ensure service information is readily available and easy to understand.” (p. 36)

The NZTA has easy-read documents available on its website for Accessible Streets. It would be great to have this type of communication available for users of public transport in Hawke's Bay. Please see link below:

Reference: <https://www.nzta.govt.nz/about-us/public-consultation-hub/archived-consultations/accessible-streets/accessible-documents/easy-read-document/>

- “Continue to review the role and use of cash fares across the network and consider the role of safety and impacts on users, particularly the transport. Continue to review the role and use of cash fares across the network and consider the role of safety and impacts on users, particularly the transport.” (p. 36-37)
- Appendix E. 5. Farebox recovery and Fare setting:
Cash payment for fares:
“The implementation of the National Ticketing System (NTS) will enable a greater choice of payment methods for users across a range of platforms (e.g. debit / credit card, Motu Move, cash). The NTS will unlock the ability for more users and more trips across the network. As part of the transition to NTS, the role of cash in the future public transport system will be considered. In determining the role of cash fares, HBRC and the service provider will consider the impacts on health and safety (both for drivers and passengers), the impacts on the transport disadvantaged, and other wider implications around accessing the services.” (p. 90)

Some public transport users with disabilities struggle with new technology. However, they may also forget processes or forget to charge their phones, bring their card with them, or remember where they were going and when to get off. It is important that they have options for payment, or risk being left on the footpath.

- “Ensure driver training is provided annually around disabled and mobility impaired users with a view to ensuring they are assisted to utilise the service, where practical.” (p. 38)

Other regions have also experienced lack of sensitivity around disabilities from bus drivers and have planned to embed driver training with CCS Disability Action as part of training for existing staff and onboarding of new drivers. An example is in the link below:

Reference: <https://www.nzherald.co.nz/bay-of-plenty-times/news/bus-drivers-to-undergo-training/YXNPXMGOJ7L2QZQS4GDSIOFOUA/>

- “Subject to funding, provide multi-platform real time bus arrival and departure times at key stops in the network.” (p. 38)

In August 2023 Metlink created an accessibility action plan with the vision of ensuring that “The Metlink public transport network is accessible for all with ease and dignity” (p.3). The plan included the following:

“Live Initiatives:

- On-bus announcement system
- Website & app improvements
- Buses replacing trains stop accessibility improvements
- Real time information replacement & audio real time information signs”

Reference: <https://www.metlink.org.nz/assets/Accessibility-content/Metlink-Accessibility-Action-Plan.pdf>

4.3 Objective and policies for Total Mobility:

- “Ensure information on the Total Mobility Scheme is readily available and easy to understand.” (p. 41)
- “The fare subsidy will apply for the time the vehicle is travelling from location to location. For the avoidance of doubt, the subsidy does not cover or include nondriving time, such as waiting time, repositioning / dead running, or assistance / companion time.” (p. 41)

Clients have expressed concerns about being charged different rates for the same trip. Some felt they were charged the cost of a driver travelling to them from another area, rather than location to location. We would like transport providers to stay within the rules of the TM scheme and not take advantage of vulnerable clients.

- “Assessment agencies will be required to seek and obtain accreditation with the Council annually.” (p. 42)

Currently the Total Mobility assessors in agencies train their own staff. However, this does not always include any updates or changes that HBRC or the scheme have made over time. The assessors used to meet yearly with transport providers so that any issues could be discussed and agreements reached where required. We would like to see this continue.

“Training requirements are outlined below:

- Initial training for new assessment facilitators (to be completed prior to conducting any Total Mobility assessments).
- Ongoing training through attendance training workshops at least once a year (or as otherwise specified by the local authority).
- The cost of providing the training will be financially assisted by the Transport Agency at the local authority’s funding assistance rate through work category 517: Total Mobility operations.”

Reference: <https://www.nzta.govt.nz/assets/resources/total-mobility-scheme/docs/Total-mobility-scheme-local-authorities-assessment-services.pdf>

5.2 Planned Activities:

- “Identify existing initiatives and support the establishment of a Trust to run Community Transport services in Wairoa.” (p. 48)
- “Undertake engagement and workshops with users, stakeholders, and community to understand, quantify, and tease out either real or perceived barriers / challenges to either the use or increased uptake of PT services in Hawke’s Bay. These insights will be utilised in network & infrastructure review, design / development, and service delivery planning.” (p. 49)

There are many younger and aged people with disabilities living in Wairoa. Many people feel isolated due to distance and location. An efficient and cost-effective scheme in Wairoa would benefit so many people of all ages and abilities.

As a group, we are very pleased to have been included in discussions with HBRC staff recently and we would like to see this ongoing into the future. In addition to the RPTP, we have the following questions:

Total Mobility:

Currently in Hawke’s Bay, there are 14 assessment organisations (of which four are Age Concern, two are Dementia HB and one through the HBDHB). Of these, Blind Low Vision NZ is the only assessor who provide this service for its members only. People with disabilities in the community are often referred to organisations by transport providers, e.g. taxi drivers, bus drivers or family members, when they chat about their difficulties. An overwhelming number of people are directed to CCS Disability Action and Age Concern. This keeps their staff very busy, screening over the phone or visiting in person. Once these assessments have been completed, there is often no ongoing relationship with the applicant. The funding costs for doing this in each agency is becoming burdensome.

Question: if these organisations were to assess their members only, who would pick up those applicants who do not sit within these organisations?

In the Wellington region, Metlink administer the Total Mobility scheme. People wanting to have Total Mobility ring their 0800 number and speak to staff, who ask screening questions, then arrange for an outside contractor to visit to complete the application.

Question: could this work for our region?

Communication

This is crucial for those in the disability community. Information needs to be available in varied accessible formats – large print, easy read, sign language video, radio, newspaper, online etc. It also needs to be relevant, informative and timely. Information can also flow two ways, with real time surveys, regular feedback requests, by 0800, incident reporting, or newsletters etc. This allows for positive feedback as well as concerns.

Thank you for the opportunity to submit.

Napier Disability Awareness Group (NDAG)

Submitter ID: #156 Name/(Organisation): Glenn Lucas on behalf of Hawke's Bay Regional Sports Park Trust	Napier
Please see attached submission letter from HBRST (following)	
2. Do the planned changes to bus routes work for you and your community? Yes	
3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer? Option B: We move to a fully cashless system over time	
4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme? Yes	
<div style="text-align: center;">  </div> <p>1 May 2025</p> <p>Transport Strategy & Policy Hawke's Bay Regional Council/Te Kaunihera ā-rohe o Te Matau a Māui Private Bag 6006 Napier 4142</p> <p>Tēnā koe</p> <p>RE: Hawke's Bay Regional Sports Park Trust submission Hawke's Bay Regional Council Regional Public Transport Plan 2025-2035</p> <p>Hawke's Bay Regional Sports Park Trust (HBRST) welcomes the opportunity submit on the Hawke's Bay Regional Council (HBRC) Regional Public Transport Plan 2025-2035. The Trust acknowledges the complexities of balancing the rates impact on our community with the important priorities of improving regional resilience through investment in flood infrastructure.</p> <p>The Trust also acknowledges the draft status of the Regional Transport Plan 2025–2035 and undertakes to continue to input and work with Hawke's Bay Regional Council officers, officers from Hastings District Council and other partners and stakeholders as the plan is further developed, planned and implemented.</p> <p>Summary of submissions</p> <p>1. Later than planned changes to public bus services</p> <p>The Trust understands the reasons for the planned changes being delayed and supports the prioritisation of the planned change to implement a bi-directional; route between Napier and Hastings in 2026.</p> <p>2. Paying for bus tickets</p> <p>The Trust supports moving to a fully cashless system over time and increasing the range of payment options for the efficiencies this will provide in terms of time and reliability of services.</p> <p>3. Changes to the total mobility scheme</p> <p>The Trust is supportive of any assistance to help people with disabilities to access the services and locations that they need to, though also understand the need to balance costs and benefits for this valuable service.</p> <p>Who we are and what we do</p>	

The Hawke's Bay Regional Sports Park Trust is the kaitiaki of the sports park known as Mitre 10 Park. The park has been here since 2008 and over the 17 years of existence has grown to be the one of the largest regional sports park in New Zealand, offering a wide array of sporting, recreational and event facilities to enable our community to participate, compete, play and have fun.

The trust at its heart is about improving community wellbeing (including physical, mental, social and spiritual) through sport and active recreation and adding to economic vitality through hosting competitions and events that attract visitors from outside the region.

The park has continued to grow and evolve to where we now provide for between 820,000 and 1,000,000 visitors per annum across organised sports, informal recreation and community, regional and national events. While the park is located with the Hastings District Council area, it is a true regional facility attracting participants and visitors from Hastings, Napier, Central Hawke's Bay and further afield. Mitre 10 Park is an important regional destination and a critical piece of the provision of sport and recreation facilities within the Hawke's Bay region.

The governance of the park consists of two separate trusts – the Hawke's Bay Regional Sports Park Trust and the Hawke's Bay Community Fitness Centre Trust that together own and operate all park assets upon land that is owned by Hastings District Council. Our two trusts work collaboratively, though this submission reflects solely the views of the Hawke's Bay Regional Sports Park Trust.

Overall support

The intention to move to a new network design that features increased frequency, extended hours of operation and bi-directional routes detailed in the 2022 Regional Transport Plan is wholeheartedly supported by the Trust. Given constrained local and national funding this has impacted the ability to implement as originally planned, and the Trust's understanding is that HRBC is engaging to elicit community views to assist with the prioritisation and staging of the specific components within the plan. This document is intended to address this prioritisation, while striving to focus on benefits to the region and not just to the sports park.

As a significant regional destination Mitre 10 Park does not have the strongest public transport or cycle connectivity, resulting in almost all of the between 820,000 – 1,000,000 visits per year through private vehicle usage. Given this situation, the Trust wholeheartedly supports the provision of a new express bus route from Napier to Hastings with a stop on Percival Road (outside Mitre 10 Park).

Public transport is one of the most effective ways to make essential services and amenities more accessible to a broader population. The addition of a bus stop outside our sports park will provide an affordable option for individuals and families who may find private transport too costly. By enhancing the connectivity to our sports park, this service will help to reduce financial barriers and ensure that more people can access recreational, sporting, and cultural events and enjoy the benefits that our facility offers.

The proposed bi-directional bus routes between Napier and Hastings and the increased frequency will improve reliability and efficiency. Having more frequent services will reduce total travel time, and create a more viable option for people commute between the two cities within our region to work and play. This to the Trust is the pivotal outcome of the proposed changes – without a travel option that people consider viable in terms of getting them to where they want to go in an efficient manner then they will continue to choose either to take private transport or to not go at all.

While this will increase the costs of provision, these costs should be offset partly by increased patronage. The total cost of the increased services needs to be balance against the considerable benefits to the community in terms of wellbeing, equity, social cohesion and environmental outcomes.

Specific responses

Paying for bus tickets

The Trust support cashless payments to increase efficiency of operations and minimise potential for delays and disruptions. While this may impact some users in terms of convenience, it is considered that

the benefits in terms of time and efficiency are more important to help ensure a reliable service and make public transport a more viable option.

Changes to Total Mobility Scheme

The Trust is supportive of any assistance to help people with disabilities to get around and access the services and locations that they need to though also understand the need to balance cost and benefit for this valuable service.

Reducing Environmental Impact

In line with global efforts to reduce our collective carbon footprint, increasing the availability and viability of public transport options is a critical step towards achieving a more sustainable future. By encouraging the use of buses, we can reduce the number of cars on the road, which in turn lowers traffic congestion and greenhouse gas emissions. Given the large volume of visitors our sports park attracts, the proposed bus routes would provide an environmentally friendly alternative to private car use, making it easier for visitors to access the facility without contributing to unnecessary pollution.

Supporting EIT Students

A key group of people who will benefit from these proposed bus routes are the students traveling between Taradale and the EIT campus at the sports park. The campus, located at the heart of the park, serves a wide range of students pursuing higher education. For many of these students, particularly those who rely on public transport to commute, the new bus routes would offer a more reliable, cost-effective, and convenient alternative to other modes of transport. This is especially important for those students who are balancing work and study, as the improved routes may enable more frequent and reliable connections to enable travel without the associated costs of a private vehicle. Students often face financial challenges, and accessible, affordable public transport can significantly ease the strain on their budgets.

We believe that a bus stop outside the sports park will create better links for EIT students to access both the campus and the sports park, making it easier for them to attend classes, participate in extracurricular activities, and access resources on campus. This, in turn, will contribute to a stronger, more engaged student community.

Additional considerations

The Trust considers that there would be significant benefits to opening up a more direct public transport route from Flaxmere to the park. The proposed routes with the Interchange at Hawke's Bay Hospital mean that for people coming from Flaxmere needs to change buses. The Trust requests investigation into amending Route 4 (the green route) to in some way encompass a stop at Percival Road.

From a traffic assessment that Mitre 10 Park has commissioned and prior discussions with HBRC, and Hastings District Council there are some logistical considerations to be worked through to enable the Percival Road bus route. These include provide a suitable bus stop, looking at the width of Percival Road to enable two buses to pass each other travelling in different directions, and most significantly looking at a solution for the Percival Road Evenden Road intersection that can be a bottleneck during busy park times due to the difficulties of turning right from Percival Road onto Evenden Road.

Hastings District Council has identified this intersection as a priority to be addressed, though existing issues will only be exacerbated by the addition of a bus route.

Similar to Park Island in Napier, Mitre 10 Park is a significant regional destination during peak times within the year, with the largest peak being Saturday's during the winter season. The Trust asks HBRC to consider some alternative models of transport provision to cater for these peaks, potentially through the implementation of a different model using these destinations as 'hubs'. This type of approach could have considerable regional benefits to assist people to get to where they need to and help parents with children that participate in different sports and activities across the region on the same day. This type of model could also be considered for large regional events hosted at Mitre 10 Park or anywhere else. Waitangi Day or Matariki Celebrations, and Christmas at the Park are examples where efficient public

transport options would enable more of our community to access these free opportunities for social connection and cohesion.

The other public transport priority for Mitre 10 Park is improved access to the park via bicycle. While not strictly within the scope of this consultation, the Trust would appreciate consideration of how the incredible iway network of cycle routes could connect to the park. Connection into this iway network would provide another way for people to get to the park, and provide a logical thematic link to the cycle skills course and limestone track at the park and the great work that Sport Hawke's Bay does at the park to teach cycle confidence and competence to our tamariki.

Conclusion

In conclusion, the Trust strongly supports the proposed new bus routes and the addition of a bus stop outside Mitre 10 Park. This proposal has the potential to increase the community wellbeing benefits that Mitre 10 Park delivers by reducing the key participation barriers of cost and transport. We urge the council to prioritise this aspect of the proposal, as it will bring lasting benefits to our community, the environment, and open up opportunities for more of our community to access our facility and the benefits that it provides.

HBRST again wishes to thank Hawke's Bay Regional Council for the opportunity to provide its views on the Regional Public Transport Plan 2025-2035. We welcome the opportunity to speak to its submission, and to continue to engage with Hawke's Bay Regional Council officers to implement the plan.

Nāku noa, nā

Glenn Lucas (on behalf of the Hawke's Bay Regional Sports Park Trust)

General Manager

Mitre 10 Park/Hawke's Bay Regional Sports Park Trust

<p>Submitter ID: #159</p> <p>Name/(Organisation): Peter Grant on behalf of Age Friendly Ahuriri Napier (Positive Ageing Strategy Group)</p>	Napier
<p><i>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</i></p> <p>Napier's population is experiencing an aging trend, with a growing proportion of elderly residents; currently 19.5% is aged 65 and older. A key challenge to this group is social isolation. PASAG believes it is essential for older residents that the proposed bus service changes provide a much-improved service than what is currently available.</p> <p>With "elderly" being identified as "transport disadvantaged" all services offered need to address issues of accessibility, and safety. Equally community/residential coverage is vital, particularly in areas experiencing social disadvantage. In Napier, social disadvantaged communities are concentrated in areas like Maraenui, Marewa, and Napier South, and in some areas where social housing for elderly tenants is provided. In these areas a high number of residents experience severe housing deprivation, including those living in emergency housing or on the social housing waitlist. As well as facing challenges related to health outcomes and socioeconomic conditions people in these communities can also face, challenges accessing resources like transportation. We would encourage the HBRC to consider improving their 70% service provision in these identified areas to 90%. We would also like to draw attention to the comfortable walking distance of 400 metre (or 5 minutes). For many older persons 400 metres is challenging if using a walker or walking stick. Is it possible in these areas for the HBRC to consider the MyWay or a subsidised community organisation to provide the link from home to bus stop. This would have the advantage of the user being able to take advantage of this on the return journey with groceries, perhaps lessening the demand for the mobility service. Having an affordable bus service is essential and the continuation of the Gold Card free service 9.00 – 3.00 is a further way to decrease barriers. PASAG agrees with the increased frequencies of service as this will give greater options for attending appointments, shopping, and social outings, improving connections with the greater community.</p> <p>PASAG would also like to draw attention to the right to safe travel. Many older persons have experienced boarding a bus and not being able to find an available seat. We support Policy 44 - making sure annual driver training is delivered to support our older persons community.</p> <p>PASAG is also supportive of Policy 51 and 52 relating to a multiplatform real time bus arrival information and clear and concise visual design/signage and wayfinding.</p> <p>PASAG would like to be actively involved in the design of bus stops, fare structures, customer experience and service development to ensure accessibility and equity are being met for older persons in our community .</p>	
<p><i>2. Do the planned changes to bus routes work for you and your community?</i></p> <p>Because we felt there was insufficient information PASAG felt unable to provide a definitive answer to this question. To be able to answer this question more details are required around the exact routes confirmed frequencies and locations and of bus stops. Will there be consultation available on the confirmed routes and bus stop locations? It is difficult to engage with the elderly community when there is nothing clearly defined or proposed. PASAG would encourage HBRC to continue to engage with it during the next phases of the development of the plan. We would also like to understand how the interchanges would work and what support will be provided for passengers changing from one route to another. At these interchanges it is vital that good visual wayfinding is used to avoid confusion and ensure people get to their destination – in particular we are looking at the interchange to the primary trunk service – as this would be used to access hospital services. We agree with the increased frequency to this service.</p>	
<p><i>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</i></p> <p>Option A: We retain cash payments</p>	

<p>PASAG supports this as an interim step. While cash use is dropping, 64% of over-60s still use it (2023 survey), so it's too soon to go fully cashless. Encourage BEE card use, but some older adults may not afford to top up in advance. Review again in 5 yr</p>
<p><i>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</i></p> <p>Yes</p> <p>TMS is vital. We support only transport being claimable. Some ACC clients fall through, with non-medical travel (e.g. supermarket) not covered. Exploring options with ACC or consider temporary incl in the scheme. 6mth card leaves some without travel</p>
<p><i>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026?</i></p> <p>Napier's population is experiencing an aging trend, with a growing proportion of elderly residents; currently 19.5% is aged 65 and older. A key challenge to this group is social isolation. PASAG believes it is essential for older residents that the proposed bus service changes provide a much-improved service than what is currently available.</p> <p>With "elderly" being identified as "transport disadvantaged" all services offered need to address issues of accessibility, and safety. Equally community/residential coverage is vital, particularly in areas experiencing social disadvantage. In Napier, social disadvantaged communities are concentrated in areas like Maraenui, Marewa, and Napier South, and in some areas where social housing for elderly tenants is provided. In these areas a high number of residents experience severe housing deprivation, including those living in emergency housing or on the social housing waitlist. As well as facing challenges related to health outcomes and socioeconomic conditions people in these communities can also face, challenges accessing resources like transportation. We would encourage the HBRC to consider improving their 70% service provision in these identified areas to 90%. We would also like to draw attention to the comfortable walking distance of 400 metre (or 5 minutes). For many older persons 400 metres is challenging if using a walker or walking stick. Is it possible in these areas for the HBRC to consider the MyWay or a subsidised community organisation to provide the link from home to bus stop. This would have the advantage of the user being able to take advantage of this on the return journey with groceries, perhaps lessening the demand for the mobility service. Having an affordable bus service is essential and the continuation of the Gold Card free service 9.00 – 3.00 is a further way to decrease barriers. PASAG agrees with the increased frequencies of service as this will give greater options for attending appointments, shopping, and social outings, improving connections with the greater community. PASAG would also like to draw attention to the right to safe travel. Many older persons have experienced boarding a bus and not being able to find an available seat. We support Policy 44 - making sure annual driver training is delivered to support our older persons community. PASAG is also supportive of Policy 51 and 52 relating to a multiplatform real time bus arrival information and clear and concise visual design/signage and wayfinding. PASAG would like to be actively involved in the design of bus stops, fare structures, customer experience and service development to ensure accessibility and equity are being met for older persons in our community.</p> <p><i>2 Do the planned changes to bus routes work for you and your community?</i></p> <p>Because we felt there was insufficient information PASAG felt unable to provide a definitive answer to this question. To be able to answer this question more details are required around the exact routes confirmed frequencies and locations and of bus stops. Will there be consultation available on the confirmed routes and bus stop locations? It is difficult to engage with the elderly community when there is nothing clearly defined or proposed. PASAG would encourage HBRC to continue to engage with it during the next phases of the development of the plan. We would also like to understand how the interchanges would work and what support will be provided for passengers changing from one route to another. At these interchanges it is vital that good visual wayfinding is used to avoid confusion and ensure people get to their destination – in particular we are looking at the interchange to the primary</p>

trunk service – as this would be used to access hospital services. We agree with the increased frequency to this service.

3 Paying for bus tickets.

Option A – We retain cash payments.

PASAG is in support of this option but as an interim measure. In the 2023 cash use survey 64% of respondents over 60 reported still using cash. While cash use is in decline PASAG believes that it is too soon move to a fully cashless system. We would like the use of the BEE card to be encouraged and for older citizens to be encouraged to “top up” this card in preference to paying on a trip by trip basis. Again however consideration must be made about whether it is financially possible for some of our elderly to manage this and if they are living hand to mouth it may be that they are factoring a bus trip into their weekly budget but cannot afford to pay for several bus trips to top up a card. As our ageing population becomes more digitally savvy, then the option to fully a cashless system will be possible. PASAG would recommend that this is revisited again in 5 years as part of a review of how the new system is working.

4 Changes to our Total Mobility Scheme

YES, but with provisos

The Total Mobility Scheme is vital for some older members of our community to be able to access services. PASAG agree with the premise that companion services should only charge for transport costs and that companionship costs/support should not be claimed against the scheme.

PASAG has identified there is a group of people who are “falling the cracks” with this scheme. We have noted that people who are identified as ACC clients have a right to ACC supported transport cost for medical appointment, however, they are not covered for other essential travel (ie supermarket). PASAG would encourage HBRC to explore viable options with ACC to help cover this cost and if not possible then for these people to be included in the Total Mobility Scheme on a temporary basis. We understand that currently the temporary cards issues are for 6 months leaving those who are stood down from driving for shorter periods without means of travel.

Submitter ID: #160	Napier
Name/(Organisation): Jorja Miles on behalf of Napier Youth Council	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>As the Napier Youth Council, we're generally supportive of the new, more efficient routes. They are a positive step forward. We'd love to see the frequency of services increase when the budget allows, to make public transport even more accessible and reliable.</p> <p>Investing in public transport helps people who don't have access to a car, and it's better for the environment by reducing the number of cars on the road.</p> <p>With the rising cost of car ownership, and the urban population growing and getting denser, public transport is becoming even more essential, especially for our most vulnerable communities.</p> <p>We're also really pleased to see the sports park included in the new routes. It's a vital stop for young people and needs to be connected.</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>Yes</p> <p>We'd really encourage clear signage at interchange stops. It makes a big difference, especially for new users or those unfamiliar with the routes.</p> <p>Extending service hours into the evenings and improving weekend frequency would have a big impact on young people's ability to use public transport for work and fun.</p>	
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option B: We move to a fully cashless system over time</p> <p>Most young people don't use cash much, so removing cash payments wouldn't be a big issue for us. But not everyone has access to PayWave or Apple Pay either. It would really help if you could increase access to getting a motu card for young people</p>	
Submitter ID: #161	Hastings District
Name/(Organisation): Carol-Ann Guard on behalf of 'The Voice' Group	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>To whom it may concern,</p> <p>We are writing this submission to highlight challenges that disabled people in the community experience with accessing information in relation to Public transport, along with difficulties experienced utilising the bus service in the Hawkes Bay Region. 'The Voice' Group is a group of people with disabilities who meet to discuss aspects of the community that are of concern to its members. This group was formed by the Disability Resource centre with membership from wider organisations.</p> <p>Accessible documentation</p> <p>The Consultation Document is inaccessible to many groups</p> <p>We wonder how many people can put aside the time or have the ability to read and understand the 92-page consultation document especially for those with disabilities and the elderly with vision impairments. Disabled people can't always read – please provide easy read simplified version for Consultation documents as well as other Transport related communication publications. This would prevent discrimination against those with learning or reading disabilities, vision impaired, school leavers without qualifications, etc.</p> <p>Communicating changes</p> <p>It has become apparent as regular users of the bus services that communication around road closures, bus stops moving temporarily and cancelled or delayed services is not always reaching people.</p>	

Regional council need to liaise with councils in both Napier and Hastings to advise those using the buses of any disruptions or changes to service in advance of these occurring – i.e., work with roading contractors to erect signage to notify of road closures or bus stops moving temporarily.

In the future HBRC needs to have better communication about any changes to the bus service. Don't just rely on Facebook for communication – use other methods/means of getting message out to community. For example, there was limited information made available to disabled people when the bus payment card changed to the bee-card, and this happened again with the change of service to the new MyWay bus. Please ensure that any changes as a result of the transport plan are clearly and concisely communicated in different formats and avenues so that people don't get confused and upset about the changes that you make in the future. This could be achieved by posting updated timetables on busses and bus stops, dropping letters around the community for any significant and long-term route changes, and possibly introducing an accessible and easy-to-use app that can be downloaded and used to access information about the bus routes and changes. For individuals that are visually impaired, it may be useful to have a speaker at bus stops that can read out bus timetables when a button is pressed.

Navigating the impacts of natural disasters

During the 2023 Cyclone (Gabrielle), most internet and phone services were down. It may be helpful to consider how you would communicate with the general public about changes to bus routes and payment options if/when similar disasters occur.

Proposed Bus Routes

Our communities are expanding the proposed plan to condense bus routes

Communities are expanding however the proposed transport plans doesn't appear to take into account the population expansion across Napier and Hastings and the wider Hawkes Bay and appear to condense the service into limited routes which doesn't allow for growth.

There is no public bus service operating in smaller towns in our region. The only transport options currently available for those that do not drive and live in these areas is to use a private taxi or service such as Driving Miss Daisy. The cost of using these services even with the Total Mobility subsidy is higher than the public bus service and this limits the ability for those on a low income to get out and about in their community.

HBRC needs to have a public bus service operating within our small towns, yet the current draft transport plan has only noted the potential addition of a service from the Central Hawkes Bay district to Hastings. There needs to be a service operating within the Central Hawkes Bay area itself as well as other small communities such as Clive, Haaumoana and Waimarama. Disabled people living semi-rurally and rurally and will never drive, so transport IS a huge issue for them reducing their independence. We believe there should be a replacement service (bus or otherwise) to cover the areas that the MyWay service did.

My way Bus Service – what were the good things about it?

The MyWay service is a bus service that has worked well for the disabled community and HBRC should consider re-establishing the MyWay service or a similar service. Improvements do need to be made to the booking system/ administration of the service to ensure continued future success. It would work well as a complementary service to the bus network and should be prioritised as an option for those with access needs with the driveway-to-driveway option addressing issues that people experience with the traditional bus service.

Extending timetables beyond current timetable

Bus timetables need to be extended from 6:00 AM to 9:00 PM which opens options for disabled people to have a social life.

For those who finish work outside of the 9-5 workday, the current timetable does not allow them to use public transport to access the workplace.

Thank you for including Disability Awareness Training and CCTV to improve safety

It is good to see that this is somewhat addressed within the new transport plan.

We still believe there needs to be better driver education regarding the access needs of a disabled person. For example, when people are walking to their seat on the bus some of the bus drivers do not wait for the people to sit down before driving off. If a driver understood that a person may need a longer time to get to their seat as a result of their disability, they would be more understanding and supportive to ensure the passenger was safe and had a good experience using public transport. Maybe, wait times at bus stops can be increased and included in the bus timetable to allow for disabled people to be fully seated before the bus moves on. Also, it is important to consider the needs of a disabled person when locating seats on the bus and also considering the design of those seats. This could be accomplished by providing clear signage to indicate accessible seats.

It may be useful to introduce some sort of identification card, such as the Hapai Access card that a disabled person could use to communicate any specific requirements in relation to their disability which would help them to communicate with a driver. This would be useful for someone who, for example, who might be deaf/hearing impaired, or blind/low vision to use the public bus service.

Support people

A number of Disabled people require a support person to use public bus service, we believe there should no fare charged for this support person. This could be as simple as adding a symbol to their bus card to identify that a support person is required. This is what other regions have adopted.

Making buses more accessible

As discussed earlier, having an app that presents bus timetables, accessibility options and provides updates regarding the routes and any delays would be helpful. Providing an easy read/accessible version would make this app even more accessible to disabled people.

Having digital signs at main bus stops that provide information and updates for the bus schedule and any delays will help to keep passengers informed and up to date with any changes and wait times for the bus they wish to catch.

For vision impaired people it may be helpful to have a speaker that reads the bus timetable when a button is pressed.

Another suggestion is to have top-up machines for bus cards at main bus stops if cash option is no longer available. Please also consider those that do not use or have access to a credit/debit card.

It would be great to have wheelchair accessibility for all buses. However, may not be financially viable, so for the short-term where it is not possible to provide wheelchair accessible busses, it would be helpful to indicate on timetables, with an icon, which services will be accessible. This way wheelchair users wanting to use the bus service can be confident that the bus they are wanting to take will be accessible to them and won't turn them away, meaning they will have to wait for the next bus. Hopefully you can make it a long-term goal to have all busses be fully accessible.


Our suggestions for you

We would like to encourage HBRC to improve engagement with the disability community and to build trust to address any challenges with using public transport. We would also like to encourage better education around Disability Awareness as it is important for the bus drivers, and this should be extended to council staff and other Transport operators (e.g. Total Mobility operators). This would improve passenger transport experience.

A suggestion of ours is that the council should try and rely 100% on buses for a week to get a feel of how outdated the current bus system is and where some challenges may be present for those within the disability community.

We are pleased to see that you provide this important service for our community, however there are improvements that can be made to the bus service so that everybody can access and enjoy this means of transport.

<p>Yours sincerely,</p> <p>The Voice Group</p> <p>Carol-Ann Guard (Chairperson), Amiee Simpson, Luis Douglas, and Hamish Gilbert and Leo Te Kira (Disability Resource Advisor)</p>
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>No</p> <p>Please refer to submission.</p>
<p>3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?</p> <p>Option A: We retain cash payments</p> <p>Please refer to submission.</p>
<p>4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme?</p> <p>No</p> <p>I think more consultation with minority populations may be useful in ensuring the Total Mobility Scheme is fair for everyone.</p>

Submitter ID: #162	Hastings District
Name/(Organisation): Stewart Whyte on behalf of Te Taiwhenua O Heretaunga	
Please see written submission, attached (following)	
 <p>Te Taiwhenua o HERETAUNGA</p> <p>Te Taiwhenua O Heretaunga – Submission on Hawke’s Bay RTP 2025 – 2035</p> <p>Background</p> <p>Te Taiwhenua O Heretaunga is a family focused organization. We’ve been working with whānau to achieve their goals and general wellbeing for more the 38 years. We offer a wide range of services, with our staff including Rangatahi coaches, teachers, doctors, community support workers, nurses, psychologists, psychiatrists, and social workers. Additionally, we are very active in the community and Marae develop spaces.</p> <p>Te Taiwhenua O Heretaunga is based in Hastings, but our reach, influence, and Kaupapa is not constrained by geographic boundaries. Our workforce is over 480 strong, made up of 80% Maori, who are involved with people and communities along the East Coast from Te Mahia to Remutaka, and across to Palmerston North.</p> <p>We represent 14 Marae across Heretaunga by the 15 elected trustees who form our governance board. This model of representation enables us to capture whanau voice and aspiration collectively.</p> <p>General feedback</p> <p>Te Taiwhenua O Heretaunga recognizes the opportunity that public transport provides for our whanau and communities. It has the potential to unlock access to employment, education, cultural activities, and well-being services. We also recognise the change that the planned routes present for our communities. Taking a whanau and Marae perspective we appreciate the engagement to date around the draft Regional Public Transport Plan, and importantly, the planned network changes. We strongly encourage HBRC transport staff to continue engagement and discussions on planned routes to ensure they are right for our communities and whanau.</p> <p>We recognise the opportunities the planned network will have for communities and the Taiwhenua. On a daily basis 300+ people visit the Taiwhenua campus on Orchard Road. Extending the planned Route 7 service the Taiwhenua would speak volumes to our whanau, providing enhanced access to vital services, and serve to build long term trust and confidence in the network.</p> <p>Broadly, we support the planned direct routes and increased interchanges between routes. We can envision the increased connection these will enable. As we understand it, the long-term investment intention, following network implementation, is to slowly increase frequency and extend operating hours across the service as funding is secured. When achieved, this would greatly increase reliability and access for whanau to a range of activities, including after school commitments, higher education, social, and cultural activities.</p> <p>We can also see the enhanced access that the planned routes will provide for areas like Waipatu, Whakatu, and Flaxmere. In these instances, we encourage both HBRC and partner Council’s to ensure sufficient supporting infrastructure is provided across the network to enable access, increase use, and drive patronage.</p> <p>While we understand the public transport services primarily service the main urban areas of Hastings and Napier, we would like to draw attention to some of our areas that are slightly outside of these. As previously mentioned, the Taiwhenua represents 14 Marae across Heretaunga, including marae in</p>	

Omahu, Bridge Pa, and Paki Paki. The Omahu community, for example, has experienced a lot of construction activity over the past two years while rebuilding. We understand that an additional 50 houses are planned for this community in the coming years. Options to service outlying communities, such as Omahu, should feature in the draft RPTP.

Specific feedback

Flaxmere

We understand the current Flaxmere service is one of the most well utilised services on the network. It is great that our whanau can use the current services to get to where they need to go. Replacing the existing route with two new direct routes would greatly enhance access for our Flaxmere whanau, provided the routes meet community need.

We would like to support ongoing efforts to engage with the community in the final design and location of routes through Flaxmere.

Omahu

The Omahu community is growing with a number of redevelopments and new developments planned. This community has a diverse range of whanau from kaumautā through to Rangatahi, all with differing transport and access needs. To support future growth, enable enhanced access to education, health, and other activities, Te Taiwhenua O Heretaunga strongly encourages HBRC to investigate and enable some form of public transport to support the Omahu community, linking it with the Hastings urban services, and on to Waiohiki.

We suggest this could take the form of alternating services. For example, a service running from Hastings – Flaxmere – Omahu – Waiohiki (via Korokipo Rd). This could potentially be achieved through a re-routing of either a number of the main trunk services or an extension of one of the Flaxmere services throughout the day. A service such as this would provide enhanced choice to the Omahu community, enable more direct access to the likes of EIT, Schools, and the Hospital, as well as enhancing access to employment opportunities.

Our ask: the HBRC, working collaboratively with Te Taiwhenua O Heretaunga to investigate future service options to enable some form of public transport, including exploring fixed route services through Omahu at key times during the day.

Bridge Pa / Paki Paki

Both Bridge Pa and Pakipaki are growing areas. Like Omahu there is a wide span of ages and needs within these communities. At present, transport options are largely limited to private cars and some school bus services. While convenient, the running costs of a private vehicle are only going up and placing increased strain on whanau budgets. For these communities, public transport services would greatly enhance access to education, health, employment, and other opportunities.

For these communities, a service that links them to the main Hastings urban services would unlock significant potential, making transport easier, more convenient, and more accessible. Whanau could access the Hastings / Napier urban routes with relative ease.

Our ask: the HBRC, working collaboratively with Te Taiwhenua O Heretaunga, investigate future service options to enable some form of public transport, including exploring fixed route services, for the Bridge Pa and Paki Paki communities.

Route / network design

Te Taiwhenua O Heretaunga are appreciative of the direct engagement to date on the planned network changes and the wider Regional Public Transport Plan. We recognise the opportunities and challenges this change will present to whanau and communities. To that end, we strongly encourage HBRC transport staff to continue engagement with us, our Marae, and Whanau to continually seek feedback and input in the final route design of the network as it applies to their context.

Our ask: HBRC transport staff continue to engage on route and network design to ensure the final network meets community need.

Through this submission Te Taiwhenua O Heretaunga requests the identified opportunities for new or extension routes be incorporated into the draft Regional Public Transport Plan 2025 - 2035 for future exploration and consideration.

Te Taiwhenua O Heretaunga thanks the Hawke's Bay Regional Council for the opportunity to submit on this important Kaupapa.

Marei Apatu Te Kaihautū

Omahu Marae
Taraia Marae
Mihiroa Marae
Houngarea Marae
Korongata Marae
Mangaroa marae
Te Aranga Marae

Submitter ID: #165

Napier

Name/(Organisation): Maree Wilson

1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.

I approve of change of Route 6a to include the airport. This change is sensible and needed by the community and it will improve connections for visitors to Hawkes Bay.

I do not approve of the change to Route 2 to circumvent Church Road and the west half of Wharerangi Road and instead head up Avondale Road to Tamatea. Avondale Road is closer to Kennedy Road so it would make sense to have the second route further away to reach more people, especially those located west of Church Road.

I do not approve of the change of Route 1A and 1B to no longer service Pakowhai Rd. I suggest that Route 1A follow the new proposed route servicing the hospital and down Percival Rd, and Route 1B service Pakowhai Rd (similar to the existing route, but possibly not servicing the hospital directly). The proposed route change leaves people in Mahora with no convenient bus connection to Napier. I appreciate that the proposed routes are intended to streamline the route however I am concerned that no longer servicing Pakowhai Rd will impact some residential users significantly.

2. Do the planned changes to bus routes work for you and your community?

No

3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer?

Option A: We retain cash payments

Submitter ID: #169		Hastings District
Name/(Organisation): Rhea Dasent on behalf of Federated Farmers of New Zealand		
Please see FFNZ submission attached (following)		
<h1>SUBMISSION</h1> <p>TELEPHONE 0800 327 646 WEBSITE WWW.FEDFARM.ORG.NZ</p>		
To:	Hawke's Bay Regional Council 159 Dalton Street NAPIER 4110	
Submission on:	Draft Annual Plan 2025-26	
Date:	2 May 2025	
Submission by:	Hawke's Bay Federated Farmers JIM GALLOWAY HAWKE'S BAY PROVINCIAL PRESIDENT Federated Farmers of New Zealand Ph E	
Address for service:	RHEA DASENT SENIOR POLICY ADVISOR Federated Farmers of New Zealand Ph E rdasent@fedfarm.org.nz	
<p>Hawke's Bay Federated Farmers welcomes the opportunity to submit to Hawke's Bay Regional Council on its draft Annual Plan 2025-26 Consultation Document.</p> <p>Federated Farmers is pleased with the reduction of this year's average rate increase from the forecast 18.3% to a proposed 9.9%, and we congratulate the Council on finding ways to make savings and utilising its assets to provide alternative funding.</p> <p>Federated Farmers was critical in our submission to the 2024-34 Long Term Plan last year about internal overhead costs. We noted that the Annual Report for 2022-23 showed budget overruns in the group activities Governance and Partnerships, Transport, and a whopping 155% overrun in the Policy and Regulations group. We raised concerns not only about the increased budgets in the years ahead for these activities, but also that this level of overspend means that the ratepayers will be required to fund even more spending for these activity groups than anticipated. We are therefore in support of the reduction of internal staff and operational costs by \$4 million.</p> <p>We again raise concerns regarding RMA planning where we fear the Council is making a rod for its own back by increasing the number of activities that require resource consents, and lower consent threshold limits, which not only puts a productive drag on farming, but also burdens the Council with a high volume</p>		

of consents that need processing. We note that many irrigation consents have expired, sometimes for years, where the Council is not keeping up with consent processing timeframes.

SPECIFIC CONSULTATION

- **New targeted rate for post-cyclone flood resilience work for Mangarau Stream, in Havelock North.**

Federated Farmers is pleased that the Crown will fund 75.15% of the \$10 million work package for Mangarau Stream,

Federated Farmers understands that Hastings District Council has asked Regional Council to collect the local portion – \$2.49 million – and then pass it on to them, along with the funding from the Crown.

Urban ratepayers within the Hastings Rating Area 1 have the following differentials proposed, based on land value:

Differential Rating Area One Urban	Differential
Residential	1.0
Residential Clive	0.81
Residential non-urban (including townships & small settlements)	0.76
Horticulture farming	0.68
Central business district commercial	3.0
Other commercial	2.75
Commercial non-urban -peripheral	2.35

It is unlikely that farms will be impacted by this new targeted rate, however we support the proposal to target a rate that is ringfenced solely for this activity as a method that is transparent and accountable.

We wish the 38 Category 2C properties bordering Mangarau Stream all the best for repairing or rebuild their homes that were destroyed by Cyclone Gabrielle.

- **Total Mobility Service: Split the Passenger Transport rate to include an indirect CV targeted rate of 10% to be charged to all ratepayers in Napier, Hastings, and Central Hawke's Bay.**

Federated Farmers understands that the Total Mobility Service is a door-to-door transport service by taxis, for people with impairments who have been assessed and meet the criteria. These people may be living in rural or urban areas, but will have the opportunity to become part of the scheme and receive subsidised transport when required.

The proposal included a new indirect Total Mobility Service rate to be charged on capital value and will be applied region wide (except Wairoa District because they don't have an approved taxi service.) The average rating impact of the new indirect rate is reported to be \$8.46 a year. The proposal also has a direct rate targeted at all non-commercial/industrial ratepayers (eg residential, lifestyle) to pay 72.5% as a fixed charge per SUIP, which will be \$82.90.

Federated Farmers agrees with the balance of 10% indirect and the rest direct funding is reasonable, reflecting that urban areas will likely get more value due to proximity, but the Total Mobility Service is still available for rural properties that may need this door-to-door service. We support a targeted rate so it is transparent and ringfenced for this activity.

Federated Farmers suggests that the Total Mobility Service indirect rate be charged on a SUIP basis, similar to the direct rate. This is because the Total Mobility Service is people-based and not related to capital value of the property.

Looking at the CHB ratepayer examples, adding up the pastoral and lifestyle property contributions will total \$419.51, which if charged on a SUIP basis would be \$69.91 per property.

However we do not support a 10% indirect rate for passenger transport such as buses for the general population, charged to ratepayers that are not within the serviced areas. Being door-to-door and on-demand, the Total Mobility Service could be utilized by rural ratepayers, however bus transport would not be available to other rural citizens.

- **Split the Upper Tukituki Flood Resilience Scheme rate to include a new, indirect targeted rate**

Federated Farmers supports the proposal to for a new indirect CV rate to provide 10% of the total targeted rate which will be charged to all ratepayers in Central Hawke's Bay, and parts of the Hastings district, within the scheme's footprint.

It is reported that the Tukituki Flood Resilience Scheme protects around 24,750 ha and about 7,000 Properties within the scheme are assessed as high, medium, or low (known as bandings or rating factors) to reflect the benefit they receive from the scheme. Most properties (5,600) are in the low-banding. The average rate will be around \$17 a year, but high bands will pay much more.

			Option A: A new rating method	Option B: Keep the current rating method
			Proposed amount per annum	Proposed amount per annum
Property Type	Banding (or rating factor)	Capital Value \$	Total \$	Total \$
Central Hawke's Bay				
Horticulture	High, Medium, & Low	36,400,000	6,311.98	5,346.32
Pastoral	High & Medium	5,100,000	3,356.20	6,249.12
Industrial	High	1,980,000	1,674.79	2,932.37
Residential	High	1,080,000	1,008.08	2,004.40
Pastoral	Medium	1,672,000	948.60	1,702.17
Residential	Medium	480,000	168.36	322.52
Lifestyle	Medium & Low	425,000	62.62	42.98
Residential	Low	245,000	30.92	4.37
Commercial	Low	103,000	11.90	1.68
Other	Low	51,000	5.95	0.84
Hastings				
Other	Medium & Low	4,780,000	595.65	97.35
Horticulture	Medium & Low	2,940,000	415.24	75.09
Pastoral	Low	1,580,000	163.34	11.53
Lifestyle	Low	620,000	64.02	4.50
Pastoral	Low	541,000	30.87	2.14
Residential	Low	750,000	15.45	1.10

Federated Farmers supports the consistency that the Tukituki Flood Resilience Scheme shares with all the Council's flood schemes in that a targeted rate provides 70% of the funding and the general rate provides 30% towards repairs, improvements, and maintenance work. Consistency between flood scheme funding mechanisms is supported.

- **Changes to Rates Remission and Postponement Policies**

Federated Farmers is neutral on the deletion of the remission policy *Significant Impact Remission resulting from changes to the Rating Policy*. Only providers of utility network infrastructure were eligible for this remission.

Federated Farmers supports the deletion of the remission policy *Postponement of Sustainable Homes Voluntary Targeted Rate*. Other organisations provide assistance for upgrading houses to sustainable energy like solar power and increasing energy efficiency, like the [Warmer Kiwi Homes scheme](#) and the [Community Renewable Energy Fund](#) which has 19 Hawkes Bay-specific projects run by the Energy Efficiency & Conservation Authority, and private providers like the ANZ [Good Energy Home Loan](#).

Federated Farmers is neutral on the amendments to the *Hardship Remission resulting from changes to the Rating Policy*. The purpose of the amendments is stated to make the policy relevant over time, but we do not see how this is being achieved because the policy's scope is now narrowed to only the first year of implementation of a rating change following a Revenue & Financing Policy review.

- **Removing the range under the description for the UAGC**

Federated Farmers is skeptical about the purpose of this increased flexibility, and that it's true purpose is to flexible downward so the UAGC can be reduced to below 20%.

In 2018, the UAGC was at 28.01%, however the 2024-2025 rates making up this category amount to just over 25.5% of Council's total rates, so there has been a demonstrated erosion of this mechanism over time. Removing the 20% minimum is concerning.

A full 30% use of the UAGC meets our principle of *equal benefit = equal rate*. Federated Farmers submits that more funding is shifted onto the UAGC and off the general rate. This will mean that all ratepayers are contributing the same toward the activities which provide them with the same benefit, rather than their contributions being uneven due to their differing land or capital values.

Using the UAGC fully is also necessary when there is no link between a ratepayer's capital value and the level of service they receive, such as the *Regulation* group of activities which provides equal benefit in that the Council's legislative responsibilities are met and the environment is managed in a sustainable manner. *Governance and Partnerships* should also be funded by the UAGC as it provides a complete public benefit that is spread equally across all ratepayers, and there is no extra benefit for high value properties compared to low value.

Federated Farmers is a not-for-profit primary sector policy and advocacy organisation that represents the majority of farming businesses in New Zealand. Federated Farmers has a long and proud history of representing the interests of New Zealand's farmers.



The Federation aims to add value to its members' farming businesses. Our key strategic outcomes include the need for New Zealand to provide an economic and social environment within which:

- Our members may operate their business in a fair and flexible commercial environment;
- Our members' families and their staff have access to services essential to the needs of the rural community; and
- Our members adopt responsible management and environmental practices.

This submission is representative of member views and reflect the fact that local government rating and spending policies impact on our member's daily lives as farmers and members of local communities.

Federated Farmers thanks the Hawke's Bay Regional Council for considering our submission to the draft Annual Plan 2025-26.

Submitter ID: #170

Hastings District

Name/(Organisation): Dee Withers and Michelle Lucas on behalf of Age Concern Hawke's Bay & CCS Disability Action



TE HUNGA HAUĀ MAURI MŌ NGĀ TĀNGATA KATOA



Hawkes Bay Regional Council – Regional Public Transport Plan 2025 – 2035

Thank you for the opportunity to provide feedback on the Hawkes Bay Regional Council (HBRC) Regional Public Transport Plan.

About us:

CCS Disability Action is the largest pan-disability support and advocacy organisation in Aotearoa New Zealand.

We support people with all types of impairments and have been working alongside disabled people since 1935. We are at the forefront of service provision, advocacy and information sharing in the disability sector. We partner with disabled people, their families and whānau to enable them to have choice and control in their lives. Our vision is to see every disabled person and whānau hauā interwoven into the lives of their whānau and community.

Age Concern Hawke's Bay is a charity and social services provider dedicated to people over 65, their friends, and whānau. We promote dignity, wellbeing, equity and respect and provide expert information and support services in response to older people's needs.

We advocate for the older person ensuring their voice is heard and their needs considered, this includes being active and vocal on relevant issues and work to ensure older people stay connected with their whānau, friends and community. Our vision is that older people live a valued life in an inclusive society.

CCS Disability Action and Age Concern work with people who do not travel as freely or frequently as others, meaning every trip has social and health benefits, alongside understanding that many trips will also not be taken. While disability is not always a part of ageing, for some frailty or disability changes an older person's lifestyle and the transport choices available to them. It is these shared challenges by the communities we advocate for that have led to this joint submission.

Background:

The concept of community continues to change, some of these changes have resulted in many people living in isolation, separated from whānau, friends and community. These changes have created a lack of natural support for those who are transport disadvantaged.

Covid-19, weather events and how health services are delivered have also impacted our community. These highlight the increasing vulnerability that is being faced by those with limited transport choice.

Overview:

In the interests of working with the Hawkes Bay Regional Council (HBRC) to achieve equitable and inclusive outcomes for the community and to offer solutions on behalf of the people that we support, we would like to highlight the following points for consideration in respect of the Regional Public Transport Plan:

1. HBRC invests in developing and supporting Community Transport Initiatives through the provision of a dedicated grants funded through the proposed rate charge per household.
2. HBRC appoints a Community Transport Lead that is resourced independently to the Transport fund to oversee the administrative and advocacy requirements associated with enabling and supporting Community Transport Initiatives.
3. Investment in the development of a Central Hawkes Bay Community Transport programme of work, through the allocation of resources in the 2025/26 financial year.
4. HBRC implements an alternative Total Mobility Assessment process that removes the financial burden from Assessing Agencies to deliver this programme of work.
5. Research is commissioned to understand and identify barriers to Transport, to understand journeys not taken and challenges for Transport Disadvantaged specific to the Hawke's Bay region.
6. HBRC continues to advocate for local and national government authorities to invest in and prioritise improvements to Transport Infrastructure that supports the Public Transport network.
7. HBRC continues to investigate opportunities for development and improvement for On Demand Transport services, and that this is integrated into any tender process as a delivery requirement going forward when funding becomes available. To be reinstated to compliment the public transport network when funding becomes available.
8. HBRC will continue to allow for cash fares across the network, understanding removing this payment method would create a barrier to access for those unable to participate in other payment methods.
9. Requirement for ongoing engagement and partnership with Disabled and Older Persons community to ensure equitable and inclusive transport options.

Community Transport Fund

Community Transport providers already operate within the Hawkes Bay region and offer an important transport service for those in which no other suitable transport option exists. They primarily support transport for health, education and social reasons. The service that these providers offer is particularly vital for those who reside in rural areas as they ensure that people can continue to live in these rural communities and yet still access the services that they require.

They also offer a mode of transport that works well for those with an access need due to the flexibility that they have to respond to and tailor their service to an individual's transportation requirements.

These services are often run by volunteers with limited funding and resource available to maximise the potential for the mode of transport that they provide.

We believe an additional benefit will be the reduction on reliance on the Total Mobility Scheme.

We support the proposed funding avenues outlined in Policy 94, in particular the addition of a rate charge per household to establish the initial fund to enable investment in Community Transport. We would further recommend subsequent increases in rate charges per rating year to ensure future growth and success going forward.

Community Transport Lead

HBRC should adopt the approach that the Waikato region has implemented with strategic investment and dedicated resourcing allocated to strengthen Community Transport services. For example, the Waikato Regional council employed a Community Transport Lead to oversee and support community initiatives, such as the establishment of a forum, administration of funds, governance support and general advocacy across the sector to empower, develop and strengthen this transport mode.

The appointment of a similar role at HBRC would be invaluable to ensure that our region has a robust network of Community Transport providers that will compliment our public transport network and be responsive to our communities' changing needs.

We recommend that this role is resourced in addition to the Community Transport fund, which has proven to be successful approach over the last two years for the Waikato Regional Council.

Central Hawke's Bay Community Transport Programme

The Central Hawke's Bay (CHB) Older Persons and Disability Networks have for some time highlighted concerns about the barriers that vulnerable residents face in accessing transport which connects residents to essential services, wellbeing and social appointments.

The two key areas consistently highlighted as challenges within this community are access to timely health appointments within the CHB community and beyond. As well as transport that leads to reduced social isolation and empowers people to participate in their community.

Central Hawke's Bay is challenged by the lack of public transport and one Total Mobility Scheme Provider, who is also the only taxi company in the community for the general population. It has been demonstrated in other communities that community transport is a lifeline for those with transport disadvantages, especially those living in rural areas, the elderly, and individuals with disabilities.

This makes CHB a strong candidate for a formalised approach to community transport, and the opportunity to develop a robust model of delivery that can then be implemented in other rural communities, such as Wairoa.

Waikato Community Transport recently shared their community transport programme delivered 24,000 one-way trips and travelled 860,000 kilometers. This was achieved through 52,000 volunteer hours, which when costed they reported as a 1.2 million dollars in saved wages. These figures demonstrate the potential savings available to HBRC if a robust community transport programme can be implemented, reducing the reliance on the Total Mobility Scheme as the CHB ageing population continues to grow.

Proactive work has begun in this space with a working group formed to lead this work. The working group includes representatives from the Council, the CHB Disability Network and the CHB Older Persons Network.

The working group has met with current community transport providers and have highlighted opportunities for community transport within CHB. The Working Group wish to continue with this work, however further dedicated resources are needed for this.

If resourced, the pathway forward includes –

- The formation of a Central Hawke's Bay Community Transport Forum
- A full stock take of current providers. Their strengths, weaknesses and opportunities for community transport in CHB.
- Resident and Provider survey to understand the trips not taken and the specific needs of this unique community.
- Creation of a Community Transport Plan
- Research funding opportunities and submit applications.

We recommend that HBRC invest in a Central Hawkes Bay Community Transport Programme through the allocation of resources, to develop a Community Transport Pilot and establish a Transport Forum to commence in the 2025/26 financial year.

Total Mobility Assessment Process

There are twelve Community Organisation's listed on the HBRC website that complete Total Mobility Assessments on behalf of HBRC across the Hawke's Bay community. Members of the community are referred to Assessing Agencies through various pathways including self-referrals, often following conversations with transport providers who actively encourage them to access the scheme.

Of these twelve community organisations Age Concerns and CCS Disability Action receive the overwhelming majority of referrals and enquiries for this scheme.

On receipt of a referral or enquiry, the person is contacted, screened and then if they meet the criteria a time to meet with them in person is organised. This requires a visit to their home or a rest home.

Time is spent completing the assessment and then entering this information into the Ridewise site used for Total Mobility management. Once the assessment is completed, there is often no ongoing engagement with the person.

Managing the enquiries and screening of people, alongside completing the assessments on behalf of HBRC creates a significant cost for our organisations in relation to staff time in delivering the service, administration and transport costs. Age Concern Hawke's Bay has projected that completing the assessments on behalf of HBRC will cost the organisation \$40,935.95 in this upcoming financial year.

CCS Disability Action is faced with the additional challenge of the community needing to go to their offices for the assessment due to the staffing resource that this service requires. CCS Disability Action projects the cost to their service as being approximately \$10,000, this also removes the Receptionist from their core business.

Assessing Agencies can claim a payment of \$20.00 (including GST) per approved Total Mobility Assessment, there is no appropriate funding allocated to organisations for staff time, transport or administration required in delivering this service on behalf of HBRC. Neither are there funds allowed for time spent screening enquiries or responding to those who do not meet the criteria, which there are more than those that do meet the criteria.

In the last financial year, the HBRC contribution to Age Concern Hawke's Bay to complete this work on their behalf only covered 14% of the service delivery cost. This creates a significant financial burden on a community organisation to meet these costs through time-consuming grant funding applications and fundraising which further adds to the operational expense of delivering this service, which is not included in the above calculations.

It is unsustainable for charities such as ours to continue to provide this service on behalf of the HBRC.

We recommend that HBRC implements an alternative Total Mobility Assessment process that removes the financial and administrative burden from Assessing Agencies to deliver this programme of work, while maintaining the integrity of the Scheme.

Research

In order to understand the complexities and challenges in respect of public transport for the Hawkes Bay region, it is recommended that HBRC commissions research to understand the 'Journey's not taken' for those in our community who would benefit the most from public transport. This is of

particular importance for disabled and older people who are disproportionately transport disadvantaged and for whom experience the most barriers to accessing public transport.

Auckland City council undertook a study titled 'Equity in Auckland's Transport System' which was invaluable as it provided clarification on issues specific to their transport network and provided guidance on improvements that would assist in achieving an equitable and inclusive system. The report 'Transport experiences of disabled people in Aotearoa New Zealand' commissioned by NZTA discusses the complexities of the contributing factors that limit or prevent community participation due to ineffective Transport systems as well providing insight to the challenges with Total Mobility and other Transport modes.

This type of research would be invaluable to assist HBRC with policy and decision making through the analysis it will prove specific to those that are Transport disadvantaged in the region.

We recommend that Bridget Doran is engaged in conducting this research in collaboration with the Disability and Older Persons Network as she has the required expertise and has an established relationship with CCS Disability Action.

Advocacy for Infrastructure

Transport infrastructure is a vital component to ensure the success of public transport, yet this is where many barriers are experienced that limit or prevent a disabled or older person from utilising and accessing the public transport network.

It is essential that HBRC proactively collaborates with local councils and government authorities to improve transport infrastructure, in particular bus stops and shelters, access route upgrades. As well as consideration to the provision of dedicated 'drop off' zones located outside key locations (for example council facilities, health centres, sport grounds) to ensure the success of investment in Community Transport, Total Mobility and future On Demand services.

Current bylaws may prevent this from occurring so partnership with the various authorities to resolve any issues is vital as 'drop off' zones located directly outside the entrance to a destination or facility is required to ensure increased patronage of these Transport services.

The Pedestrian Network Guide and Public Transport Design guidance produced by Waka Kotahi are resources that have been developed in collaboration with key stakeholders from within the disability and older persons sectors and should be adhered to when considering effective Infrastructure

investment as well as consultation with local disabled and older persons to ensure that this is relevant to the local community.

On Demand Service

The 'driveway to driveway' option for those with a disability or access need, as well as the reduction in waiting times and flexibility that On Demand services offer is of particular benefit for those who are transport disadvantaged. This has been highlighted throughout the My Way Trial period with increased bus patronage by disabled and elderly people.

It is also important to note that there are approximately 6,800 mobility parking permit holders that reside in the Hawkes Bay region and the On Demand services offer a viable alternative mode of transport that is responsive to their access requirements as well as being a cost-effective and

sustainable option for the majority of these permit holders. Considering that many of these permit holders are aged over 65 and for whom the majority still drive independently, it is expected that they will transition to and become dependent on the Total Mobility Scheme when their access needs increase and/or they lose the ability to drive due to a decline in health.

Therefore, ongoing support and investment for the 'On Demand' mode of transport is beneficial as it supports sustainable transport goals for our region with the reduction of the number of private motor vehicles in use, and it relieves pressure on the limited capacity to provide adequate mobility parks to support the access needs of permit holders. Also, it accommodates the transport requirements for most people that utilise the Total Mobility scheme and offers considerable social benefit through the ride share component.

The Total Mobility scheme continues to remain problematic for passengers due to the high transport costs involved despite the subsidy offered by HBRC, as well as other inadequacies present such as the limited availability of operators to meet user demand. Therefore, having an effective 'On Demand' service that compliments the public bus network is essential as it removes barriers and addresses the challenges associated with utilising and accessing public transport for community and others with an access need.

It is also important to note that the proposed change from the 'coverage' to 'patronage' model included in the plan creates further barriers in addition to the access issues already experienced in the current system. This may lead to current users no longer being able to access the bus service and lead to an increased reliance on the Total Mobility Scheme.

Cash Fares

The removal of cash fares would disproportionately impact disabled and older people, which would lead to wider implications by creating barriers to access education, employment, social opportunities, health and social services.

Learning new technologies, retaining information on new processes or systems that rely on technology not used by the passenger, for example cellphones, can create a barrier in accessing public transport for those that are still able to navigate the public transport system independently using a payment method they are confident with.

This would lead to an increased reliance on the Total Mobility Scheme which in turn leads to increased costs for HBRC and for the passengers potentially restricting their access to the community.

We recommend that HBRC continue to allow for cash fares across the network.

Engagement and partnership with Disabled and Older Persons community

Accessibility is an on-going goal rather than a set of minimal standards to be complied with. There is always room for improvement, especially as new and innovative approaches are constantly being developed.

No matter how good regulations and professionals are, there is no substitute for the lived experience of people with access needs. It is very easy for people without access needs to overlook the small, but very significant details that can have a large impact on whether people can get around their community or not.

It is vital that HBRC continues to actively engage with disabled people and the older persons community to co-design public transport services to ensure transport options are of benefit for all people. In the report titled 'Disability Sector Engagement: Good Practice Guide' by Bridget Burdett she states that:

'Humans vary widely in their physical and mental capabilities, and in their moment to moment abilities to move around and make decisions in transport. Design guidance provides a starting point for best-practice universal design, but compromises are often made that result in a departure from those standards. In addition, some human variations, such as neurodiversity (including autism, for example) and learning difficulties are not explicitly considered in all design guidance. Engaging with people who have lived experience expertise at the margins of human capability is the best way to provide insights that are not otherwise apparent to transport professionals. When planning or designing transport systems and infrastructure, disability sector engagement can help ensure that processes, plans, and infrastructure are designed to be as inclusive as possible, of all people'

Conclusion


Providing transport choice for the community is vital to empower disabled and older people to live as independently as possible, participate in, and contribute to, their community it is critical that Hawkes Bay Regional Council recognise the vital role they have in enabling this to happen.

Planning processes and operational activities should be able to demonstrate that all community members' requirements are considered and catered for.

We offer our support to the HBRC to achieve the vision for transport as outlined in the proposed regional Public Transport Plan, across the Hawke's Bay Community.

Submitter ID: #171	Napier
Name/(Organisation): Maria Neville-Foster on behalf of Catholic Diocese of Palmerston North	
<p>1. Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.</p> <p>Sacred Heart College Napier and St John's College Hastings are special character colleges that operate under the jurisdiction of the Catholic Diocese of Palmerston North. Currently 141 of the 340 students at Sacred Heart College travel from Hastings to Napier and back each day, while 120 boys from a total roll of 420 travel from Napier to Hastings and back each day to be educated at St John's College.</p> <p>At present, the buses on the Napier-Hastings routes used by St John's College and Sacred Heart College students are funded by the Ministry of Education. We have been informed that the Napier-Hastings routes are under review by the Ministry and are at risk of being de-funded. This has already happened to our Bayview routes, leaving many students without access to MOE-funded transport.</p> <p>We are raising our concerns with the Minister for Education and MOE officials as our preference is to see a continuation of a dedicated MOE-funded bus service for our students. If, however, the funding cuts do take place, we need to ensure that we have adequate public transport backup in place that meets the needs of our students and their whānau, i.e. that it is viable in terms of frequency, affordability, frequency, and routes, including pick-up and drop-off locations.</p> <p>We are deeply concerned that if parents do not have a safe, affordable, regular, and efficient transport option to get their children to and from our schools they will be forced to make a decision to send their child to another school or not choose our schools at all. This would damage our school rolls and have a number of knock-on effects for staffing and ongoing sustainability. Sacred Heart College was founded in 1867 and St John's College was founded in 1941. As the only state integrated Catholic colleges in Napier and Hastings, Catholic families have accessed these two</p> <p>single sex Catholic colleges for many decades; they remain a popular choice for our Catholic parents who live in Hawke's Bay.</p> <p>Our parents and the wider community have so far been shielded from these discussions as we have worked to resolve them. We would appreciate the opportunity to speak on this issue with the Regional Transport Committee, at which point we will need to inform our parents who will be understandably anxious. We would also like to speak directly to councillors during the Annual Plan public hearings.</p>	
<p>2. Do the planned changes to bus routes work for you and your community?</p> <p>No</p>	

Submitter ID: #172 Name/(Organisation): Nick Flack on behalf of Hawke's Bay Airport	Napier
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Hawke's Bay Airport Ltd
 P.O Box 721, Napier - 4140
 Telephone (06) 834 0742
www.hawkesbay-airport.co.nz

2 May 2025

Hawke's Bay Regional Council (HBRC)
159 Dalton Street
Napier 4110

Submission: Draft Regional Public Transport Plan 2025 - 2035

To whom it may concern

Introduction

Hawke's Bay Airport appreciates the opportunity to provide feedback on Hawke's Bay Regional Council's (HBRC) Draft Regional Public Transport Plan 2025–2035. We commend HBRC on its forward-thinking vision for public transport in the region and are pleased to submit our strong support for the proposed improvements—particularly the introduction of **Route 6: Napier – Airport – Bayview return**, which will replace the current Route 15.

Support for HBRC's Public Transport Vision

HBRC's vision:
"To deliver a public transport system that is safe, accessible and supports the shift to reduce driving and emissions in Hawke's Bay, while improving the economic, social, and environmental well-being of the people of Hawke's Bay."

This is fully aligned with Hawke's Bay Airport's long-term environmental and sustainability goals. As a key regional infrastructure asset, we share HBRC's commitment to reducing transport-related emissions. Hawke's Bay Airport has committed to reducing carbon emissions in line with a science-based target, New Zealand's national net zero commitments and the Paris Climate Agreements goal to limit warming to 1.5 degrees Celsius. A public transport link to Hawkes Bay Airport is a crucial enabler in reducing transport related emissions for Hawkes Bay travellers, workers and staff, and helping to achieve these long-term goals.

Alignment with Airport Sustainability and Growth Goals

As a growing regional airport, Hawke's Bay Airport expects to see continued future growth in annual passenger numbers. This upward trend places increasing demand on the airport precinct and surrounding transport infrastructure. Expanding the public bus network to include a dedicated, reliable service via Route 6 will play a vital role in managing this demand sustainably. Specifically, the new route will:

- Provide the first ever public transport option to and from Hawke's Bay Airport
- Provide greater convenience and connectivity for passengers and airport workers;
- Reduce reliance on private vehicles and demand on parking infrastructure;
- Support tourism and business travel through improved access;
- Help meet airport and regional emissions reduction targets.

Conclusion


In conclusion, Hawke's Bay Airport strongly supports the inclusion of Route 6 in the draft Regional Public Transport Plan 2025–2035 and the broader vision for a safer, more sustainable, and more accessible public transport network. As the second largest regional airport in New Zealand, we play a significant role in supporting our region's economy. We believe these initiatives are not only timely but essential in contributing to the region's long-term economic growth, environmental responsibility, and social inclusivity.

We thank HBRC for the opportunity to contribute to this important process and look forward to being an active partner in realising the plan's goals.

Yours faithfully

Nick Flack
Chief Executive

Submitter ID: #174 Central Hawke's Bay
Name/(Organisation): Jane Budge on behalf of Central Hawke's Bay District Council



CENTRAL HAWKE'S BAY
DISTRICT COUNCIL

Submission on Hawke's Bay draft Public Transport Plan 2025-35
2 May 2025

Central Hawke's Bay District Council

Submission on Hawke's Bay Regional Council's draft Public Transport Plan 2025-35**Introduction**

1. Central Hawke's Bay District Council (Council) welcomes the opportunity to submit on the Hawke's Bay Regional Public Transport Plan. This submission has been approved by the Chief Executive and the Transport Committee Chair.
2. Council had broadly supported the Hawke's Bay Regional Public Transport Plan 2022-32 as a good starting point for developing a public transport connection between Central Hawke's Bay and Hastings and Napier.
3. Through this submission, Council wishes to highlight several points made by Central Hawke's Bay residents and commuters, and to make recommendations to HBRC for its consideration on its proposed Regional Public Transport Plan.
4. We wish to also note our support of the CCS Disability and Age Concern submission, noting their support for community transport options.

Background/Context

5. During the development of Project Thrive¹ in 2017, the Central Hawke's Bay community clearly described a Thriving Central Hawke's Bay of the future. That is a proud and prosperous district made up of strong communities and connected people who respect and protect our environment and celebrate our beautiful part of New Zealand. Ensuring our community grows in a smart and sustainable way with facilities and infrastructure that are innovative and fit for purpose is critical to this.
6. In 2024, Central Hawke's Bay's population hit an all-time high of just over 16,200 residents, reaching levels of growth and optimism not seen since the 1960s. Our population is projected to increase to 19,000 people by 2033, with over 1,400 homes forecast to be built over the same time.
7. A Squillions Ltd report, produced for Council, in 2023² also identified a "considerable number of our workforce earns their income commuting to other areas". An earlier Squillions Ltd report in 2022 shows that the top external employer of Central Hawke's Bay District residents was Hastings, with approximately a quarter of Central Hawke's Bay residents deriving their income from Hastings District³.
8. Despite these levels of current and future projected growth, and Central Hawke's Bay's relative proximity to Hastings and Napier as commuting destinations, there are currently no public transport options for our residents to travel to and from the major urban areas.
9. We suggested, through the development of the plan in 2022, there was likely to be good demand for such a service and welcomed the trial of a bus service to and from Central Hawke's Bay to Hastings. An alternative transport option for Central Hawke's Bay residents would be a positive step, particularly at a time of cost-of-living pressures (including high fuel prices) and making progress towards reducing greenhouse gas emissions.

¹ <https://www.chbdc.govt.nz/our-council/about/project-thrive/>

² <https://www.chbdc.govt.nz/assets/Document-Library/Reports/Growth-Assumptions/FINAL-Growth-Assumptions-Squillions-State-of-the-District-2023.pdf>

³ <https://www.chbdc.govt.nz/assets/Document-Library/Responding-to-Growth/Demographic-and-Economic-Growth-Projections-CHBDC-2022-Update.pdf>

10. Within the 2022 Plan a twice a day – 2 services in the morning to and from Central Hawke's Bay, and 2 services in the afternoon, had been proposed to be trialled. It was disappointing to not see this

happen. Although we do recognise the funding constraints that subsequently occurred due to Cyclone Gabrielle.

11. It was also disappointing for our residents when the widespread school bus services were cancelled by the Ministry of Education. As a consequence, a couple of our residents have started their own school bus run, having bought a 22-seater bus, and have 19 students travelling every week⁴. This wouldn't have been required if a public bus service were available.

Policy 64 – Supporting a Central Hawke's Bay Commuter Express trial

12. In support of our submission in 2022, we undertook a survey 15 to Monday 22 August 2022. A total of 383 responses were received, showing the strong interest that exists on this topic from Central Hawke's Bay residents and commuters. The number of responses over the short survey period reflected the challenges that travel creates to and from the centres of Hastings and Napier. This major barrier and inequality for many in our community, has been further reinforced with a growing commuting population in recent years.
13. The first question in Council's survey asked "Hawke's Bay Regional Council's public transport consultation document proposes 'Two services per day Monday to Friday to Hastings (morning) and Central Hawke's Bay (afternoon)'. How likely are you to use such a service?" A total of 179 respondents indicated they would be likely to use this service (46.7% of respondents), 156 may use this service occasionally (40.7%), and 12.5% (48 respondents) indicated they would probably not use this service.
14. Most respondents indicated they would likely use such a service, showing that there is likely to be good demand.

Frequency of service

15. The survey also asked "Based on the proposal, would 'two services per day Monday to Friday to Hastings (morning) and Central Hawke's Bay (afternoon)' be enough? What frequency would you like to see?".
16. A strong majority of respondents (230, or 61%) indicated they believe that two services in the morning and two services in the afternoon would be enough, with 77 indicating they would prefer three services in the morning and afternoon, and only a small minority (23 respondents) wanting more than 3 services per day.

Recommendation:

As previously supported in 2022, we again support the introduction of a public bus service trial. Again, supporting its frequency of service as proposed, of two AM services and two PM services for commuters.

However, again as recommended in 2022, we suggest consideration should be given to extending a service to weekends and public holidays should the trial prove successful.

⁴ <https://www.nzherald.co.nz/hawkes-bay-today/news/central-hawkes-bay-couple-buys-a-bus-to-take-their-boy-to-school-in-hastings-after-ministry-route-cuts/RPDKRORORVGGXMNHVKSNE5QNUU/#:~:text=Todd%20and%20Rachel%20Astill%20decided,students%20to%20school%20from%20Waipawa>

Mode of transport

17. Views were also sought on which public transport options would be used to travel to and from Central Hawke's Bay if available. The preferred public transport option was for a passenger train service. Overwhelmingly, 329 respondents were supportive of a passenger train service, followed by a bus service option (219 respondents), and a light rail service came as the third preferred option (205 respondents).

18. Anecdotal information garnered from social media and the survey results shows that there is strong support for a passenger train service to run between Central Hawke's Bay and Hastings / Napier. This is likely due to rail being perceived as reducing burden on the existing roading network, unlikely to experience delays that currently occur on the State Highway Network and potentially as a more 'environmentally friendly' and modern form of transport.

Recommendation:

As previously supported in 2022, we again support commuter rail options in the future. This could incorporate further afield options.

Potential users / Destinations / Connectivity, Accessibility and Equality

19. Of those surveyed 117 respondents indicated they were commuters from Central Hawke's Bay to Hastings / Napier for work and would be interested in a service. A further 185 respondents would use public transport from Central Hawke's Bay for other reasons, for example shopping, while 16 were students at the Eastern Institute of Technology (EIT) and would therefore benefit from a public transport option from Central Hawke's Bay to the EIT campus in Taradale.
20. Regarding the starting and finishing of the service within Central Hawke's Bay, the vast majority of respondents indicated that they preferred the three main town centres (Waipukurau 46.6%, Waipawa 29.1%, Otane 11.3%). A small number of respondents suggested including Takapau (5.1%) and Porangahau (2.7%).
21. The final destination was also sought on where in Hastings / Taradale / Napier a public transport service be established. A variety of destinations were provided as options in the survey, and respondents were also able to add other destinations as free text. 191 respondents provided Hastings Central as their main destination (over half of respondents), followed by Napier Central (91 respondents), Ahuriri (18 respondents) and Taradale, to the EIT, (14 respondents). The other destinations included Hawke's Bay Hospital, Whakatu, Stortford Lodge and the Port.
22. We note the service intends to assist the disabled, elderly and those from disadvantaged areas in the long term, and suggest there is a need in Central Hawke's Bay. We also commend the buses being wheelchair accessible and including bike racks. This ensures the service is accessible to all, including people with disabilities and the elderly, and those bringing push chairs and bicycles.
23. In the establishment of this service, we encourage HBRC to work with us to identify other suitable pick up and park and ride localities for the services. Ensuring localities are suitable will be critical for the services' short and long-term success. This is particularly important with many users potentially being rural and having no choice but to drive to pick-up/drop off locations in Waipukurau, Waipawa or Otane.
24. However, we note this potential new service is funding dependent. As shown, there is a need within Central Hawke's Bay and is likely to be well used. Prioritising this for our community is well overdue.

Recommendations:

As previously indicated in 2022, we support:

1. As proposed the public transport service starting / finishing in Waipukurau, with stops in Waipawa and Otane. However, we also recommend giving further consideration to facilitate accessibility to the public transport service to people living outside of the 3 main urban areas.
2. As proposed that the main destination for the trialled bus service be Hastings Central, with good connectivity (bus timetable alignment) between Hastings Central and other destinations in Napier and Hastings. This would ensure the proposal isn't restrictive for potential users.
3. HBRC working with us to find suitable places pick-up/drop off locations in Waipukurau, Waipawa or Otane.
4. Trialling this new service sooner rather than later, and prioritising its funding, as the need is here.

We note the 'subject to available NZTA and local share funding' and suggest this needs further investigation.

Impacts on rating

25. Several survey respondents, supported by commentary on social media and anecdotal evidence, expressed some concerns on the impact these proposals and / or alternatives might have on rating levels. Several respondents indicated they would not support paying additional rates for such a service, in particular if they were unlikely to be using such a service.

Recommendation:

We recommend HBRC undertake a robust public consultation process on any potential rating changes should there be rating implications for Central Hawke's Bay residents.

Community Transport

26. We continue to support the development of new community base transport solutions within our communities. Our Central Hawke's Bay Older Persons Network and Disability Networks have formed a working group to progress community transport in the district. We have met with key providers St Johns and Lions, and aligned with Community Waikato and the Waikato Regional Council to help develop options.
27. Aligning with our Community Wellbeing Strategy and Social Development Strategic Framework, we have demonstrated evidence of our ability to create a community transport option. We have been working with the working group above and the Network of Networks group.
28. We have the Lions and St John set up to work collaboratively and support community transport options in Central Hawke's Bay. We suggest undertaking a district wide transport survey to better understand trips not taken.

Recommendation:

We continue to support the proposed development of community transport options and with the assistance of HBRC are happy to progress an approach within Central Hawke's Bay.

We also support the seeking and advocating for appropriate funding opportunities to enable the development of community transport, and again as mentioned are happy to collaborate with HBRC to progress these opportunities.

Total Mobility Scheme

29. As mentioned, Central Hawke's Bay currently has no public transport options, and likewise our permanently disabled community other than Viv's Taxi Service which is also our only Total Mobility Scheme (TMS) provider. They are the only official taxi service operating as a companion driving service in the district and are a truly local service.
30. We agree the increased subsidy made the scheme more accessible and affordable for users, there by driving more regular use of the scheme. Any reductions are likely to disproportionately affect our community, by limiting the number of trips, reducing the subsidy or setting specific parameters around when a person could use the TMS.
31. Central Hawke's Bay has a large geographical area, with a forecast population growth for 65+ age group. Should the service not continue this could have significant impacts on the social isolation of our disabled community, and likewise their health and wellbeing with no alternative public transport options.
32. Should this service be removed, we would likely be left with nothing.

Recommendation:

We support the proposed continuation of the Total Mobility Scheme within Central Hawke's Bay. We would be against any reductions or changes that would disadvantage our residents.

Continuous Improvement

33. We also continue to encourage HBRC to be more ambitious and future-focused in its co-ordination and leadership of public transport, noting the financial constraints and environment we are jointly working in. Working with communities is likely to generate innovative local solutions to local issues. Engaging with communities such as ours will ensure fit-for-purpose solutions.
34. Ultimately well promoted services could support and assist residents in rural communities throughout the region, not just ours, to co-ordinate and enable ride sharing.
35. One of our residents is trialling a carpooling App for Central Hawke's Bay residents⁵, having noticed that many of the vehicles travelling regularly for work had only one person in the vehicle.

⁵ <https://www.nzherald.co.nz/hawkes-bay-today/news/wakashare-connecting-carpooling-central-hawkes-bay-commuters-for-safer-and-cost-effective-travel/LO73WSHG7RA2RBXHANM54HUDTE/>

Recommendation:

We support continuous improvements and are happy to work collaboratively with HBRC to achieve this objective.

Conclusion

36. Council again wishes to thank HBRC for the opportunity to provide our views on the draft Regional Land Transport Plan and look forward to continuing to contribute to this important kaupapa. We can all agree good reliable public transport ensures greater uptake.
37. Council welcomes the opportunity to speak to its submission, and to engage with HBRC officers further in the near future.

Submitter ID: #176

Hastings District

Name/(Organisation): William Arnold Stacey

1. *Do you have any comments on the planned changes to public bus services now scheduled for implementation from 2026? Tell us what you think.*

The planned changes look very good.

2. *Do the planned changes to bus routes work for you and your community?*

Yes

Route 8 including Clive (where I live) I would use as I am retired (age 74).

Route 9 Central Hawkes Bay - sounds interesting, I may take every week or two.

3. *We are considering whether we keep cash as a form of fare payment when paying for bus tickets.*

Which option do you prefer?

Option A: We retain cash payments

Submitter ID: #177 Name/(Organisation): Emma Ellis on behalf of Hastings Youth Council	Hastings District
2. Do the planned changes to bus routes work for you and your community? No	
3. We are considering whether we keep cash as a form of fare payment when paying for bus tickets. Which option do you prefer? Option A: We retain cash payments	
4. We are proposing to make several changes to our Total Mobility Scheme to ensure the scheme continues to meet user needs and is financially sustainable. Do you support the proposed changes to our Total Mobility Scheme? Yes	
Other feedback To: Hastings District Council / Transport Committee From: Hastings Youth Council Transport Working Group Date: 02/05/2025 Topic: Accessibility, Community Use, and Service Improvements	
<p>The Hastings Youth Council welcomes the opportunity to provide feedback on Hawke's Bay's public bus system as part of our focus on promoting accessible, sustainable, and inclusive active transport for all members of our community, especially youth and students.</p> <p>We would like to begin by acknowledging the efforts the Regional Transport Committee have made to improve public transport access and services in our region. The meaningful engagement with disability advocacy groups over the past six months, the introduction of Moto Move cards, and ongoing discussions with disability groups reflect a genuine commitment to inclusive, future-focused transport planning. Prioritising key interchanges like the hospital (as already included) and ensuring routes serve our schools further demonstrate that accessibility and community connectivity are at the heart of this process.</p> <p>Current service hours, including those of MyWay, do not align with the social and work lives of many young people. Students with part-time jobs, extracurricular commitments, and evening events often find themselves without reliable transport, and early-shift workers and athletes struggle to get where they need to be on time. To address this, we recommend introducing select 5:30 AM departures on key routes, which would improve punctuality for essential-service employees and ensure students travelling from afar can arrive at school without relying on private vehicles. Additionally, extending operating hours, especially on Friday and Saturday nights, will support late-night activities, shift workers, and safe travel home after extracurriculars and social events, reducing drink-driving risks and providing an affordable alternative to taxis and rideshares for rangatahi and other residents.</p> <p>We appreciate that the establishment of low-floor buses and dedicated wheelchair spaces has greatly enhanced independence for passengers with mobility needs, and we urge that this positive momentum continue through ongoing, meaningful consultation with disability advocacy groups. To further improve accessibility, we recommend the installation of temporary stops during consultations or route trials, ensuring that all community members can participate, and the upgrading of shelters and lighting at bus stops in lower-income and rural areas, which will not only increase comfort but also significantly enhance passenger safety, particularly during early mornings and evenings.</p> <p>Presenting a clean, modern fleet fosters positive word-of-mouth, "If the buses were just clean, word of mouth would carry," as one member noted, so we support a youth-focused rebrand that highlights the environmental benefits of zero-emission vehicles, showcases rangatahi in promotional materials (for example, through the upcoming photoshoot), partners with schools and community groups, and features routes that pass popular local attractions such as Splash Planet and Rush Munro's.</p>	

While MyWay's on-demand model boosted usage in passenger numbers, challenges remain, early closing times, vehicle reliability issues, and higher per-trip costs. As MyWay transitions to the new system, we urge that its convenience and flexibility be retained and improved, particularly for riders in areas with fewer transport options.

The new Motu Move system, with Apple Pay, online top-ups, and dairy outlets, promises streamlined payments. However, we strongly recommend retaining a cash payment option to ensure inclusivity for students without bank accounts or smartphones. Additionally, physical top-up points near schools and clear youth-targeted outreach will help all users transition smoothly.

The proposed Flaxmere route (Caltex → Omaha Rd → Flaxmere Ave) directly addresses key service gaps in our region, and we welcome ongoing consultations with marae and taiwhenua to ensure cultural appropriateness. As young people who rely on public transport for school, work, and social activities, we urge that youth voices remain central as final route designs are developed. By including destinations that resonate with rangatahi, such as community hubs, recreational sites, and educational centres, we believe everyday use of the bus network will increase.

We commend the ongoing work toward a modern, accessible, and environmentally conscious public transport network. By centring rangatahi in consultation and planning, Hawke's Bay can become a national leader in youth-friendly transport. Thank you for considering the views of the Hastings Youth Council. We remain committed to active transport initiatives and stand ready to participate in future discussions, focus groups, and promotional efforts.

Ngā mihi nui,

The Hastings Youth Council Transport Working Group

(Emma, Scarlett, Phaizon, Milly, Swarleen, Carter, Taylor, and Ariel)

Submitter ID: #179


Don't know

Name/(Organisation): Monique Buurmans on behalf of monique driving you

5. Do you have any other comments on the Draft Regional Public Transport Plan? Tell us what you think.

Overall the plan looks great. Some thoughts/questions arise:

- with the growth of TM use coming from increased elderly population and the effect of the Cyclone - neither of which is able to be affected by RC actions - how much has central government increased your budget to assist with these factors? I am assuming that the increase to 75% of the fare is already covered by an increase in the budget.
- the fare parity detail mentions an "industry standard kilometre rate"? Do you have that information in detail to share? And secondly how will this work when our fares are often calculated based on minutes rather than kilometres. If the goal is to keep transport operators within 10% of each other, this will be tricky for us smaller operators I fear, who I believe do a better job for the passenger than the larger companies.
- the minimum fare maximum of \$25 will be linked to the CPI - is the inflation statistic for the transport industry perhaps more applicable? So we aren't tied to the increase in the cost of clothing for example.. I haven't been able to find where this individual data is, only that it does exist (sorry limited resources at my end!).
- the Health and Safety policy is good and includes driver training. I must ask who will pay for this driver training and/or conduct it? The intention of the training is to "ensure users are assisted to utilise the services" - this takes time which conflicts with the objective to only pay for transport when the wheels are turning - for this work the drivers are fully concentrating on safe driving (and a bit of passenger conversation). The plan is therefore asking us to provide this assistance service (can't assist whilst you are driving) for free. There is a conflict here - between what the scheme will fund (wheels turning only) and what the drivers are being required to do. We have our own standard of assistance which we offer our customers but this shouldn't be dictated by the HBRC when the HBRC is not paying a single cent for that assistance.

Submitter ID: #180	Out of region
Name/(Organisation): Rhona Hewitt on behalf of Ministry of Education	
 Te Tāhuhu o te Mātauranga Ministry of Education	
29 April 2025	
Martin Williams Chair, Regional Transport Committee Hawke's Bay Regional Council	
Tēnā koe Martin Submission on Hawke's Bay Regional Council draft Regional Public Transport Plan 2025-35 Thank you for the opportunity to provide feedback on the draft <i>Hawke's Bay Regional Public Transport Plan 2025-2035 (RTP)</i> . The Ministry of Education (the Ministry) broadly supports the contents of the draft RTP. We are pleased to see that the Hawke's Bay Regional Council (HBRC) will continue to cater for student travel and improve overall access to services, subject to available funding and capacity across the network. This submission provides further context on the Ministry's school transport assistance policy and outlines further steps to clarify and rationalise delivery of school transport services in Hawke's Bay. Background While caregivers are ultimately responsible for getting students to and from school, the Ministry may provide support to students who live a significant distance from their nearest school and do not have access to public transport. The Ministry is funded to provide school transport assistance based on several longstanding eligibility criteria. Students are eligible if: <ol style="list-style-type: none"> 1. they attend the closest state or state-integrated school where they can enrol 2. they live more than a certain distance from school (3.2km for Years 1–8; or 4.8km for Years 9–13) 3. there is no public transport available. Ministry-funded school bus routes are designed around the locations of eligible students and aim to transport as many eligible students as efficiently as possible. Over time, different factors may lead to changes in local school bus routes. These include changes in location and the numbers of eligible students in an area, improvements to public transport networks, changes to enrolment zones and school year classifications, and new schools opening or existing schools closing. Ministry-funded school bus routes are reviewed regularly to comply with our policy and funding parameters. Interface between Ministry services and public transport In assessing eligibility for school transport assistance, public transport means any service or journey that: <ol style="list-style-type: none"> 4. travels within 2.4km of the student's home and their school or kura 	

- does not require the student to start their journey before 7am and gets them to school or kura on time
- collects the student within an hour at the end of the school day
- does not require the student to transfer between services more than once during their journey.

This definition is intended to assess the suitability public transport services in terms of their timeliness and proximity to schools and students' residential addresses. It does not consider other operational factors, such as capacity, fares or demand management.

The Ministry is the provider of last resort for school bus services. Because the Ministry does not provide school transport assistance where there are already public transport services in place, Ministry-funded services run almost exclusively in rural areas. However, Ministry-funded services can overlap with public transport services delivered by PTAs, such as HBRC, especially in peri-urban areas where public transport networks may have expanded or developed over time. In general, we will cancel school bus services if a public transport option becomes available. In this scenario, we work with PTAs to manage the impact of greater demand for public transport services from students.

There is still a need to rationalise school bus provision in the region and develop durable solutions for students

At a June 2024 meeting with the Passenger Transport Committee, my team identified areas in the Hawke's Bay region where public transport is, or will be, operating alongside Ministry-funded services. To be clear, the Ministry intends to terminate these services and withdraw from any areas where public transport is available. We will continue to work closely with HBRC on transition planning in areas where changes in public transport networks have led to a decrease in the number of students who are eligible for school transport assistance. This may include adjusting timetables, providing additional capacity (where possible within available funding), and aligning route changes to minimise disruption for communities.

More broadly, we see significant benefits in continuing to work with your council to rationalise the delivery of school bus services in the region with a view to minimising potential duplication of service and providing options for students to get to and from school on public transport. We note that, like other PTAs, HBRC has greater flexibility and discretion to respond to demand and transport disadvantage within local communities. While our services can only carry students and are based on a firm set of eligibility criteria, students who use public transport can be served either by targeted school buses at peak times or by mixed used services that cater for a range of users.

Thank you again for the opportunity to provide comments on the draft RPTP. A table of specific feedback on the draft RPTP is attached to this letter. If you have questions about this submission, please contact Reade Nikora, Regional Liaison Lead, at Reade.Nikora@education.govt.nz.

Nāku noa, nā



James Meffan
Group Manager, School Transport
Te Pae Aronui (Operations and Integration)

RPTP section	Ministry of Education comment
General Comment	The Ministry supports the overall vision and objectives within this plan.
4.2.1 Network operation and service quality objectives	The Ministry supports HBRC's network design objective that services run throughout the day and enable users to access education.
Table 2 Network Design	The Ministry encourages HBRC to include minimum service levels for school students as part of their planning to deliver a simple and reasonably direct service.
Table 2 Access to services	<p>The Ministry supports HBRC's aim of at least 70% of Napier and Hastings residents having bus stops within 400m walking distance of their homes.</p> <p>We encourage HBRC to introduce new services on a trial basis that support transport for school students.</p>
Table 2 Transport Disadvantaged	The Ministry supports HBRC actively engaging with us on service planning and development, so student access to public transport is considered throughout this process.
Section 5 – 1. Deliver a new “step change” network as suitable levels of funding allow over time	<p>The Ministry supports HBRC plans to improve the frequency of services across its public transport network.</p> <p>The Ministry requests that when HBRC is determining the “step change” implementation programme it prioritises increasing frequency and capacity at school times in the first phase of improvements. This will better support student access and increase uptake of public transport.</p> <p>The Ministry encourages HBRC to actively work with us on planning for student travel, including on capacity and demand management issues.</p> <p>The Ministry will continue to engage with HBRC on current and future changes to Ministry-funded school bus services and, where possible, align changes to minimise disruption for students and communities.</p>

General Comment	Areas/schools impacted
Areas where ‘suitable public transport’ is, or will be, available to students currently accessing Ministry services potential transition onto PT	<ul style="list-style-type: none"> Napier and Hastings – St John's College, Sacred Heart College. Whakatu – Te Arati ka Academy.
Areas where public transport timetable improvements may increase access to public transport for school students	<ul style="list-style-type: none"> Bay View / Westshore– Napier schools. Havelock North – Iona College, Woodford College, Hukarere College. Clive – to both Hastings and Napier. Tamatea & Green Meadows – Napier Boys' High School, Napier Girls' High School.

Submitter ID: #182		Out of region
Name/(Organisation): Lisa Grindlay on behalf of NZ Transport Agency Waka Kotahi		
Draft Hawke's Bay RTPP submission points (May 2025)		
Topic/Section	Document location (Page #, paragraph)	Feedback
Any overall feedback		
	General comment	The Plan is looking really good. Well done to all involved in its development.
1. Introduction		
	1.1	It would be useful if the infrastructure connection with Napier City Council and Hastings District Council could be explained here, as describing the responsibilities of parties involved in the delivery of public transport in the region.
	1.3.2	1.3.1 well summarises the principles of the amended LTMA - it would make sense to incorporate the further intentions of the amendments that are listed in 1.3.2 under 1.3.1.
	1.3.4	Noted.
	1.3.5	This explains the connections between the objectives of the RLTP and the GPS together with the public transport approach well.
	1.4 Problems 1, 2, 3	Under GPS 2024, VKT reduction and mode shift are no longer a strategic priority - can these problem statements either be reframed to align with some of the points listed under 1.3.5, or potentially more aligned problem statements included, for example: <ul style="list-style-type: none"> * Limited corridors between Napier and Hastings - PT offers resilience, reduces congestion and impacts on the roading network; * Declining patronage; * Travel time reliability; * Access to jobs and housing. * Etc.
	1.5	The problem statements laid out in this section articulate the challenges in a clear way - could these be worked into the problem statements from section 1.4?
2. Background		
	2.1	Noted - we understand that routes are currently undergoing public consultation and are open to change over the next few months.
	2.1.2	On Demand service comments noted.
	2.1.2	The description of the Total Mobility scheme in the first paragraph accurately reflects what the scheme intends to do, however the second paragraph notes that this provides more equitable access for those who cannot drive, which is not entirely accurate - it is meant for people who are assessed to be unable to use public transport services.
	2.1.4	Well described and evidenced.
	2.2	The reasons outlined as the purpose for funding public transport in this section are excellent.
	2.2	Total Mobility passengers also pay the full cost of the fare over \$50
	2.3	Support the relationship-based approach.
	2.3	Rather than just a strong interest, NZTA have a statutory function under the LTMA to oversee the planning, operation, implementation, and delivery of public transport.
	2.3	Good to see supporting infrastructure funding bids specified for future, along with development of a long term infrastructure investment pipeline as a joint initiative with local councils.

	2.4	Support the incremental approach to fare increases.
	2.4 Strategy 1	Support the shift to a patronage focused network.
	2.4 Strategy 2	Support a greater focus on cost recovery.
	2.4 Strategy 3	Support the ongoing collaboration with community to understand needs and areas for improvement.
3. The Transport Disadvantaged		
	General	Support the comments around the network changes, long-term service improvements and fare policies assisting these users in the long run. The focus on patronage and cost recovery should mean that there will be more room to invest in areas that benefit the transport disadvantaged in the future.
4. Vision, Objectives and Policies		
	4.1	Good to see the vision outlined - we note that some aspects of this statement doesn't clearly align with some of the problems outlined in 1.5 however, and some of the current government directions.
	4.2 Table 2	Great to see the policies outlined clearly - this looks good, and sets good groundwork for customer expectations.
	4.2.5 Table 5	Overall this looks good - policies 61 and 62 could possibly be more beneficial if laid out to investigate what problems exist with current intra/inter regional travel, if any, and then work out what solutions may be suitable over the long term to address these problems, in a mode-agnostic fashion.
	4.3.2 Table 7	Support the defined fares approach.
	4.3.2 Table 7	Have HBRC defined a policy regarding who pays for assessments, in relation to policies 80 to 82?
	4.3.4 Table 9	Noted. Would also be interesting to look at whether on-demand public transport could be a way to cater for the existing disabled community as well as other passengers, which is a more cost effective way to serve this customer cohort compared to point-to-point travel.
	4.4 Table 10	Noted.
5. What we plan to do		
	5.1.1	The wording around the endorsement and process to be followed by NZTA relating to the business case assumes endorsement and implementation. Suggest wording that explains that the outcomes are subject to NZTA processes to determine suitability etc.
6. Review and monitoring		
	6.1	Monitoring also has strong alignment with continuous improvement of public transport services.
7. Legislative requirements		
	General	Noted.
Significance Policy		
	Appendix D	Significance policy - any major reorganisation of units should also be included, as per the NZTA guidelines.
Third Party Funding, Farebox Recovery Monitoring, and Fare Setting Policy		
	Appendix E	Farebox recovery calculation and monitoring is no longer required by NZTA - this has been replaced by the private share initiative; suggest updating this section.
	Appendix E	Passenger fares are not part of third-party funding - third party funding is excludes fares and relates to private non-fare revenue. Suggest amendment.
	Appendix E	This could be an opportunity to provide visibility of the fare policies relating to private share as a part of upcoming fare increases.
Bus Advertising Policy		

	General	Great to see this included for future opportunities for growth of this third-party revenue stream.
Appendices		
	General	Missing any Key Performance Indicators to aim for
	A	The transparency behind showing the planned new routes is good - noting that these may change following public consultation. When the final version is completed, with current 'short term' levels of service is discussed, please describe what the current frequency and span are. Suggest using NZTA Guideline network descriptors for nationally consistent language, if these are helpful.
	B	The future unit descriptions are good. Notwithstanding that HBRC have chosen not to publish a list of exempt services in this plan, can HBRC confirm that it maintains a register of exempt services on its website or at its offices for inspection?

Report on Better Bus connections social media campaign

GoBay

April 1 – May 4 2025

HBRC's social media channel GoBay (Facebook) delivered 8 posts, 3 adverts and 1 Facebook live concerning the better bus connections section of the consultation, resulting in:

- impressions (content served): 240,495
- reach (content seen): 100,907
- engagement (interactions): 224
- clicks: 1,023

Organic

- Impressions: 55,537
- Reach: 28,673
- Engagement (interactions): 224
- Clicks: 804

Paid

- Impressions: 184,958
- Reach: 72,234
- Clicks: 219
- Total spend: \$300

Link tracking: *Links placed on digital, social media, flyers, promoted on radio.*

31 March – 2 May 2025

The remix link to the route map (<https://hbrc.info/hbrcrptp>)

- QR code 191 scans and 579 clicks.

The draft plan (hbrc.info/regionalpublictransportplan)

- QR code 120 scans and 118 clicks.

Submission form (hbrc.info/submissionform)

- QR code 123 scans

The generic annual plan consultation page (<https://hbrc.info/haveyoursayhb>)

- QR code 54 scans and 355 clicks.

In total, on just these bespoke links and QR codes, we could track **488 scans** and **1,052 link clicks**.

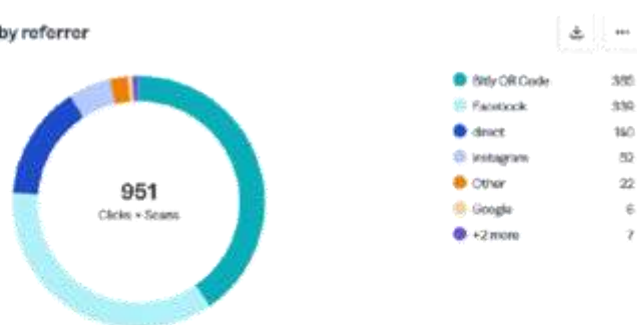
Note: The submission form and generic Annual Plan consultation are not isolated to the Regional Public Transport Plan. The above figures would have also included engagement from the Annual Plan content.

Clicks and scans by referrer

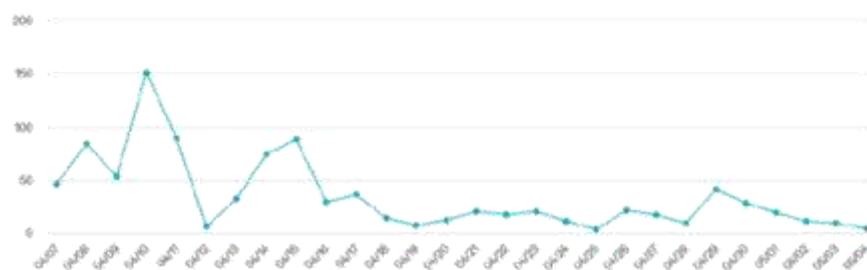
4 April – 4 May 2025

Our subscription only allows the past 30 days for dashboarding, so all totals are not included in the images below.

Clicks + scans by referrer



Clicks + scans over time



Organic posts

April 2


GoBay Hawke's Bay
Published by Amber Roydhouse-Ross

April 2

Big changes are proposed for our bus network in 2025 and we want your feedback!

- Are we going down the right streets in your community?
- Where would the important stops be?
- Do we go between the right places?

This map has what the planned route changes might be, leave a comment on the map and give us your feedback:
<https://hbrc.info/hbrcrptp>



Views 7,852 Reach 4,487 Interactions 62 Link clicks 312

Interactions 62

Reactions 12 Comments 44 Shares 4 Saves 2

Phyllis Horton
Elderly people rely on the services that are there

4w Like Reply Hide

GoBay Hawke's Bay
Hi **Phyllis**, that is an important consideration absolutely. We encourage you to leave your feedback on the map. - Thanks, Amber

4w Like Reply

Reply as GoBay Hawke's Bay

Sue Glover
GoBay Hawke's Bay what about the kids that use number 14 to and from school? If u are moving bus stops?

4w Like Reply Hide Edited

GoBay Hawke's Bay
Hi **Sue**, an important question for sure. Please leave this feedback as a comment on the proposed Route 3. - Thanks, Amber

Brodie Redshaw
Will the new service go to or by St. John's. My way was great for the kids to go to school. Hope you will add more weekend services around Hastings

3w Like Reply Hide

Tari Curtis
What date are these changes happening? Will Bee card holders be informed via email?

4w Like Reply Hide

Larissa Potts
Joshua Lucas

4w Like Reply Hide

Sara Neville
It'd be great if your buses went the limit of 20km over speed humps that'd be quite considerate to the people who live next to them.

Jayden Allen
Is it too much to ask to have the buses run later into the evening like other cities?

4w Like Reply Hide

GoBay Hawke's Bay
Jayden Allen A valid consideration to be made with resourcing. Please leave this feedback on the map! Cheers, Amber

4w Like Reply

Anders Christopherson
Jayden Allen Bigger cities have more drivers. **GoBay Hawke's Bay** only just about have enough to run the current timetable.

Fatty Thornton
Are 1A and 1B both meant to be labeled Napier to Hastings? The old labels ie 12 H, 12N, are way more helpful.

4w Like Reply Hide

GoBay Hawke's Bay
Fatty Thornton Thanks for the feedback. If you could write that comment about how they get labelled on the route map that would be awesome. Thanks, Amber

4w Like Reply

Reply as GoBay Hawke's Bay

Monika Beatty
GoBay Hawke's Bay What about the MyWay? Will that continue to run as is?

4w Like Reply Hide

GoBay Hawke's Bay
Hi **Monika**, for now yes. On Demand services will continue to be evaluated as part of the future public transport network in Hawke's Bay. - Cheers, Amber

April 2 continued:



Graham Ellery

Got so use to getting No: 12 to Hastings and back and now it sort of looks all screwed up. To what I'm seeing is less bus stops and less bus services. Also might be a different bus company operating it. I said "Might be". Only time will tell.

4w Like Reply Hide Edited



Author

GoBay Hawke's Bay

Hi [Graham](#), it will still be operated by us! We do welcome your feedback about route 12, please leave a comment on the map. - Cheers, Amber

4w Like Reply



Graham Ellery

[GoBay Hawke's Bay](#): thanks for your reply message in here. I waiting on New Information on the out going Bee Card to a newer system bus card coming in.



Megan Bigg

Not a very technological way of getting people to leave feedback. Why fix what is not broken?

4w Like Reply Hide



Author

GoBay Hawke's Bay

Hey [Megan](#), we are consulting on this as part of Hawke's Bay Regional Council's annual plan where our Draft Regional Public Transport is. You can check out the full documents here.

<https://hbrc.info/haveyoursayho> Inside that you will find all the info on the Draft plan and you can make formal submissions there as well. This interactive map is just one other form of feedback we are seeking for the proposed changes in Routes! - Thanks, Amber



CONSULTATIONS NZ

Have your say, for a better
Hawke's Bay



Becky Dames

Need a bus stop on the other side of the road opposite Hastings Library so buses like the 11 don't have to waste so much time doing a weird loop through the narrow streets of town

4w Like Reply Hide



Author

GoBay Hawke's Bay

Hi [Becky](#), thanks for the further feedback, if you add this onto your comment about route 8 by following the link that would be awesome. - Cheers, Amber



Jordan Wilson

Keep the number 14!!

4w Like Reply Hide



Author

GoBay Hawke's Bay

[Jordan Wilson](#) Hey Jordan, great to hear you love the way the number 14 loop is already. Please leave this feedback on the map we really appreciate it. Cheers, Amber

4w Like Reply



Jordan Wilson

[GoBay Hawke's Bay](#) I did



Becky Dames

Re: proposed Route 8 - as this is similar to the current 11, I feel it's worth pointing out that a huge proportion of the users of this service embark between Havelock and Hastings currently, and you would need to be very careful to ensure the HN bus linked with the new route 8 and there wasn't a risk of missing it because the HN bus was running 5min late

4w Like Reply Hide



Author

GoBay Hawke's Bay

[Becky Dames](#) Thank you Becky, you're feedback is very valid. Feel free to leave it as a comment on the Route 8 within the map! - Thanks, Amber



Sue Glover

[GoBay Hawke's Bay](#) can't leave feed back when it dnt work

4w Like Reply Hide Edited



Sue Glover

[Jason Robertson](#) that doesn't say what stop they will be cutting out

4w Like Reply Hide



Author

GoBay Hawke's Bay

Hi [Sue](#), if you are still having trouble leaving a comment on the map send us a DM we can help. - Cheers, Amber



Stephen Wallis

Will be interested to see timings of these routes. My feeling is that they will not suit many.

4w Like Reply Hide



Author

GoBay Hawke's Bay

Hi [Stephen](#), when you click on the routes in the map it shows the proposed times and frequency for each. We would love your feedback on what you think of them! - Thanks, Amber

4w Like Reply



Stephen Wallis

[GoBay Hawke's Bay](#) As far as I can see, when I click on the route there is a list of bus stops shown, but no time table. Is there a link to proposed timetable?

4w Like Reply Hide



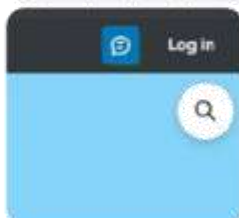
Stephen Wallis

[GoBay Hawke's Bay](#) hi Amber, Thanks for your reply. Have looked at the documentation and have made a submission. It's a pity that some of the key improvements are not scheduled until 2027. Would like to see later buses running sooner. Stephen

4w Like Reply Hide

April 2 continued ...

Quinn-Levi Kinder-Chase
Wait so would Route 3 be replacing the 14 bus? That's ridiculous!
Also, the instructions aren't clear and I had to hunt for the feedback option. It's not readily accessible unless you click the title at the top of the page, which then directs you to the tiny Comment bubble at the top.



4w Like Reply Hide

Jordan Wilson
Quinn-Levi Kinder-Chase right like what about the kids that get on that bus

Te Maari MacGregor
I like the two options into and out of flaxmere. But I am lucky they both pass very close to where I live.
Thanks for having a crack at changing things up. You won't please everyone.

4w Like Reply Hide

2

GoBay Hawke's Bay
Te Maari MacGregor Appreciate the feedback thank you. Please feel free to leave this on one of the Routes as a comment in the map. - Thanks, Amber

4w Like Reply

Reply as GoBay Hawke's Bay

Chris Flannery
What will route Hastings to Napier be if Napier to Hastings is route 1a

4w Like Reply Hide

GoBay Hawke's Bay
Chris Flannery Hi Chris, you would be able to use 1a, or 8 to get from Hastings to Napier. - Thanks, Amber

GoBay Hawke's Bay
Hi **Quinn-Levi**, thank you for pointing out it wasn't quite clear. On desktop the blue button is on the right hand side, and on mobile its on the lefthand side. We have changed the pop up message to be generic for all devices and read as "at the top of the screen". Did you leave a comment about your thoughts on the Route 3? We really appreciate it. Cheers, Amber

4w Like Reply

Quinn-Levi Kinder-Chase
GoBay Hawke's Bay There was no pop up message for me, I had to click the title at the top of the page to see instructions on how/where to leave a comment. I did leave a comment about Route 3, yes

4w Like Reply Hide

GoBay Hawke's Bay
Quinn-Levi Kinder-Chase Thank you! I will look into why the pop up isn't working for some. Great to hear thanks for your feedback Cheers, Amber

4w Like Reply

Sue Glover
Jordan Wilson I've asked them this more than once they won't answer.

April 4

GoBay Hawke's Bay
Published by Amber Roydhouse-Ross
April 4 · 🌐

Our draft Public Transport Plan is in the works, and we want your thoughts: 🗣️

In this plan we are aiming to improve accessibility, sustainability, and efficiency for you as passengers and our drivers. 🚗

As our passengers your feedback is valuable, have your say via the Hawke's Bay Regional Council's Annual Plan consultation here:
<https://hbrc.info/haveyoursayhb>



Views ⓘ	Reach ⓘ	Interactions ⓘ	Link clicks ⓘ
1,465	728	6	52
Interactions ⓘ			
6			
Reactions ⓘ	Comments ⓘ	Shares ⓘ	Saves ⓘ
5	0	1	0

April 7



GoBay Hawke's Bay

Published by Amber Roydhouse-Ross



April 7 at 8:20 AM · 🌐

We had a great day Saturday at the MayFair event at Mayfair School!



We had lots of great conversations about the exciting planned new bus routes coming to Napier and Hastings.

Check out the planned routes and leave your feedback here:

<https://hbrc.info/hbrcrptp>

Keep an eye out, we have plenty more community engagements to come where we will be out and about ready to hear your thoughts on these changes. More details to come.



Views ⓘ

904

Reach ⓘ

435

Interactions ⓘ

3

Link clicks ⓘ

12

Interactions ⓘ

3

Reactions ⓘ

2

Comments ⓘ

1

Shares ⓘ

0

Saves ⓘ

0



Sue Glover

Waste of time talking they dnt listen. They will just go on and do it..

April 8: (collaboration post, shared insights, shows on both pages)

Hawke's Bay Regional Council and GoBay Hawke's Bay
April 8 at 10:54 AM · 🌐

We're proposing a new way to rate for passenger transport, focused on who benefits from having access to our services and who should pay.

Our GoBay bus service operates in the urban areas of Napier, Hastings, Havelock North, Bay View, and Clive. We also offer alternative transport options to support people with permanent disabilities across Napier, Hastings, and Central Hawke's Bay.

This was a big topic of discussion during our Three-Year Plan 2024-2027 and we want you to have your say on the proposed changes.

👉 You can read more about the amendment here:
<https://www.consultations.nz/.../amending-two-targeted.../>

👉 Make your submission here: <https://hbrc.info/haveyoursayhb>



Views 29,393 Reach 16,357 Interactions 50 Link clicks 284

Interactions 50

Reactions 19 Comments 18 Shares 12 Saves 1

Hawke's Bay Regional Council
Great suggestion [Roger](#). Drop a pin comment on Napier Terrace that would be really appreciated. - Cheers, Amber

3w Like Reply

Tania Hutchinson
[Hawke's Bay Regional Council](#) I would love a bus that went over to mitre 10 kmart etc in Napier. Also a couple of runs to the port on a Sunday would be great

Roger A C Hedley
I'd hardly call it an "alternative", limited buses to be aware, no service Napier hill, no buses to airport, some bus stops barely marked and no shelters let alone even a seat at bus stop, if public transport in Napier was half as good as Wellington we would have a winner 🙄🙄🙄

4w Like Reply

Hawke's Bay Regional Council
Hi [Roger](#), agreed Wellingtons public transport is awesome. [GoBay](#) are also proposing planned route changes which may interest you in checking out. You can have a look at the planned routes here and leave a comment on the map to give your feedback [https://www.consultations.nz/.../amending-two-targeted.../](#) See more

ALUREMIX.CO
Remix

3w Like Reply

Roger A C Hedley
[Hawke's Bay Regional Council](#) oh wow !!! Would be great to have a bus that traversed Napier terrace 🙄

3w Like Reply

April 8 continued...

Tracey Adrian
Leanne Sutherland yep no kerbside collection not on town sewerage/water. 🙄
 3w Like Reply

Leanne Sutherland
Tracey Adrian same
 3w Like Reply

Hawke's Bay Regional Council
 Hi **Tracey**, both of these are the responsibility of the City Council. - Thanks, Amber
 3w Like Reply

Tracey Adrian
Hawke's Bay Regional Council thanks Amber. Just stating the obvious. 🙄

Tom Gainey
 Running 6 wheeler Bus on routes that 10 seater vans more than sufficient. If private enterprise was running the service it would a lot different.
 3w Like Reply

Yvonne Hewitt
Tom Gainey As it used to be.
 3w Like Reply

Reply as GoBay Hawke's Bay

Yvonne Hewitt
 It's easy to use public transport when you live on or very near the bus route. But when you have to walk over 1 km to catch the bus, and you are frail and/or elderly, that is not an option. So why should ratepayers living so far away from a bus stop have to pay for public transport they can never use? I think everyone using the bus services should pay per ride, and be able to buy multiple rides for a discounted price. This would make it a 'user pay' service and be fair to everyone. Therefore, every ratepayer would be free of this transport fee included in their rates every year.
 3w Like Reply Edited

John Kent
 How much are you paying for this dam now. Remember you have already spent the income generated by the Ōnekawa industrial area and other leasehold properties plus half the ownership of the port.
 3w Like Reply

Simmy Jones
 Where can we find info on the Bee Card being discontinued later this year. What is the replacement? Hopefully not just cash or bank cards as it's not a safe option for kids taking the bus for school

Leanne Sutherland
 You could start by removing the transport rate from rural properties where there are no services available!
 3w Like Reply

Nicki Guerin
Leanne Sutherland word! Questioned this one when we got our rates bill but got shot down..
 3w Like Reply

Hawke's Bay Regional Council
 Hi Leanne, the changes made back in February 2024 were specifically aimed at improving how we set our rates to make the process clearer, fairer, simpler, more consistent, and flexible. As part of this review, we adjusted some targeted rates, including the passenger transport rate as certain ratepayers benefit more as you mention rural properties do not. When the Three-Year Plan 2024-2027 was adopted in July 2024, it indicated that it would revisit the Passenger Transport rate which is what this post is encouraging. - Cheers, Amber
 3w Like Reply Edited

Leanne Sutherland
 We got credited \$142

April 15

GoBay Hawke's Bay
Published by [Amber Roydhouse-Ross](#)
April 15 at 11:10 AM

Who benefits from having access to public transport and who should pay? 🤔

That's one of the big questions we're asking as part of the proposed changes to how [Hawke's Bay Regional Council](#) rate for public transport in Hawke's Bay.

HBRC's annual plan consultation is closing soon and you are passengers have important feedback to give! 🗣️

We want your thoughts, check out the amendment here:
<https://www.consultations.nz/.../amending-two-targeted.../>

Submit your feedback here: <https://hbrc.info/haveyoursayhb>



Views	Reach	Interactions	Link clicks
1,671	731	11	41

Interactions	Reactions	Comments	Shares	Saves
11	3	6	1	1

- Alijah Hemopo**
You guys need to let students on for free
2w Like Reply Hide 2 🗳️
- Sue Glover**
[Alijah Hemopo](#) what they pay now it cheap.
2w Like Reply Hide 1 🗳️
- Alijah Hemopo**
[Sue Glover](#) well tbh they just need to make the bus fees free 🤔
2w Like Reply Hide
- Anders Christopherson**
@Alijah Hemopo They probably can't afford to make it free.
2w Like Reply Hide
- Alijah Hemopo**
[Anders Christopherson](#) then let us go back to original prices 1-2 dollars
2w Like Reply Hide 1 🗳️
- Terry Brown**
[Alijah Hemopo](#), this is your opportunity to submit your thoughts and explain who will pay. If the user does not pay, then we all end up paying anyway, as they will recoup it through Rates.

April 15

GoBay Hawke's Bay
Published by Amber Roydhouse-Ross
April 15 at 2:42 PM · 🌐

We had a wonderful afternoon at the Grey Power Napier meeting today chatting to the folk about our planned transport changes for 2025. They checked out the proposed new routes, our Draft Regional Public plan, and shared their thoughts with us. Awesome feedback that we really appreciate. Yet to have your say? Check out the proposed route map here: <https://hbrc.info/hbrcrptp> Read the Draft Plan: <https://hbrc.info/regionalpublictransportplan> Submit your thoughts: <https://hbrc.info/haveyoursayhb>



Views ⓘ

1,881

Reach ⓘ

801

Interactions ⓘ

10

Link clicks ⓘ

14

Interactions ⓘ

10

Reactions ⓘ

8

Comments ⓘ

0

Shares ⓘ

2

Saves ⓘ

0

April 17:



GoBay Hawke's Bay

Published by Amber Roydhouse-Ross

April 17 at 10:00 AM · 🌐

Been out and about on the bus these school holidays? 🚌👨‍👩‍👧‍👦

Maybe you have taken the kids on an Easter adventure, gone shopping, or caught up with some friends at the park, tell us what worked for you and what didn't.

👉 Did the timetable not quite suit your meeting times?

👉 Wish the route went a little closer to your destination?

We're working on new routes and need your input! Check out the proposed new route map here and leave your thoughts.

<https://hbrc.info/hbrcrptp>



Views 📊

1,829

Reach 📊

721

Interactions 📊

34

Link clicks 📊

39

Interactions 📊

34

Reactions 📊

8

Comments 📊

24

Shares 📊

2

Saves 📊

0



Chris Flannery

They need a bus to napier Kmart as I always go to the Kmart out in Hastings they need bus timetables and shelters at every bus stop so you can read the timetable and people no when the bus is coming and shelters as you get wet when it rains.

The step on the bus needs to be lowered for elderly and disabled people as I no disabled people who have trouble getting on the bus when the step is not lowered

2w Like Reply Hide

👍

Author

GoBay Hawke's Bay

Morning **Chris**, great idea about the Kmart Napier stop and other key things to make the bus travel more comfortable and accessible in all weather conditions. Thank you. Have you left a comment on the map by Kmart Napier? That would be really appreciated. 📍 You can drop the pin on the map here and leave the suggestion as a comment! <https://hbrc.info/hbrcrptp> Cheers, Amber



Kelly Reid

If kids were free like they used to be, we'd go for lots of rides.

2w Like Reply Hide

👍

Author

Thilo Joy

Kelly Reid kids under 5 are free, I believe

2w Like Reply Hide

👍

Author

Sue Glover

Kelly Reid cheap to take them on a ride

2w Like Reply Hide

👍

Reply as GoBay Hawke's Bay



Tony Fitch

why remove the bus on west quay outside the anchorage and to merlot drive

2w Like Reply Hide

👍

Author

GoBay Hawke's Bay

Hey **Tony**, do you like the bus going through West Quay outside the Anchorage? Please do leave this as a pin comment on the map outside the Anchorage, that would be great. The idea is to have routes more direct. But we want your thoughts! Thanks so much, Amber



Taylor Bevan

Definitely in support of the buses stopping at the airport - even if it's just an expansion of the 15 route.

2w Like Reply Hide

👍

Author

GoBay Hawke's Bay

Hey **Taylor**, great to hear! You can leave this feedback as a pin on the map that would be really appreciated. - Cheers, Amber

2w Like Reply

👍

Reply as GoBay Hawke's Bay



Anders Christopherson

So you would alter my route (15) so it stops at Hawke's Bay Airport?

2w Like Reply Hide

👍

Author

GoBay Hawke's Bay

Hi **Anders**, yes the proposed 6a and 6b would be very similar to the current Route 15 and service the airport. - Cheers, Amber

Continued:

Tony Fitch
yes a bus on sunday to ahuriri
2w Like Reply Hide 2

GoBay Hawke's Bay
Nice **Tony**, thanks for the feedback, a bus on a Sunday to Ahuriri is great. You can leave this as a comment on the map! That would be awesome, thanks Amber
2w Like Reply

Reply as GoBay Hawke's Bay

Allijah Hemopo
I hate this like why do we need 2 routes in flaxmere it's unnecessary and like it won't take us to our bus stops that will take us to like it's just dumb and why are they taking away bee card I've used those since I was little like wth (btw this is just my opinion)
2w Like Reply Hide Edited

Allijah Hemopo
Jason Robertson it auto corrected me to yoused I said used but it autocorrected

Allijah Hemopo
Jason Robertson oh yeah just did that 🤔🤔🤔
2w Like Reply Hide

GoBay Hawke's Bay
Morning **Allijah**, there is a high demand for more frequent buses in Flaxmere based on passenger feedback and numbers we have seen recently. Although please do leave this feedback as a comment on the map. We are open to hearing all thoughts and would like to know what bus stops you would prefer it to take you to. Thank you so much. Cheers, Amber

Tania Hutchinson
I'm not good at maps
So putting my feedback here...I'd like a bus to mitre 10 & K mart Napier even once or twice a week?
Also a bus service on Sunday to the port maybe even just a couple of runs?
I use the #12 regularly during the week and like the times/routes and frequency.
Another thing that would be good is more trips to and fro from Clive during the week as it would help with potential work.
I also use the #14 sometimes for work.
2w Like Reply Hide

GoBay Hawke's Bay
Hey Tania, thanks so much for this feedback. If you prefer an online submission it is a formal way to have your say as part of the consultation you could do that too. Feel free to include what you like and mention the proposed routes. We understand the map may not be the easiest for all. Otherwise I will be sure to pass it onto the team! Thank you, Amber
here is the form link.
<https://hbrc.info/submissionform>

Sue Glover
Your going to change them anyway dnt know why your asking people 4 their say!
2w Like Reply Hide Edited

GoBay Hawke's Bay
Hey **Sue**, we can assure you we are very open to peoples suggestions and will adjust these proposed routes based on the feedback we receive. We would rather make changes now to find the most suitable options rather than after the fact. - Cheers, Amber
2w Like Reply

Sue Glover
GoBay Hawke's Bay we will see. You have not listing before.

Chris Flannery
It will be confusing if you change the bus routes to New bus routes I don't understand the new bus route numbers they should stick with the old bus route numbers as people are so used to them.
2w Like Reply Hide 2

GoBay Hawke's Bay
Morning **Chris**, we hear you, change can be difficult. Please leave this as a pin on the map! Interesting you find the current numbers better. - Thanks, Amber

April 30:

GoSay Hawke's Bay
Published by Amber Roydhouse-Rose

We've had some really valuable feedback so far on our Draft Regional Public Transport plan, so we thank those who have taken the time to make a submission. 🙏

Still yet to have your say? Check out the Draft Plan here:
<https://hbrc.info/regionalpublictransportplan>

Submissions close 2 May.



Views ⓘ	Reach ⓘ	Interactions ⓘ	Link clicks ⓘ
1,635	890	7	31
Interactions ⓘ			
7			
Reactions ⓘ	Comments ⓘ	Shares ⓘ	Saves ⓘ
3	0	4	0

Facebook Live, let's chat about public transport

April 23: Promotion of live



Views ⓘ	Reach ⓘ	Interactions ⓘ	Link clicks ⓘ
1,590	953	8	14
Interactions ⓘ			
8			
Reactions ⓘ	Comments ⓘ	Shares ⓘ	Saves ⓘ
5	3	0	0


April 29: Facebook live night

Hawke's Bay Regional Council was live.
Published by Amanda Dawson

6d Public

Let's chat about transport.
Here are the links discussed:
Check out the proposed new route map here:
<https://hbrc.info/hbrcrptp>
Draft Regional Public Transport Plan:
<https://hbrc.info/regionalpublictransportplan>
Make a submission through the Annual Plan here:
<https://hbrc.info/submissionform>
Hawke's Bay Regional Council's Annual Plan 2025-26
<https://hbrc.info/haveyoursayhb>
Read more about the total mobility scheme and check your eligibility here:
<https://www.hbrc.govt.nz/services/transport/total-mobility/>

Thanks for tuning in!



Views 7,317 Reach 2,570 Interactions 33 Link clicks 5

Interactions 33

Reactions 19 Comments 12 Shares 2 Saves 0

Hawke's Bay Regional Council 🗳️
You can check out the proposed new route map Bryce has mentioned here:
<https://hbrc.info/hbrcrptp>

AU.REMIX.CO. i
Remix
6d Like Reply Remove Preview

Hawke's Bay Regional Council 🗳️
Welcome everyone, please feel free to leave your questions here. 🙌

6d Like Reply

Deni Ewart
Why do we in whakatu still have to pay towards public transport in our rates but have no public transport through our area and now school busses are being removed aswell.

6d Like Reply Send message Hide

KR Lane
Deni Ewart one of the services will include Whakatu (service via Clive to Napier

6d Like Reply Send message Hide 2 🗳️

Grenville Eising
MyWay service increase that .. most buses are empty.. have payWave too not just credit card

6d Like Reply Send message Hide

Hawke's Bay Regional Council 🗳️
Hi Grenville, MyWay service is being discontinued in Hastings in favour of these new routes once they are implemented. It will be more economic and although MyWay may well appear elsewhere in the region in the future in locations which won't support scheduled services. Buses are currently full at peak times and that's why we need all the seats, and it's not economic to have two fleets of buses for use at different times. Thank you for your question

April 29 continued



Hawke's Bay Regional Council

Morning [Deni](#), the new proposed route 8 is going to service Whakatu. In this consultation we are also asking for feedback on that very issue of how we rate for passenger transport. As part of our current consultation, we're also asking for feedback on this when some communities benefit more directly than others as you say. The targeted rate for public transport has been updated as part of our Three Year Plan. When that plan was adopted, it was agreed we would review how these rates are applied, particularly where certain ratepayers either cause the need for a service or benefit from it more. You can read more about the proposed changes to targeted rates here (see page 24) <https://www.consultations.nz/.../amending-two.../...> We encourage you to make a submission we appreciate your feedback. - Thanks, Amber



CONSULTATIONS.NZ
Amending two targeted rates



Shanon Tait
Will the MyWay service be staying? It is fantastic and has great drivers.

6d Like Reply Send message Hide



Hawke's Bay Regional Council

Hi Shannon, in Hastings the MyWay service will end up being replaced with these new routes once they are implemented. Thank you for the feedback on our drivers!

6d Like Reply



Reply as Hawke's Bay Regional Council



Glenis Libby

Why do you give only 3 days for someone to read the draft plan, analyse it and comment on it.

5d Like Reply Send message Hide



Hawke's Bay Regional Council

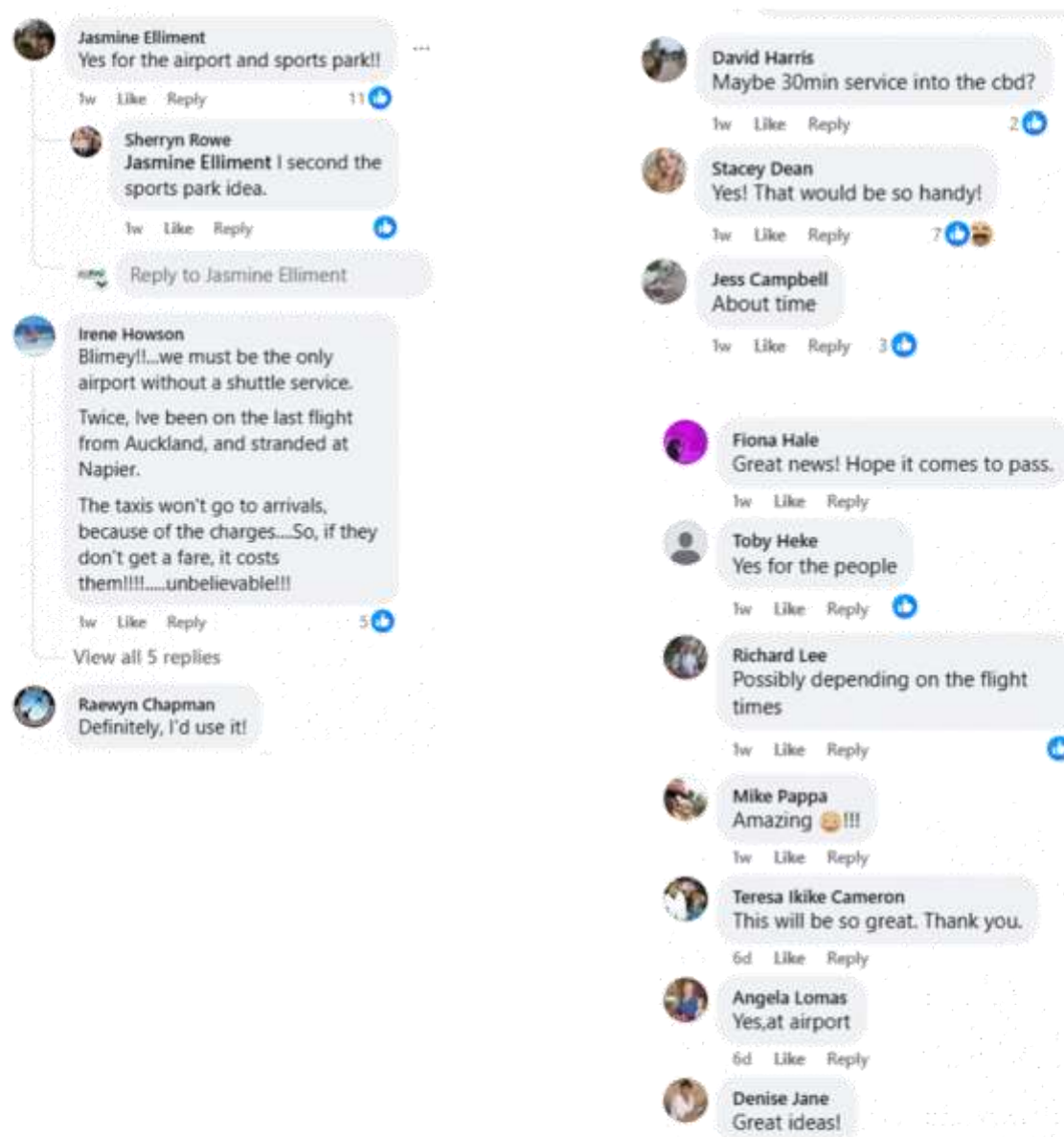
Morning [Glenis](#), as said in my other comment to you, the consultations we talked about in this live have been open to submit and have your say on since the 31st March. You can check out the consultation here and it's got a timeline there as well. Hope that helps.
<https://hbrc.info/haveyoursayhb> - Cheers, Amber

Hawke's Bay Today: 27 April

Bus stops planned for Hawke's Bay Airport and Hawke's Bay Regional Sports Park

https://www.nzherald.co.nz/hawkes-bay-today/news/bus-stops-planned-for-hawkes-bay-airport-and-hawkes-bay-regional-sports-park/VZMHVSHIIZGQ5CEUE3ZTG3IGK4/#google_vignette

Over 160 comments on their shared post on Facebook: positive themes.



27 April continued ...



Kirin Harrison
Yes finally!! Definitely would use it. I love the Wellington fast bus from the airport although that does go very often.

1w Like Reply



Wan Noor Hanim
Yes

4d Like Reply



Top fan
Heather Barrow
Makes sense 👍

6d Like Reply

1w Like Reply



Sharon Bridges
Yes yes yes

6d Like Reply



Sundeia Lomborg
Yes!

1w Like Reply



Justine Morgan
Yes!

1w Like Reply



Kate Tawhai
Fantastic idea!

1w Like Reply



Sherryn Rowe
What a great idea!

1w Like Reply 4



Christopher Candy
Yes

1w Like Reply 5



Top fan
Averil Mary Wills
Yes most definitely

1w Like Reply 2



Brendon James
An actual decent idea

1w Like Reply 3



James Donaldson
Yes. I would as when I use the plane at the moment, I walk from Westshore Inn bus stop.

6d Like Reply 2



Louis Jardine
Welcome to the Twentieth Century!

6d Like Reply



Mikhail Stone
Airport: Yep. Taxis exorbitant. Shuttles sporadic. Bus? Yes please

6d Like Reply Edited



Sue Scarfe
Definitely and should be on the hour.

Feedback received through Remix Software up to and including 2 May 2025

Comments	Route name	Suburb
This looks like I can catch just one bus Napier to Havelock and that will be excellent		Taradale
This route needs a stop at the sports park, 30min walk from the closest stop is not very friendly and MyWay is random so it's nearly impossible to book to be on time for lessons or sport events		Frimley
Can the schedule for this be reviewed? It was great before cyclone, as it was the only service in the area at that time, now there is none	Route 8: Hastings to Napier via Whakatu, Clive and Te Awa	Mayfair
Please have the bus starting earlier, running longer (past 6pm) and with services every 30mins. I work at the hospital and would be happy to take the bus to work, but when the current service is hourly it means a long wait or taking the car - especially if I'm finishing work at 6pm	Route 4: Flaxmere to Akina via Hospital, Mahora and the Hastings City Centre	Flaxmere
A supermarket. Any supermarket. PLEASE.		Napier South
Should extend to Pan Pac which can cover stops on SH for Whirinaki and Northshore Rd as well		Eskdale
1. Put on smaller buses that do an express route every 15 min (in both directions) between 7-10am and 3-6pm between the Hastings Library and the Havelock North Porters Boutique. Leave the existing 20-30 min Hastings /HVN trip presently going the extra km's via the school route. 2. A ticket should be valid for a return journey if the journey is completed within 2 hrs and within the same zone. (eg I have medical appointments in HN and currently pay \$6 return journey and I'm done and dusted within 30min-1 hour).		Havelock North
Great to see a bus going to the airport!!	Route 6A: Napier to Airport	Westshore

Comments	Route name	Suburb
As this route is similar to current #11, you need to understand that a large portion of the users of 11 embark between HN and Hastings, if we were going to need to combine 2 buses (one from HN to Hastings, and then get on the new 8) it's VERY important that these link up so the 8 doesn't leave before the HN bus arrives leaving everyone stranded in Hastings because the bus was 5min. I think it would be better to keep the route all the way to HN, but make it drop off only from Clive in the afternoons so that it doesn't have to waste time turning around at the library if it doesn't need to	Route 8: Hastings to Napier via Whakatu, Clive and Te Awa	Hastings
Not too happy knowing that there wont be any stops for Hastings/Napier down Pakowhai road, please reconsider this route, because otherwise me (and others staying near Mahora) would have to walk as far as PaknSave to reach that bus stop.		Frimley
Please we need the bus stop at charles street, but the new route was extremely good. But can you please consider bus stop at charles street?? Thank you!!		Westshore
It doesn't look like these changes provide a solution for Clive children to get to school Havelock North. The schools we are zoned for. Please consider our children.	Route 8: Hastings to Napier via Whakatu, Clive and Te Awa	Parkvale
Hopefully it's possible to get from Bay View to airport and back	Route 6A: Napier to Airport	Westshore
Your new map seems to imply the HN bus (1A & 1B) would run in both directions, are you intending to put bus stops on both sides of the streets, because the bus drivers HATE having to go around the block in the narrow Hastings streets (like the current number 11 does (Eastbourne, right onto Karamu, right onto Heretaunga). These streets are too narrow for the bus, it's very nerve racking with so many near-misses.		Hastings
Why are you proposing to cut 9am bus from Napier to Hastings on Sundays. I use this bus to get to church on a Sunday. Keep the 9am start. Also would like a 7am start on Saturdays on this service (as there was after the cyclone). Not everything/everyone starts after 8am.	Route 1 A: Napier to Hastings, Havelock North (Arataki) via Taradale shops, EIT/PGA & Hospital	Onekawa
Are the 1A and 1B routes offset so that there is a bus every 20 minutes during peak hours going through Taradale?	Route 1 A: Napier to Hastings, Havelock North (Arataki) via Taradale shops, EIT/PGA & Hospital	Taradale

Comments	Route name	Suburb
There is clearly a space for the bus to pull over on the expressway where the old entrance to the airport used to be. It would be easier for all if you upgraded this space and people walked the 200m to the airport from there rather than wasting so much time for the bus to go all the way into the airport. This is consistent with bus stops at airports around the world, they can be a short distance from the terminal, just add sign-posts it will be fine	Route 6A: Napier to Airport	Napier Airport
test		Mangateretere
The airport bus stop should be here, basically no extra distance for passengers to walk to the terminal, and a great deal less messy and time for the bus.		Westshore
There should be more frequent buses through Clive, not just commuter buses in the morning and evening.	Route 8: Hastings to Napier via Whakatu, Clive and Te Awa	Clive
Loop inbound route 2 via Wilding Ave to service Marewa Shops stop, increases drop off option from Taradale/Tamatea and more inbound services for Marewa shops.		Marewa
Need to have stops more Central to CBD, current stop too far out of the way. Bus is not a front of mind option as stops tucked away on CBD fringe.		Napier South
Restore an inbound stop at Pak'n'Save. Currently terminus is the only stop for services from the south on city-side of the railway line.		Napier South
Positive move to add an airport stop.		Napier Airport
This side of Taradale continues to be underserved in this plan.		Taradale
nah		Meeanee
Need another stop along here so people can access health facilities using PT.		Greenmeadows
40min frequency during peak times on main spine route is too infrequent. It's not too far off to a turn up and go service. With max wait being 20mins for next bus during peak times. reducing frequency risks pushing people back to personal transport. Services passing through Taradale 7 to 8 am have been becoming increasingly busy, pushing these to a half frequency could strain capacity in mornings.		Taradale

Comments	Route name	Suburb
Makes more sense to have different route numbers for Airport and Bay View, even if they do share a good portion of the route. It would reduce confusion for bus users, particularly if airport bus users are visiting the region. They may not make the distinction between 6A and 6B, ending up in the wrong place.		Ahuriri
I am disabled and use this bus stop nearly everyday along with a few others and cannot walk to Avondale road	Route 2: EIT to Napier via Taradale, Tamatea & Kmart	Tamatea
This stop was on the old bus route between Napier, via Taradale to Hastings. It is very important to a large number of school students that travel from Napier and Taradale to school each day in Hastings so it would be great if you could keep it.		Frimley
The Napier _ Hastings Bus route needs to go down Tait Drive to service the retired community, Otherwise you are asking them to walk to Greenmeadows.		Greenmeadows
A stop around here (Wellesley Rd/Hastings St/McGrath intersection) would be helpful. This is the start of the residential area after the city's commercial area fades. It's a considerable walk into town and to the next stop in Te Awa Ave - and hopefully having a stop closer to people's homes will encourage them to take the bus more .	Route 8: Hastings to Napier via Whakatu, Clive and Te Awa	Napier South
Ignoring Charles Street? Noticed more people using this stop		Westshore
It would be great to have a bus stop near the woolworths supermarket for people going home to Napier after working in Hastings who have had to pick up groceries on the way home.		Hastings
I'm glad to see routes going into Hastings. Do these run for work days so people can catch a bus in in the mornings and out in the evenings? Will they stop along the way or only at stop 1 and 2?	Route 7: Hawke's Bay Hospital to Hastings City Centre via Camberley and Raureka	Raureka
Keep an express bus that stays on the expressway		Taradale
Where will the stop be in whakatu? Glad to see it is going through there.	Route 8: Hastings to Napier via Whakatu, Clive and Te Awa	Whakatu
Please keep bus 13 from Church Rd to Napier and back. We need that. It's a long walk to your new routes now		Greenmeadows

Comments	Route name	Suburb
could the route loop so windsor ave onto Havelock Rd onto st George's Rd back to ada road one way or the other	Route 5: Flaxmere to Karamu via Raureka and Hastings City Centre	Parkvale
Need a bus stop here for all the elderly and kids those go to EIT		Frimley
My understanding is that, due to funding issues, these new routes will be implemented at current service levels and that frequency will increase once funding allows. Currently the Hastings to Clive bus leaves the Hastings library at 4.43 and 5.23 pm, but your new number 8 service implies this will be 4.30 and 4.40 pm. This will not allow people who work until 5 pm to get home and may potentially not allow people who currently use another service and transfer at the library to be able to connect. If HBRC wants patronage it is really crucial that people are able to connect with the two buses going to Clive. If you do not have transport due to a disability this is the only way one can get back to Clive or its a taxi. Currently my disabled son uses your service to get from (location redacted) to the (location redacted) and back to (location redacted) after his voluntary work. With the new system he will have to use the Flaxmere Akina service to get to the (location redacted) which looks like it will probably take longer than the existing service to the (location redacted) for transfer to the (location redacted) Bus. With his work finishing at 4 pm and then getting up to the bus stop this bus needs to be able to connect with the (location redacted) Bus otherwise he is stranded. He has also used MyWay to get about Hastings, but with that no longer going to run when this new system is up and running, options will be severely compromised. If you want to attract users to the network then you need to market to the people that are currently using your services to find out why they use it, otherwise you might find that you get no new users (bus does not run after 5pm and existing users with no other form of transport will have to revert to taxis!	Route 8: Hastings to Napier via Whakatu, Clive and Te Awa	Hastings
Could go down to Bupa		Pirimai
can we keep a bus service near here		Napier South
More stops through waipatu	Route 8: Hastings to Napier via Whakatu, Clive and Te Awa	Waipatu

Comments	Route name	Suburb
will additional bus stops be developed on this route. e.g between the sub station and Kmart for residents and others living Taradale road area etc beyond the sub station, elderly and school children.	Route 2: EIT to Napier via Taradale, Tamatea & Kmart	Onekawa
Has to be 7 days a week	Route 2: EIT to Napier via Taradale, Tamatea & Kmart	Poraiti
Needs to go more regularly during the week & until later at night please for shift workers	Route 1 A: Napier to Hastings, Havelock North (Arataki) via Taradale shops, EIT/PGA & Hospital	Hastings
Napier to havelock north and return all day not just early and late.		Whakatu
Don't see the rationale with the changes to the old 13 route and missing Taradale road from Austin street lights. and change to corridor with little or no residential setting. The idea with improving a service by just changing its direction and hoping it works doesn't makes sense. The demographics in Parklands would suggest limited if any patronage of such service.	Route 2: EIT to Napier via Taradale, Tamatea & Kmart	Onekawa
I love it but is it necessary to have so many routes like I love the ones we got now what's the point of changing it like 3 routes for flaxmere! Why I don't get it it's a waist of money and gas and you won't take us to the bus stops that are on a different route so I suggest to not do this (this is only my opinion)		Greenmeadows

Comments	Route name	Suburb
As someone who has taken what is currently the number 13 bus every day for the last 4 years and before that the number 12 bus, the new alternative isn't a good idea. We take the 7:50am bus from Taradale Road and I also take the 9am bus from the Taradale shops. The 7:50am bus fills up with students going to Taradale High School. That includes the stops all the way along Taradale Road, so to start going down Kennedy Road (which I know the 2 number 12 busses currently going down Kennedy Road from 8am both get almost full to capacity doesn't make sense, and to miss out stops down Taradale Road where there are always people catching busses also doesn't make sense) Maybe look at a 3rd number 12 bus instead at that time if they are still almost at capacity) Also as a resident of Douglas McLean where the new route is proposed, there are horrible speed humps which make our house and windows rattle when heavy vehicles go past, so having extra busses running past would not be good. As for stopping at Kmart, the current 13 route stops down Taradale Road a 3 minute walk away from Kmart, straight down the footpath. As for the return trip I also know that a lot of the stops down Church Road have people waiting to catch the bus before 10am. I hope you take everyone's feedback into consideration, as I feel you might lose a lot of business changing the bus routes, especially one like the number 13 at 7:50am where we see a lot of students relying on the bus to get to school. Right now I think it is working well for lots of people.	Route 2: EIT to Napier via Taradale, Tamatea & Kmart	Waiohiki
Will the bus stop in whakatu and if so where?	Route 8: Hastings to Napier via Whakatu, Clive and Te Awa	Whakatu
Come through mayfair		Mayfair
We need a bus to take us to Napier kmart		Pakowhai
Consider a stop this side of Pak.N.save so closer to Tamatea Medical Centre and the primary school	Route 2: EIT to Napier via Taradale, Tamatea & Kmart	Tamatea
Consider route coming down Ossian St and bus stop closer to The doctor Ahuriri		Ahuriri
I feel that a bus route down Church Road is essential . I certainly love having this route		Pakowhai
So good you are looking at having a bus going to the airport.		Waiohiki

Comments	Route name	Suburb
Bring the old Hastings suburb bus routes back how they used to go through the whole suburb instead of just these ones just c Going past most suburb		Mahora
I am disabled and rely on the 14 route bus on Nuffield, which already hurts to walk to, for anything I need including my weekly shop. This is leaving out Nelson Cres/Te Awa/Nuffield/Williams/etc areas.	Route 3: Tamatea to Napier via Maraenui	Marewa
I'm sure I speak for most of the RD9 area in saying, it would be soooooo great to have a bus going between Hastings and Napier CBDs via Omahu/Fernhill, to service the impoverished community and take some of the load off this busy road of commuters.		Longlands
there will need to be better infrastructure here when it comes to crossing the road e.g. a zebra crossing and island, dependent on where the stops are to make it easy to cross between both major complexes	Route 2: EIT to Napier via Taradale, Tamatea & Kmart	Onekawa
Has Guppy road been considered at all. It is a significant area that is not covered by a route	Route 2: EIT to Napier via Taradale, Tamatea & Kmart	Taradale
Could Route 4 include Murdoch Road East?		Akina
the outbound 2 should go down Gloucester street. It makes no sense for it to be different one way than another	Route 2: EIT to Napier via Taradale, Tamatea & Kmart	Taradale
The changes here cut out Pakowhai Road. I see a number of, especially older people, go from Napier and get off at the Rest Home. How would they get there if this route was cancelled?		Pakowhai
I get off the 13 bus week days at Kent Terrace. The changes to this route would severely impact my travel plans. I feel for those that normally use the 13 route, including those on Merlo Drive. There are also quite a few tourists that use this route to visit the wineries on Churh Road.	Route 2: EIT to Napier via Taradale, Tamatea & Kmart	Pirimai
Stop here for EIT students		Onekawa
If buses need to use Arataki Road to turn anyway, it would be highly beneficial to establish a few stops along the route. The area is currently under development and is expected to experience increased demand. At present, it is a long walk to the bus stop, especially for residents on the northern side, such as those in the new Brookvale subdivision.	Route 1 A: Napier to Hastings, Havelock North (Arataki) via Taradale shops, EIT/PGA & Hospital	Havelock North

Comments	Route name	Suburb
If we could get a bus going to and from Napier/Hastings via Omaha our rural kids would all have a chance to get on the buses and stop all our families having to drive them all in and out every single day we know there are kids from Puketapu, Sherenden and Districts and even Maraekakaho that would benefit. They would be consistent everyday pick ups and drop offs and I'm sure it would get used by some locals in Omaha also.		Fernhill
Create a stop area along here for whānau board		Poraiti
I live about here and work in Napier CBD. I would love 1A to start operating in the near future, and a nearby bus stop please. Thanks.		Havelock North
Maybe consider route for retirement villages		Tamatea
Consider this route due to the increase in social housing down and off this main stretch of road.		Marewa
Approve of change of route to include the airport. This change is really sensible and needed by the community	Route 6A: Napier to Airport	Napier Airport
Do not approve of the change of route to not service Pakowhai Rd, including this bustop. I suggest that Route 1A follow the new proposed route servicing the hospital and down Percival Rd, and Route 1B service Pakowhai Rd (similar to existing route but possibly not servicing the hospital). The proposed route change leaves people in Mahora with no convenient bus connection to Napier.		Frimley
So there will be no number 14 bus what about the people that need it. And how will school kids get to school now? Are you going to help people that need this run?		Eskdale
6A and ^b have very similar routes, could 6b stop at the airport?	Route 6B: Napier to Bayview	Westshore
I think if there was a smaller bus like some school buses this would suffice. There are some streets I have never seen a passenger picked up and on average bus has probably 5 or 6 passengers maximum.	Route 6B: Napier to Bayview	Napier South
There needs to be a stop at the sports centre, myway is not reliable as users need to be at that place by certain time for lessons, matches, etc.	Route 1 B: Napier to Hastings, Havelock North (Iona) via Taradale shops, EIT/PGA & Hospital	Frimley

Comments	Route name	Suburb
I feel like the Havelock - Napier via Clive could be more frequent including weekends. It's not very accessible when it's just early in the morning and late afternoon. It can make it hard to get to appointments or work. Even just an extra two buses midday, and two on a Saturday would make a large difference.	Route 8: Hastings to Napier via Whakatu, Clive and Te Awa	Clive
The last bus doesn't catch the people needing transport from this location, the schedule before cyclone worked better	Route 8: Hastings to Napier via Whakatu, Clive and Te Awa	Mayfair
Great to Hawkes Bay Airport added and linked to Napier central and onward services to Taradale / Hastings long overdue	Route 6A: Napier to Airport	Bay View
Buses running later or 1 hour later on weekdays from EIT to Napier and Napier to Taradale to cover office workers beyond 6pm	Route 1 B: Napier to Hastings, Havelock North (Iona) via Taradale shops, EIT/PGA & Hospital	Pakowhai
I think that it's dumb because what about all the kids that get to and from school on the number 14 buss!! What are we gonna do about that		Napier South
If the bus stop can be right at the front of the departure / arrival hall, it'd be perfect. Just like Nelson. I took the bus to and from the airport. But the bus also needs to connect to other buses too for people living outside the napier CBD and even Hastings.		Napier Airport
If there is a bus stop at Botanical Garden and at Hospital Hill, it'd be great! more people will be attracted to go to these places.		Hospital Hill
If there's a bus stop at Bluff Hill, it'd be great. More people especially those with disability can go up there (including Bluff Hill residents with mobility issue). After all, the bus serves people who can't drive and don't have a car. That includes people with mobility issue.		Bluff Hill
It'd be great if there is a bus stop in Tomoana Road because there are a few factories there. Many people work there.		Tomoana
Parklands is a newly developed area in Napier so if there is public transport, it will help a lot.		Poraiti
It'd be good if there is a bus stop near the Hastings farmers market and the bus runs from Napier to Hastings farmers market on Sundays. People can commute and boost the economy.		Waipatu

Comments	Route name	Suburb
It'd be good if there is a bus stop at Te Mata Peak. People can take the bus and hike up the hill on the weekends.		Havelock North
Another new development in Napier. When there is a new development, it should come with public transport. I have made quite a lot of comments. To sum up: 1) more routes, higher frequency (that includes a) time intervals and b) all bus routes running on the weekends, c) longer service hours like until 8pm or later) will help boost the economy. We need this in Hawkes Bay especially after COVID and the cyclone. We need to encourage human activities. 2) more promotional activities - a lot of residents don't know there are bus routes going past their areas. It needs to be promoted to encourage people to take the bus. 3) the bus serves the public, especially those who can't drive - e.g. kids, people with mobility issues, people without a car, the elderly, the sick, tourists and seasonal workers (you don't want any traffic accidents especially those who don't drive on the same side as NZ). The more bus routes we have, the better for Napier and Hastings. Feel free to contact me: <i>email address redacted</i> . Thank you.		Poraiti
It'd be great to have a bus stop at the Botanical Garden so that you can draw more visitors there.		Hospital Hill
It'd be great to have a bus stop here to serve residents with mobility issues.		Hospital Hill
It'd be great to have a bus stop on Bluff Hill to serve residents with mobility issues and attract hikers.		Bluff Hill
The bus in Nelson stops right in front of the arrival / departure areas of the airport. It'd be good to see that in Napier.		Napier Airport
It'd be great to have a bus stop at the Port. That will serve people working there and maybe tourists from the cruise.		Bluff Hill
The reason why it is important to have the bus stop in front of the arrival / departure areas is that people carry a lot of stuff, eg backpacks, suitcases. Having a bus stop far away from these areas = not having a bus stop at all. So, the stop needs to be right in front of those areas.		Napier Airport
Can there be a stop in Whakatu?		Whakatu

Comments	Route name	Suburb
Love that there is an airport bus. Wish it ran all the way from Taradale with a pick up in Napier as well though, would love to catch this on Kennedy road to use to get to the airport. Would need to use 2 buses to make use of this so slightly less appealing.	Route 6A: Napier to Airport	Westshore
Please retain this bus stop and run the buses at peak hours every 20 mins as you do currently. The stop opposite is also essential for return journeys		Pirimai
You go down Orutu, but don't stop in Parklands anywhere?		Poraiti
Maybe a bit more of a circle more than up and down Avondale Road. Could it not go Avondale Road to EIT then O'Dowd/Church/Wharerangi/Lancaster?	Route 2: EIT to Napier via Taradale, Tamatea & Kmart	Taradale
Bus route for havelock north Havelock Road, te aute Road, Upham street, middle road, iona road, palmerston road, middle road, porter drive, te aute Road, Napier road, romanes drive, brookvale road, Russell Robertson, arataki road, te mata road, te aute Road, porter drive, havelock Road		Mayfair
Will this service be expanded to provide a day time service for residents of the Te Awa suburb?	Route 8: Hastings to Napier via Whakatu, Clive and Te Awa	Awatoto
Isn't this Hastings to Napier? Also it would be so much easier if these routes still had the old names..even if there are changes..ie 10H, 10N, 12 H etc..those titles actually are very helpful.	Route 1 A: Napier to Hastings, Havelock North (Arataki) via Taradale shops, EIT/PGA & Hospital	Pakowhai
Is this changing the route from the Wycliffe shops as this is where I get the bus?		Onekawa
Please don't change the bus from Hastings to havelock visverses and include Napier the current plan is fine. Separate bus for Napier		Havelock North
Your pink route appears very phallic like. Don't think these changes are money well spent on the current economic climate and oppose buses running 24-7 on Kennedy Road.		Awatoto

Comments	Route name	Suburb
Possibly connect both sides of the Havelock systems into one loop with a single start/end point in either Iona or Arataki, to reduce the route down to a single "route 1", if the only change between 1A and 1B is which side of Havelock it starts and ends at, as it can help reduce confusion about which route to take depending on which side of the village the patron lives on. If route 1 is considered to be the "main" Hastings-Napier link then it could terminate in the Hastings CBD, with the Havelock loop becoming part of route 5 as "Havlock - Flaxmere via Raureka", or as occasional route extensions to route 1 while giving route 5 a slightly more determined end.	Route 1 A: Napier to Hastings, Havelock North (Arataki) via Taradale shops, EIT/PGA & Hospital	Havelock North
A direct route to an airport could be considered being a different colour than the Bay View one, as well as a different number to avoid a route 6A vs 6B. Route numbers don't need to be in chronological order, something like WLG naming the airport bus as AX (Airport Express) or CHC with picking one of the runway numbers for the direct Airport - City bus (route 29), something similar could be done here, eg route 16. Extending it to the Hastings CBD as well along the expressway could be a consideration to help make another connection between the two cities	Route 6A: Napier to Airport	Napier Airport
Dedicating a "central interchange" in Hastings where all the routes for the city meet (similar to Napier) would be likely the simplest way for changing bus routes, ideally close to the city centre like outside the railway station/Bay Plaza. Some routes may only need a couple of changes to meet at this one point before resuming the normal routes.	Route 1 A: Napier to Hastings, Havelock North (Arataki) via Taradale shops, EIT/PGA & Hospital	Hastings
Unsure of where exactly to put it to make the most sense, but a common numbering scheme could help with avoiding confusion. Within cities, for example, the lines between Hastings and Napier could be single digit (eg route 1 and 2), all bus routes within the cities and suburbs could be two digits long. If it starts with a "1", the routes are within Napier-Taradale-Bayview (eg route 2 on this plan can become route 12, route 3 becomes route 13), and if it starts with a "2" the routes are within Hastings-Havelock-Flaxmere (eg route 4 can become route 24, route 7 can become route 27, etc). These exact numbers don't need to be used, but separating the numbers for the two separate cities can help users looking at a map or the route numbers determine where they go, if they are unfamiliar with names of places and may not quickly find them on a map.	Route 1 A: Napier to Hastings, Havelock North (Arataki) via Taradale shops, EIT/PGA & Hospital	Pakowhai

Comments	Route name	Suburb
Having a route going through taradale/tamatea to Hastings would be incredibly beneficial. With the current buses, I have to go into town on 13 to catch 12 back to Hastings. And I'm hoping you're going to keep the Hastings to Napier route that passes through EIT, or have some alternative way to EIT from Hastings that doesn't involve visiting napier first.		Tamatea
Bus 12 going down pakowhai road lets people in mahora catch the bus to and from napier easier.		Mahora
My granddaughter is disabled so desperately needs the Tamatea bus to keep the now route. Please hear		Pakowhai
New Green flaxmere route I currently catch the bus via the Folkestone rd bus stop and I do see other elderly at this stop as well would prefer to keep that Folkestone rd bus stop as one of the stops please because I see the new red bus route doesn't cover that stop either would suggest putting in a shelter if possible for the cold rainy winter months however I like the current run where it goes to the hospital, the warehouse area countdown and pak and save as these are well used areas		Woolwich