

Meeting of the Regional Transport Committee

Date: 6 June 2025
Time: 10.00am
Venue: Council Chamber
Hawke's Bay Regional Council
159 Dalton Street
NAPIER

Agenda

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Glossary of Transport terms

CERF	Climate Emergency Response Fund
DSI	Death and serious injury
EECA	Energy Efficiency and Conservation Authority
ERP	Emissions Reduction Plan
GHG	Greenhouse gases
GPS	Government Position Statement The government's land transport priorities for a 10-year period. Includes details of how funding through NLTF can be utilised
ILM	Investment logic map
LTMA	Land Transport Management Act The core legislation that sets out how Councils can manage land transport
NLTF	National Land Transport Fund
NLTP	National Land Transport Plan
ODPT	On demand public transport A public transport service designed to suit the needs of the user, operating in the same manner / style as a service such as Uber rather than a regular scheduled service
PBC	Programme business case
PT	Public transport
RCA	Road Controlling Authority
RLTP	Regional Land Transport Plan A statutory document established by the RTC setting the strategic direction and transport investments across HB - reviewed every three years
RPTP	Regional Public Transport Plan Prepared by HBRC, this sets out the public transport services across HB and defines policies and procedures for public transport. It also details information and infrastructure supporting public transport.
RSHB	Road Safety Hawke's Bay
RSMP	Regional Speed Management Plan Plan sets a ten-year vision and a three-year implementation plan for speed management on all HB roads.
RTAG	Regional Transport Advisory Group Specialist council officers and subject matter experts that provide advice to the RTC
RTC	Regional Transport Committee – includes Councillors from every Council in HB
SH	State highway (SH5, SH2, SH50 etc)
SIP	Speed and Infrastructure Programme
tCO₂e	Tonnes of CO₂ equivalent
VKT	Vehicle kilometres travelled

Hawke's Bay Regional Council
Regional Transport Committee
6 June 2025

Item 4

Subject: Public Forum

Reason for report

1. This item provides the opportunity for members of the public to address the Committee on matters of interest relating to the Committee's functions.

Background

2. The Hawke's Bay Regional Council's Standing Orders **(14.)** provide for public forums which are run as follows.
 - 2.1. Public forums are a defined period of time of up to 30 minutes, usually at the start of a meeting, put aside for the purpose of public input. Public forums are designed to enable members of the public to bring matters to the attention of the local authority.
 - 2.2. Any issue, idea or matter raised in a public forum must fall within the terms of reference and ideally, relate to an agenda item for that meeting.
 - 2.3. Requests to speak at public forums are to be submitted to the HBRC Governance Team (06 88359200 or governanceteam@hbrc.govt.nz) at least 2 working days prior to the meeting it relates to.
3. Some time limits and restrictions apply, including:
 - 3.1. A period of up to 30 minutes will be set aside for the Public Forum and each speaker allocated up to 5 minutes to speak. If the number of people wishing to speak in the public forum exceeds 6 in total, the meeting Chairperson has discretion to restrict the speaking time permitted for all presenters.
 - 3.2. The meeting Chairperson has the discretion to decline to hear a speaker or to terminate a presentation at any time if:
 - 3.2.1. the speaker's topic / issue is not within the terms of reference for the Committee or on the Agenda for the meeting
 - 3.2.2. the speaker is repeating views presented by a previous speaker
 - 3.2.3. the speaker is criticising elected members and/or staff
 - 3.2.4. the speaker is being repetitious, disrespectful or offensive
 - 3.2.5. the speaker has previously spoken on the same issue
 - 3.2.6. the matter is subject to legal proceedings
 - 3.2.7. the matter is subject to a hearing, including the hearing of submissions where the local authority or committee sits in a quasi-judicial capacity.
4. At the conclusion of a speaker's time, the Chairperson has the discretion to allow councillors to ask questions of speakers to obtain information or clarification on matters raised by the speaker.
5. Following the public forum no debate or decisions will be made at the meeting on issues raised during the forum unless related to decision items already on the agenda.

Decision-making considerations

6. Staff have assessed the requirements of the Local Government Act 2002 in relation to this item and have concluded that, as this report is for information only, the decision-making provisions do not apply.

Recommendation

That the Regional Transport Committee receives and notes the *Public Forum speakers' verbal presentations*.

Authored by:

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Team Leader Governance

Approved by:

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Strategy & Governance Manager

Attachment/s

There are no attachments for this report.

Hawke's Bay Regional Council
Regional Transport Committee

6 June 2025

Item 5

Subject: Regional Public Transport Plan 2025-2035

Reason for report

1. This deliberations report provides the Regional Transport Committee (RTC) with staff analysis and recommendations on the submissions received during consultation on the draft Regional Public Transport Plan 2025 – 2035 (RPTP) to enable a decision to recommend the RPTP for adoption to the Hawke's Bay Regional Council.

Executive summary

2. Through the public consultation process, community engagement, and submissions received, it became clear that there was broad support for the plan. Submitters highlighted a range of operational elements and improvements that would make the proposed new services become even more appealing, and enhance long term service delivery. Some of these included customer service training, better information availability, easy to understand wayfinding, and supporting infrastructure that is fit for form and function to enhance user experience and access.
3. As a result of the submissions a number of recommendations have been developed. In a broad sense the recommendations can be split into two areas:
 - 3.1. A desire from submitters for ongoing community and user engagement in the final location of routes, along with general engagement on public transport services, particularly in the lead up to the new network. These recommendations do not require any changes to the draft RPTP.
 - 3.2. A number of policy and operational changes are suggested to enhance both the opportunity the new network presents for our communities, and to help ensure the Total Mobility Scheme is fit for the future. As a result, some proposed changes have been made to the draft RPTP.
4. An updated draft of the 2025 – 2035 plan with all proposed updates is provided in **Attachment 1** for consideration.

Deliberations report structure

5. For clarity of the Committee, and for ease of reference / reading, this deliberations report will be presented by each question as posed in the draft RPTP consultation. It will also include 'other feedback' as relevant. Staff have analysed all submissions received and identified eight themes that have emerged. Each submission has been allocated a primary and secondary theme.
6. Analysis will be presented by consultation question, along with any identifiable or material 'asks' that came through the submission and/or hearing process. Additionally, common feedback will be identified and set out as part of the analysis, accompanied by a staff response.
7. An updated draft RPTP with recommended changes is included as **Attachment 1** for consideration, and to facilitate the deliberations and recommendation process.

Background

8. Regional Transport Committees have a statutory obligation, under the Land Transport Management Act, to plan, prepare, and consult on a Regional Public Transport Plan. There are a range of instances when RTPs must be reviewed, but it is generally accepted practice that they are at least reviewed every three years.
9. The RTC consulted on a step change public transport network in 2022. The proposal offered our communities a bidirectional network with higher frequency, extended operating hours, and more efficient routes. Since the consultation on the 2022 plan, a range of significant external factors mean there is not the level of funding available to fully enable the network, as proposed.
10. Public consultation for the 2025 – 2035 RTP re-affirmed the intent to implement the new network as proposed in 2022, but with a longer implementation time than first envisaged. The longer implementation time will enable HBRC to incrementally increase levels of service as it secures increases in funding.
11. As a lot has changed in terms of funding availability in Hawke's Bay since 2022. As such the main focus of the 2025 public consultation was to create awareness of the planned network changes, and engage with as many users, communities, and advocacy groups as possible to ensure the proposed new routes were going to the right places.
12. Additionally, the 2025 RTP consultation placed focus on the Total Mobility Scheme, ensuring it is fit for the future. The draft RTP outlined a number of changes to the policies supporting the Total Mobility scheme, aiming to lift service quality for users and make the scheme more sustainable long term.

Consultation

13. Public consultation on the draft RTP was carried out in conjunction with the HBRC Annual Plan to ensure an efficient and effective use of resources and drive value for money. The RTP featured as a topic of the Annual Plan consultation.
14. Consultation ran for a period of five weeks, from Monday 31 March to Friday 2 May, including the Easter and ANZAC periods. Throughout the consultation a total of 99 submissions were received on the Annual Plan. Of those 86 provided feedback on the draft RTP, with nine detailed written submissions received.
15. In the lead up to and throughout the consultation period, transport staff conducted extensive community engagement, presenting, engaging with 30 groups, and having over 50 meetings to discuss the draft RTP and gather feedback. Transport staff will continue to build on these relationships in the lead up to the network implementation, ensuring communication, marketing, and engagement efforts are maximised in the lead up to the new network implementation.
16. Hearings on the draft RTP were held on Friday 16 May, with 17 submitters speaking to their submissions. Throughout the oral submission there were a number of recurring themes including supporting infrastructure, accessibility, levels of service, and information availability, among others.
17. Through the public consultation, five specific questions were asked on the draft RTP with the primary intent of encouraging users and communities to consider the impact of proposed changes on their travel patterns / behaviours. The questions were:

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

Question 2: Do the planned changes work for you and your community?

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

Option A. We retain cash payments

Option B. We move to a fully cashless system over time

Question 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?

Question 5: Do you have any other comments on the draft RTP? Tell us what you think.

18. Submitters were able to provide additional comment via a text box on each question. This helped to gather valuable qualitative insights and tease out common key themes. A number of submitters also attached a separate written submission document.

Key themes identified

19. Across all 86 submissions there were a range of themes. While the language or framing may differ between submissions, the core themes stood out. The table below sets out the key themes and describes what they include. These key themes were used in the staff analysis applied to each question, set out in more detail in the following sections.
20. A primary and secondary theme were allocated to each submission during staff analysis.

Key theme	Description
Accessibility, infrastructure, inclusion and safety	This theme captures feedback related to the physical and social accessibility of public transport, including stop infrastructure, vehicle design, personal safety, and equitable access for users with disabilities, older people, and other vulnerable groups. It reflects community expectations for a universally inclusive and safe network.
Levels of service	Responses under this theme refer to the frequency, coverage, and reliability of services. This includes requests for more trips, longer operating hours, or improved punctuality. It reflects public demand for a bus network that better supports daily travel needs and lifestyle patterns
Information availability - ease of access - wayfinding	This relates to how well people can find and understand public transport information, including timetables, route maps, live tracking, and signage. Feedback under this theme highlights the importance of clear, accurate, and easily accessible information for users to confidently use the system
School transport	This theme applies to comments focused on how the network serves school students. It includes calls for dedicated services, safe routes, and timing alignment with school hours. This reflects parental and community concerns about student mobility and safety.
Timetable connection / alignment	This covers feedback on how well services connect with each other or other modes of transport. It includes issues with wait times, missed connections, and poor synchronisation between routes. The theme reflects a desire for a more seamless and efficient journey experience. Delivering timetable alignment will help make public transport a genuine alternative
Cost and funding concerns	Comments here relate to fare levels, concession availability, value for money, and how the system is funded. This theme reflects public sensitivity to affordability and questions about how ratepayer or taxpayer funds are used.

Key theme	Description
Modal Integration and Connectivity - key destinations served - key nodes	This theme captures views on how well the public transport network connects with other transport modes (e.g. walking, cycling, regional travel) and whether it serves key destinations such as hospitals, shopping centres, or employment hubs. It reflects a desire for a more connected and useful network.
Rural and small community access	This theme focuses on equity of access for those living outside main urban centres. It includes concerns about isolation, limited-service options, and transport disadvantage. Feedback under this theme reflects a call for greater investigation and potential inclusion of rural and remote areas in the transport network, along with Community Transport opportunities.

Submissions analysis, staff response, and RTC recommendations

21. The following submissions analysis, staff response, and RTC recommendations are presented by question, as asked during the public consultation.
22. It is important that the Committee notes that some submission responses were more statements that didn't have a theme. For example, one response to question 2 was *"it's been a long time coming! I understand the reasons, but it'll be good to have it – looking forward to 2026"*. This comment is generally supportive and does not fit within the scope of theme coding. In instances like this, staff have not allocated a theme.

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

23. Sixty-one submitters provided written responses to the question. The theme analysis is presented in the graph below.

Themes List:	Question 1	
	Primary Theme	Secondary Theme
Accessibility, Infrastructure, Inclusion & Safety	18	15
Levels of service	12	18
Information availability - ease of access - wayfinding	3	5
School Transport	5	2
Timetable connection / alignment	1	7
Cost and Funding Concerns.	1	2
Modal Integration and Connectivity - key destinations served - key nodes -	18	8
Rural and Small Community Access	4	0

24. Three key themes came through as clearly important to submitters when considering the planned changes to the network:
 - 24.1. Accessibility, Infrastructure, Inclusion and Safety
 - 24.2. Modal integration and connectivity – key destinations served
 - 24.3. Levels of service
25. These three primary themes echo feedback received throughout the 2022 RTP consultation where submitters highlighted frequency, reliability, operating hours, good supporting infrastructure, and key destinations as qualities of a good public transport network.

Q1 feedback received

26. Among submissions some consistent feedback emerged around the planned changes to the bus services, including:
 - 26.1. A number of submissions highlighted planned changes to the current Route 12, specifically the planned change of the trunk route with it no longer going down Pākōwhai Road. There appears to be a number of submitters who utilise this service relatively regularly and were not supportive of the planned changes as they believe their service was being removed.
 - 26.2. A small number of submissions did not support the planned changes at all, stating they are part of their daily travel routine and that the routes work fine as they are.
 - 26.3. Across the submissions there was strong support for Airport & Sports Park access.
 - 26.4. Some submitters suggested trialling the network changes ahead of fully committing to them.
 - 26.5. The planned changes to the Taradale route shone through with consistent feedback, indicating they are not quite right. This route will require further engagement and work.
 - 26.6. A number of submitters did not support the MyWay service removal and were concerned with the impacts that would have, particularly on the disabled and elderly communities that have come to rely on it.
 - 26.7. Comments were received around the limited level of information availability across the network and how supporting infrastructure must be fit for form and function to make public transport accessible for people of all ages and abilities
 - 26.8. Several submissions called for the introduction of peak time express services between Hastings & Napier with a limited number of stops.
 - 26.9. The two planned routes servicing Flaxmere received consistent feedback, particularly as they will likely impact a range of users. It was suggested that these routes will require some more work and community engagement ahead of network implementation.
 - 26.10. Several submitters, while supporting the changes, outlined the need for annual driver training around disabled users and customer service across all service providers to enhance accessibility and support good service delivery for both bus and Total Mobility services.
 - 26.11. Customer experience and customer service came through as common feedback, particularly during oral submissions. There is a need to understand what current and future contractual levers are available to better enhance customer service on buses.
 - 26.12. Some comments were made around the planned 70% coverage in urban areas and the need to increase this, particularly for elderly and less able people. These comments were supported by a suggestion to have MyWay, or a similar type of service as a feeder to the main routes.
 - 26.13. School travel and access to public transport for students was a common piece of feedback, including from the Ministry of Education. There was a general sense that, where possible, public transport needed to cater to school transport.

Q1 staff analysis

27. The following table clusters the feedback received into common threads and includes staff responses and recommendations where appropriate.

Common feedback	Staff response
Pākōwhai Road service changes	<p>Response: Pākōwhai road remains serviced, simply on a different route. Users relying on this route to access work and education will need to transfer to the main trunk route at the Hospital.</p> <p>Staff anticipate reasonable peak time demand on Pākōwhai road and will continue to examine options for additional capacity.</p> <p>No changes to RPTP required.</p>
School transport / access	<p>Response: The draft RPTP caters for school travel and any additional capacity considerations that may be required via policy 2.</p> <p>No changes or additions to the RPTP are required.</p>
Peak time express services	<p>Response: Staff will continue to examine the options and opportunities for peak time services, based on demand and capacity, and in line with the RPTP Significance Policy. Affordability and current levels of funding will be a core consideration in any express or overflow services.</p> <p>No changes to RPTP required.</p>
MyWay	<p>Response: MyWay continues to receive support from members of the community and submissions have expressed their concern at the proposed withdrawal of the service.</p> <p>At the March 2024 RTC, a MyWay review paper was presented which recommended, and was accepted, that the MyWay trial conclude based on poor value for money outcomes. This review was noted in Section 2.1.2 of the Draft Plan. For completeness and clarity, an executive summary of the MyWay trial review is included in attachment 2, which sets out the key findings of the review and sets out high level modelling of expected costs to run MyWay in Napier versus the fixed route services.</p> <p>In MyWay's place, a brand-new series of connected scheduled services would once again provide an improved, whole of Hastings urban bus network, which will provide better opportunity and capacity to increase public transport use. Extensive support will be supplied to transition MyWay users to the new network, and Total Mobility services as well, where appropriate.</p> <p>The draft RPTP allows evaluation of On Demand services as a transport solution in any part of a future public transport network in Hawke's Bay.</p> <p>No changes to the RPTP are required.</p>

Common feedback	Staff response
Information availability & supporting infrastructure	<p>Response: The draft RPTP provides for a range of policies that set out:</p> <ul style="list-style-type: none"> • How we will work towards greater and easier information availability across a range of platforms • Commits to clear and easy to understand wayfinding • How we will work with delivery partners and advocacy groups, particularly the disabled and elderly communities, to create a long term supporting infrastructure pipeline <p>No changes to the draft RPTP are required.</p>
Some limited support for route changes	<p>Response: The new network was initially proposed in 2022 and reconfirmed in 2025. A robust communications, marketing, and engagement process will be required in the lead up to the network implementation.</p> <p>No changes to the draft RPTP are required.</p>
Planned routes for Flaxmere	<p>Response: The significance Policy in the draft RPTP enables changes to routes through certain / specific communities without triggering a broad public consultation. This will enable staff to continue to engage with the Flaxmere community and key stakeholders in the final location of routes.</p> <p>Recommendation: That staff to continue engagement with the Flaxmere Community, key stakeholders, and advocacy bodies to collaboratively refine and confirm the final route locations.</p>
Customer service / customer experience	<p>Response: The current contract for services enables close operational planning from a contract management perspective. The draft RPTP provides for annual driver training to help create greater understanding and ease of use for disabled peoples. Policies specific to customer service training can be added to future contractual agreements.</p> <p>Recommendation: Include a specific policy on customer service training expectations in relation to service delivery in future contractual agreements.</p>
Service coverage	<p>Response: A 70% coverage rate, that is the percentage of the population within 400 metres of a bus stop, is generally accepted as industry standard. Any increases in coverage may go against core planning principles of efficient and direct routes and require increased levels of service. This would come at a cost to rate payers. The draft RPTP sets out the opportunity for both community transport and some future form of on demand transport, subject to funding. These services may provide a future solution.</p> <p>No changes to the draft RPTP are required.</p>

Q1 summary and recommendations

28. The majority of matters covered above are already catered for in budgets and operational changes. However, there may be additional costs to consider in relation to any future peak or overflow services to enhance peak time connections and demand. At the time of writing, these costs are currently unknown, but will be provided for in future budgets as needed.

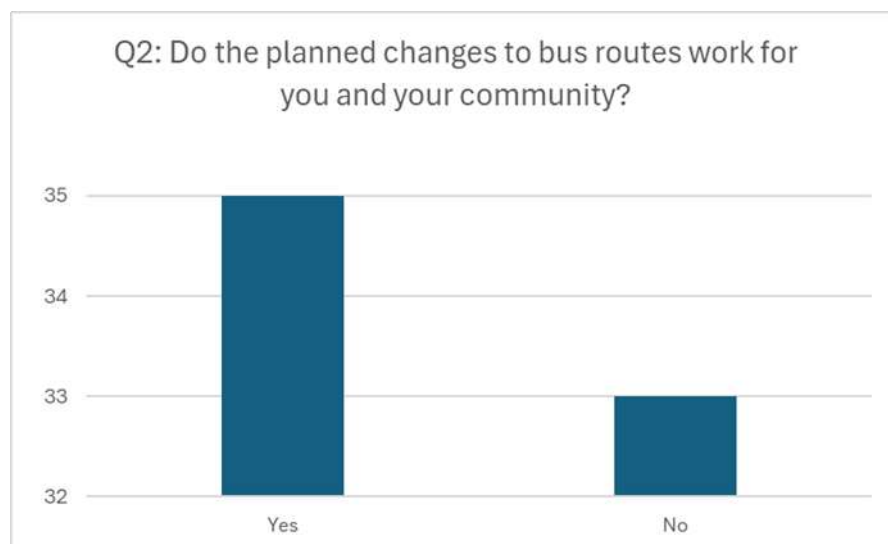
29. Staff will continue to engage with the Flaxmere Community, key stakeholders, and advocacy bodies to collaboratively refine and confirm the final route locations.
30. In addition, staff recommend that clauses be included in any future contractual agreements that defines expectations for customer service training in relation to service delivery.

Question 2: Do the planned changes work for you and your community?

31. Twenty-eight submitters provided a written response to this question and the key themes are discussed following.

Themes List:	Question 2	
	Primary Theme	Secondary Theme
Accessibility, Infrastructure, Inclusion & Safety	10	5
Levels of service	3	3
Information availability - ease of access - wayfinding	2	0
School Transport	0	0
Timetable connection / alignment	1	0
Cost and Funding Concerns.	0	0
Modal Integration and Connectivity - key destinations served - key nodes -	6	4
Rural and Small Community Access	1	1

32. In terms of primary themes, accessibility, infrastructure, inclusion, and safety, along with Modal integration and Connectivity, came through clearly. These key themes support the overall direction of the draft RPTP, particularly in relation to how HBRC will work with key delivery partners to plan for and provide supporting infrastructure and key destinations such as the airport being served.
33. Sixty-eight submitters provided a response to the yes / no box as part of question 2, shown below. On a percentage split basis, 'yes' respondents were 51% and 'no' were 49%. While the responses are reasonably close in percentage terms, this can reasonably be explained and interrogated through the commentary supplied. A reasonable number of submitters who may have selected 'no' provided responses around matters such as information availability, timetable alignment, or network elements such as route numbering – all matters that will be provided for within the operational context of the new network.



Q2 feedback received

34. Some of the more common feedback received relating to question 2 includes:
 - 34.1. The changing of route numbers might create confusion in communities as a lot of regular users are already familiar with the routes, their numbers, and where they go.
 - 34.2. The safety of the buses was highlighted as an enabler of greater uptake and something that should be addressed in any change / improvement.

- 34.3. A number of submitters highlighted that the change to a patronage network might present additional barriers for the elderly and disabled communities as they may have to walk further to the nearest stop. A good marketing and communications strategy was suggested as a means to help ensure awareness of the changes.
- 34.4. Several submitters called for more weekend services to enable greater, and cheaper, access to destinations and activities.
- 34.5. Several larger submitters, such as the Mitre 10 Sports Park and Te Taiwhenua o Heretaunga, called for more direct access from Flaxmere to Napier for education, social, and employment opportunities.
- 34.6. In their submission, Te Taiwhenua O Heretaunga noted that rural, outlying, and growth areas, such as Omahu, aren't currently served by public transport. There may be some opportunity for a fixed route services could have potential running from Flaxmere to EIT via Omahu. Community transport may be an option in other areas.
- 34.7. The planned changes to the Taradale route came up as a consistent theme, in particular the removal of service in and around Church Road and Merlot Drive. Some submitters felt this may disadvantage the elderly or those who currently utilise the service.
- 34.8. A consistent piece of feedback by a range of submitters is that good wayfinding design will be important. This will help clearly articulate the routes, destinations, and transfer points. For it to be effective it must be simple and easy to understand at a glance.
- 34.9. Ongoing engagement with users and communities around final route design and location was a common piece of feedback. During consultation and community engagement, and confirmed through submissions, it became clear that some users and communities needed more time to fully understand and provide input into the proposed route changes.
35. Several submissions championed the need for a public transport service from Central Hawke's Bay to Hastings. A trial service was proposed in the 2022 RPTP, subject to funding. Several submitters called for this trial service to be amplified in importance and prioritised for funding. Submitters also noted there is a need to work with the Central Hawke's Bay community to ensure any trial service meets community need.

Q2 staff analysis

36. The following table clusters the feedback received into common threads, including a staff response and recommendation where appropriate.

Common feedback	Staff response
Bus safety, route numbering, and wayfinding	Response: The current fleet of buses will have CCTV installed in by June 2025, with this being a standard feature in any new fleet. Route numbering, colours, and ease of understanding for users will be a key part of the new network implementation and worked through with key stakeholders. The design of Wayfinding will complement this, ensuring the network is easy to understand at a glance. No changes to the draft RPTP are required.
Network change and impacts on certain groups including disabled and elderly	Response: In the lead-up to the new network launch, we will create and roll out a clear, customer-focused communication, engagement, and marketing plan to ensure everyone understands what's changing and how it benefits them — with a particular focus on meeting the needs of elderly and disabled customers. No changes to the draft RPTP are required.

Common feedback	Staff response
Increased weekend services	<p>Response: The current funding levels for public transport services necessitates a range of trade-offs, particularly around levels of service. Increases in weekend services can be enabled in future years as increases in funding allow.</p> <p>No changes to the draft RPTP are required.</p>
Greater access from Flaxmere to Napier / EIT	<p>Response: The Flaxmere community will have greater access to the overall network as it will be serviced by two routes. The Hospital will function as the nearest and best interchange point, facilitating ease of transfer from Flaxmere onto Hastings-EIT-Napier services.</p> <p>More direct routes from Flaxmere to Napier can be examined following network implementation, with careful and considered demand validation work carried out before any further network changes are made and will be subject to funding.</p> <p>No changes to the draft RPTP are required.</p>
Planned changes to Taradale route	<p>Response: Following the consultation and engagement process, staff are aware of a variety of challenges with the planned Taradale route. Further community and user engagement is required.</p> <p>Recommendation: That staff continue engagement on the Taradale route with the community, users, and stakeholders, in line with the RPTP Significance Policy and present a final recommended network to the 29 August RTC meeting.</p>
Ongoing engagement on the final design and location of routes	<p>Response: Throughout both the consultation / engagement process, and the submissions received, staff have observed a clear need for further engagement with communities and users in the final design and location of routes ahead of network implementation.</p> <p>Recommendation: That staff to continue engagement with communities and users in the final design and location of routes, in line with the RPTP Significance Policy and present a final recommended network to the 29 August RTC meeting.</p>
CHB commuter trial	<p>Response: The proposed CHB commuter service continues to receive strong support, but current funding availability will not allow it to be commenced within the foreseeable future. Staff will investigate, through engagement with the community, what an acceptable funding mechanism will look like, including local, regional and third-party funding opportunities.</p> <p>Recommendation: That the RTC recommends to both HBRC and CHBDC that appropriate funding is included in their 2026-27 Annual Plan to enable a trial service to commence, subject to suitable co-funding from NZTA.</p>

Common feedback	Staff response
Services to Omaha, Bridge Pa, Paki Paki, and other outlying areas	<p>Response: A route running from Flaxmere to EIT via Omaha has opportunity and worthy of investigation. Staff would need to continue working with Te Taiwhenua O Heretaunga and the community to validate demand and look at options.</p> <p>Other areas, such as Bridge Pa are generally not suitable for fixed route services at this stage. However, Community Transport potentially provides a valid opportunity for these communities, along with others.</p> <p>Recommendation: Staff continue to work with Te Taiwhenua o Heretaunga and communities to explore potential future fixed route options for Omaha, along with other options, and that Community Transport is explored, with demand validated, for this and other areas. This work is to be done in line with the RPTP Significance Policy.</p>

Q2 summary and recommendations

37. Current planned changes are catered for in existing budgets.
38. It is anticipated there will be some additional cost and resource time associated with ongoing community engagement. However, these are catered for in existing budgets and resourcing plans.
39. Network elements such as Wayfinding design and a marketing plan are catered for in existing budgets. Additional external resource and subject matter expertise may be required in the development of these elements, but again, this is catered for in existing budgets
40. Changes to routes (e.g. Omaha) and / or the addition of Community Transport will likely add cost to the network. However, these changes will be in future improvements and operational budgets.
41. Staff will continue engagement on the Taradale route with the community, users, and stakeholders, in line with the RPTP Significance Policy and will present a final network to the 29 August RTC meeting.
42. Staff will also continue to engage with communities and users in the final design and location of routes, in line with the RPTP Significance Policy and will present a final recommended network to the 29 August RTC meeting.
43. That the RTC recommends to both HBRC and CHBDC that appropriate funding is included in their 2026-27 Annual Plan to enable a trial service to commence, subject to suitable co-funding from NZTA.
44. Staff continue to work with Te Taiwhenua O Heretaunga and Communities to explore potential future fixed route options for Omaha, along with other options, and that Community Transport is explored, with demand validated, for this and other areas. This work is to be done in line with the RPTP Significance Policy.

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

45. The two different options presented through the consultation in relation to whether we keep cash were:
 - 45.1. Option a: we retain cash payments
 - 45.2. Option b: we move to a fully cashless system over time.

46. In total, 66 submitters provided a response to this question. Building on the responses, some submitters provided additional thoughts on cash – set out in subsequent sections.
47. 56% of submitters are in favour of retaining cash payments and 44% of submitters would prefer we move to a cashless system over time.



Q3 feedback key themes

Themes List:	Question 3	
	Primary Theme	Secondary Theme
Accessibility, Infrastructure, Inclusion & Safety	15	0
Levels of service	0	0
Information availability - ease of access - wayfinding	0	0
School Transport	1	0
Timetable connection / alignment	0	0
Cost and Funding Concerns.	0	0
Modal Integration and Connectivity - key destinations served - key nodes -	1	0
Rural and Small Community Access	0	0

48. As seen in the results above, most of the written feedback on question 3 has a theme of Accessibility, Infrastructure, Inclusion, and Safety. This primarily speaks to the need to have some form of suitable payment method to simply access the service, both from a physical (i.e. being able to pay for your trip and board the bus) and social (i.e. knowing that it is an option and you can pay for it) perspective.

Q3 feedback received

49. The below commentary reflects the most common feedback on the question of cash as a payment method.
- 49.1. Some concerns raised around the use of cash as means of efficient budgeting for users / families and removal of cash may adversely impact these users and their ability to access services.
- 49.2. Some feedback received around how the removal of cash may adversely impact the elderly and disabled communities as they may not have the necessary access to new payment methods, and the quantum of change could be difficult for some users.
- 49.3. Some feedback highlighted a limited understanding of the new NTS system (e.g. “there should be a pay wave option” #68). This suggests a focus on communications, marketing, and ‘how to’ once implemented.
50. Several submitters suggested a longer-term transition and education period may be required, especially for older persons before the removal of cash.

Q3 staff analysis

51. The following table clusters the feedback received into common threads, including a staff response and recommendation where appropriate.

Common feedback	Staff response
Use of cash for budgeting purposes	<p>Response: Staff have quantified that just less than 10% of fares across all services are currently paid for with cash. Boarding data enables staff to gain greater insight as to where these users are. When the NTS transition occurs, this will give staff the ability to engage with these communities, and hopefully the specific users, to enable a smooth transition to the new system. This may include a free Motu Move card.</p> <p>No changes to the draft RPTP are required.</p>
Impact on elderly and disabled communities	<p>Response: The National Ticketing System is a nationally led initiative to integrate payment methods and consolidate ticketing systems. HBRC has limited control over core elements of the system.</p> <p>During the operational roll out, HBRC will work with providers, users, and other stakeholders to ensure education, communication, and marketing are delivered in a manner that resonates with different user groups in a way they understand.</p> <p>No changes to the draft RPTP are required.</p>
Limited understanding of NTS system and payment options	<p>Response: The full capabilities and elements of the NTS scheme will be rolled in to a communications and marketing plan, ensuring all necessary element of the new ticketing system are widely communicated and understood.</p> <p>This will be an operational initiative</p> <p>No changes to the draft RPTP are required.</p>
Considerations of long-term transition period to a cashless service	<p>Response: With just less than 10% of fares paid by cash, this provides a logical indicator of reliance of cash as a payment method across the service. It is reasonable to expect that cash use will naturally decline over time as the new ticketing system becomes common place. A transition solution that blends both options a and b will likely be the best fit for Hawke's Bay.</p> <p>Recommendation: The RTC adopts an amended approach for cash fares to:</p> <p>"Cash to be removed as a form of payment across the network when cash fares reduce to less than 5% of total ticket transactions for a period of at least 3 months".</p>

Q3 summary and recommendations

52. The transition to the National Ticketing System is catered for in budgets, both current and future. From that perspective, there will be no additional financial or resource implications (other than those currently planned) around the continuation or removal of cash.
53. Any potential future changes to the use of cash as a payment method will have minimal resource and budget impacts and is relatively straightforward to implement operationally.

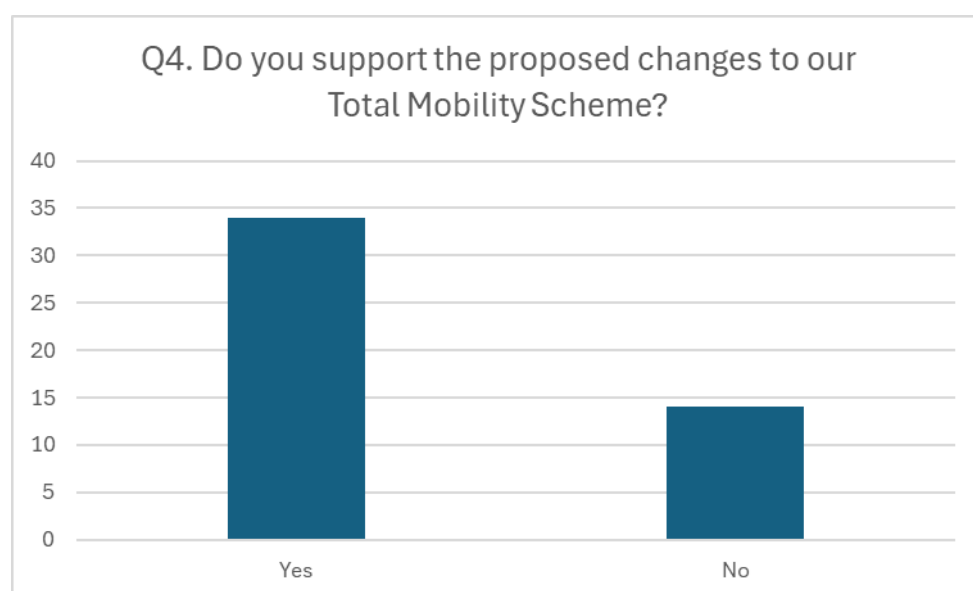
54. Staff recommend that an amended approach for cash fares is adopted, being that staff will remove cash across the network when cash fares reduce to 5% of total ticket transactions for a period of at least 3 months.

An updated Policy #34 around cash fares to read: *“Cash to be removed as a form of payment across the network when cash fares reduce to less than 5% of total ticket transactions for a period of at least 3 months, following the implementation of the National Ticketing System”.*

Question 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?

Q4 feedback key themes

55. The draft RTPP presented a range of changes to the Total Mobility scheme, most notable around what is not payable by the scheme. It also proposed a number of new policies to be implemented, including annual driver training on disabled / mobility impaired needs and customer service.
56. The graph below presents the quantitative results of the submissions received, with clear support for the proposed changes.



57. In terms of key themes from the submissions received, quite a number of the written answers were statements rather than feedback that could be built into the RTPP. Of the submissions that could be themed, they mostly related to accessibility, infrastructure, inclusion, and safety. Given the Total Mobility Scheme is about creating access for those without an alternative, it is unsurprising therefore, that feedback received has fallen into these themes.

Themes List:	Question 4	
	Primary Theme	Secondary Theme
Accessibility, Infrastructure, Inclusion & Safety	8	0
Levels of service	0	2
Information availability - ease of access - wayfinding	0	0
School Transport	0	0
Timetable connection / alignment	0	0
Cost and Funding Concerns.	0	0
Modal Integration and Connectivity - key destinations served - key nodes -	0	0
Rural and Small Community Access	0	0

Q4 feedback received

58. The points following reflect the most common feedback in relation to the Total Mobility changes.
- 58.1. Several advocacy groups suggested conducting a survey or piece of research to understand users need for the TM service and barriers to utilising buses.
 - 58.2. General support for ensuring the subsidy applies only from point A to B.
 - 58.3. The Positive Ageing Strategic Group encouraged HBRC to investigate how the scheme might interface with ACC rehabilitation schemes to enable greater access.
 - 58.4. Continued engagement with users and disadvantaged groups to ensure the scheme remains sustainable
 - 58.5. Limited availability or awareness of TM in outlying areas, such as CHB.
 - 58.6. Advocacy agencies and bodies noted that some users have had varying experiences of the scheme from operators and suggested annual standardised driver training as a possible solution.
 - 58.7. The Total Mobility assessment process places a material, and in some cases significant, burden on the agencies that conduct eligibility assessments on behalf of HBRC. Several submissions noted the current model is not sustainable and encouraged HRBC to examine alternative models, potentially introducing an initial screening phase.

Q4 staff analysis

59. The following table clusters the feedback received into common threads, including a staff response and recommendation where appropriate.

Common feedback	Staff response
Total Mobility eligibility assessment process and impacts on assessment agencies	<p>Response: The TM assessment process has not been reviewed for a number of years.</p> <p>Staff, in collaboration with TM assessors, should investigate alternative assessment options / methods / pathways that balance need with desired outcomes with a view to implementation.</p> <p>Recommendation: Include a new policy, #85, with the following wording:</p> <ol style="list-style-type: none"> 1. Hawke's Bay Regional Council will investigate alternative funding and operational models for undertaking eligibility assessments for the Total Mobility Scheme, with the aim of ensuring long term sustainability, improved accessibility, and consistency of service. <p>As part of this process, the Council will engage collaboratively with assessment agencies to explore options that enhance efficiency, reduce administrative burden, and maintain high standards of fairness and accuracy in eligibility determination.</p>
Subsidy applying to time in motion only	<p>Response: The policies in the RPTP specify that the Total Mobility subsidy is only payable for the time an operator's vehicle is in motion.</p> <p>No change to the RPTP.</p>

Common feedback	Staff response
Options for ACC and Total Mobility integration	<p>Response: Opportunities may exist for the ACC and Total Mobility schemes to work in together, noting that ACC is a ring-fenced compensation scheme with a different mandate to Total Mobility. This will require focus and investigation by staff.</p> <p>Recommendation: Staff recommend a new Policy #68 in the draft RTP is included to read:</p> <p><i>“Hawke’s Bay Regional Council will work in partnership with ACC and approved assessment agencies to investigate where there may be gaps in the current Total Mobility and ACC transport schemes when providing for individuals requiring transport assistance and options to fill these gaps.”</i></p> <p>This review will consider whether the existing eligibility criteria adequately reflect the needs of all people with impairments affecting their ability to access transport, with a view to recommending adjustments where appropriate to ensure the scheme remains equitable, inclusive, and aligned with changing community needs.</p>
Total Mobility assessment process	<p>Response: Staff are aware the assessment process presents some challenges for agencies. Refining this and making it fit for the future will be vital for the ongoing sustainability of the scheme.</p> <p>Changes are dealt with above.</p>
Continued engagement with TM users, providers, and assessors	<p>Response: Ongoing engagement with all involved in the Total Mobility Scheme will form a significant part of ongoing business-as-usual activities.</p> <p>No change required to the draft RTP</p>
Driver/ operator training for disability awareness and customer experience	<p>Response: Policies in the RTP cater for annual driver training in relation to disability awareness. Customer service training should be added to enhance the overall experience.</p> <p>Recommendation: Update Policy #90 to include customer service training on an annual basis, with the Policy now reading:</p> <p><i>“Ensure driver training is provided annually around disabled and mobility impaired users with a view to ensuring they are assisted to utilise the service and have a positive customer experience.”</i></p>

Q4 summary and recommendations

60. A review of the Total Mobility assessment process may uncover a need for further funding to undertake assessments that will need to be considered in future NLTP and LTP considerations.
61. Staff recommend that a new policy is included in the RTP, after policy #82, with the following wording:
 - 61.1. Hawke’s Bay Regional Council will investigate alternative funding and operational models for undertaking eligibility assessments for the Total Mobility Scheme, with the aim of ensuring long term sustainability, improved accessibility, and consistency of service.

62. Staff recommend that a new policy is included in the RPTP, following Policy #66 with the following wording:
- 62.1. *“Hawke’s Bay Regional Council will work in partnership with ACC and approved assessment agencies to investigate where there may be gaps in the current Total Mobility and ACC transport schemes when providing for individuals requiring transport assistance and options to fill these gaps”*
63. Staff recommend Policy #90 is updated to include customer service training, with the following wording:
- 63.1. *“Ensure driver training is provided annually around disabled and mobility impaired users with a view to ensuring they are assisted to utilise the service and have a positive customer experience.”*

Question 5: Do you have any other comments on the draft RPTP? Tell us what you think

Q5 feedback key themes

64. Question 5 was a relatively open question. As a result, submitters were able to discuss anything they felt was applicable. This made it challenging to theme code responses due to the open nature of the question.

Q5 feedback received

65. The following presents common feedback received across submission in relation to anything we may have missed or not considered in the draft RPTP.
- 65.1. The need for better supporting infrastructure is required across the network. This is particularly true for the disabled and elderly communities and will assist with making the service easier to use, boosting independence.
- 65.2. Ensure the NTS has wider top up capabilities (types, locations, providers) to enable ease of access for all users. Also necessary to ensure there are no minimum limits on top up amounts.
- 65.3. The changing of services & routes may disproportionately impact some people who currently rely on the services.
- 65.4. A substantial number of submissions expressed a desire to continue engagement in the route changes for the new network and ongoing engagement in the overall service design and delivery.
- 65.5. Information availability, integrated information via the use of apps, and good wayfinding came out as common feedback. Related to this was a general need to ensure route crossover and interchange points are clear, easy to understand, and simple to navigate.
- 65.6. Better frequency and extended operating hours were common threads throughout submissions, with some suggesting that extended operating hours on just Friday / Saturday would be a great start. This did also include a number of suggestions for slightly earlier start times on some routes, if possible.
- 65.7. Desire from delivery & co-investment partners to ensure we work together to continue planning and delivery of supporting infrastructure.
- 65.8. Examine options and opportunities for outlying areas such as Bridge Pa and Paki Paki looking at some form of public transport / community transport service.

Q5 staff analysis

66. The following table clusters the feedback received into common threads, including a staff response and recommendation where appropriate.

Common feedback	Staff response
Supporting infrastructure	<p>Response: The draft RPTP sets out a range of policies around how HBRC will work with groups, particularly the elderly and disabled, as subject matter experts, in the long-term design of supporting infrastructure.</p> <p>The draft RPTP further sets out how we will work with key delivery partners to develop and plan a long-term infrastructure investment pipeline.</p> <p>No changes to the draft RPTP required.</p>
Information availability	<p>Response: The draft RPTP has a number of policies that set out how we will ensure information is available and integrated across the network. Investment in real time signs at key stops is already being planned and prepared for.</p> <p>Elements such as good way-finding and clear transfer points will be covered off in the lead up to the new network implementation during the design and marketing phase.</p> <p>No changes to the draft RPTP required</p>
Better levels of service	<p>Response: The current funding envelope for services is constrained and will likely only enable the current levels of service across the new network.</p> <p>The draft RPTP sets out the long-term ambition for levels of service by route, including frequency and operating hours. It is worth noting that these may change in the future as funding levels change. By way of example, operating hours may be extended on Friday and Saturday evenings in the first instance, as opposed to a blanket approach.</p> <p>No changes to the draft RPTP required</p>

Q5 summary and recommendations

67. Supporting infrastructure is provided by the relevant road controlling authority, Napier and Hastings councils for instance, and as such is reliant on ongoing local and national funding availability. A change in bus routes will incur a large one-off cost to implement new stops.
68. HBRC has budget availability for timetable and wayfinding changes required for the new network.
69. Improved levels of service, for instance earlier and later buses, can only happen when additional national and regional funding becomes available.
70. There are no recommended changes resulting from submissions in relation to question 5.

Other feedback (not directly related to RPTP)

71. The feedback following captures information from submissions that fell outside of the five consultation questions, but still presented a material improvement / insight gathering opportunity for the network.
 - 71.1. HBRC needs to develop and implement a marketing strategy for PT services to drive patronage.
 - 71.2. Community transport was a consistent thread across a number of submissions, notably, the CCS Disability / Age Concern submission set out a range of opportunities and asks the Council to fund a Community Transport Lead and set up a Community Transport fund. Along with others, these submissions outlined the potential of community transport in Hawke's Bay.

- 71.3. The Mitre 10 sports Park Trust also requested we examine longer term opportunities around Saturday services, creating a 'Saturday hub' at the Sports Park.
- 71.4. One submitter who spoke at the Hearing raised a number of points for consideration:
- 71.4.1. Long term user education / manners programme as a means to creating a better service delivery model (e.g. saying thanks to the driver when getting off)
 - 71.4.2. The need for more consistent marketing of the service
 - 71.4.3. Examining opportunities to collaborate / partner with other service providers to drive use and patronage, e.g. partnering with swimming pools during school holidays
 - 71.4.4. Consider how the end-to-end service delivery can be improved – better buses, easier to access information, increased perceptions of safety, etc
 - 71.4.5. The need for customer service training for drivers across the service.
- 71.5. The New Zealand Transport Agency (NZTA) provided detailed, specific, and technical feedback in their written submission. The feedback covered a range of elements and, as a result, no clear themes but rather simply the need for staff to work through the feedback.
- 71.6. Several submitters, including those from disability support / advocacy groups, would like the ability for support / care workers to be able to travel for free on the public bus service. This would enable greater independence and (potentially) higher service use among disabled users. Further, it would remove an existing barrier for disabled users.

Issue	Staff response
Marketing strategy for public transport services	<p>Response: A well developed and considered marketing plan is an operational tool to drive greater uptake of services.</p> <p>With HBRC looking to implement a new network from January 2026, a comprehensive marketing, communications, and engagement plan is necessary. This will help us ensure we have created broad awareness of the changes, communicate the impact these will have, engage with users and communities on their terms and in manner that will resonate with them, and initiate some long-term marketing campaigns.</p> <p>One key element of the plan will be how to use the network, primary interchange and transfer points, and how to connect efficiently.</p> <p>This plan will be presented to the RTC at their 29 August meeting for information purposes.</p> <p>No change to the draft RPTP required.</p>
Investigate a Community Transport lead	<p>Response: Community Transport is flourishing in the Waikato Region. In this region there is a dedicated member of staff on the Waikato Regional Council's Transport Team who facilitates and manages Community Transport.</p> <p>Community Transport presents an opportunity to significantly enhance access across Hawke's Bay. Having a lead would enable focus to be placed on this form of transport and accelerate opportunities. However, this would require additional resource in the HBRC transport team.</p> <p>Staff will quantify potential resourcing requirements for a Community Transport role ahead of the next HBRC LTP.</p>

Issue	Staff response
Develop a regional Community Transport fund	<p>Response: Leveraging off policy #97 in the draft RPTP, there is an opportunity to create a regional Community Transport fund via a general rate. This would need to be done in the next Long Term Plan, from 2027. Leveraging the Waikato example, this could simply be a set amount per ratable unit, per year. This would then go into a regional fund to enable Community Transport initiatives. Having this foundational funding would then allow conversations with other potential funding parties who may wish to be involved.</p> <p>Recommendation: That the Regional Council considers introducing general rate funding in the next LTP to establish a regional Community Transport Fund which will allow both operational funding and staff funding.</p>
Increased Saturday services to Mitre 10 Sports Pak	<p>Response: additional services can be assessed on an ongoing basis. It will be important to validate need and demand before making any investments into new or different services. However, on face value, this service ideas have merit.</p>
Service enhancement and collaboration considerations (customer service, better service delivery, etc)	<p>Response: Service delivery and customer service will form large focus areas for the new network. There is currently a policy in the draft RPTP setting out the requirement for annual driver training in relation to disabled users. There is strong merit in having a similar policy for customer service. Any future collaboration initiatives (e.g. voucher incentives, package deals, etc) will be developed and included in future marketing and communications strategies.</p> <p>End to end service delivery will be enhanced with a new network and, at some point, a more modern bus fleet. This will enhance the amenity value of the buses, safety, and also provides an opportunity for service elements such as on bus announcements.</p> <p>Recommendation: Include a new policy #45 to ensure annual customer service training is delivered, with the following wording:</p> <p><i>“Through the contract held between Council and Service Providers, require customer service training be completed by all bus drivers and support staff annually. Additionally, ensure any new drivers receive service / network specific customer service training as part of the on boarding process”</i></p>
Detailed feedback on the draft RPTP from NZTA	<p>Response: The submission on the draft RPTP provided by NZTA is principally technical on the plan’s structure, providing feedback on specific elements of the Plan, but with no clear themes.</p> <p>Staff will work through the NZTA submission and make updates to the draft RPTP where appropriate and required. No changes to policies.</p>

Issue	Staff response
Free travel for disabled support persons	<p>Response: The draft RPTP commits, via several policies, to work with the disabled and elderly to help remove barriers to using the service and enhance the service design and delivery over the long term. Enabling greater utilisation of the service for disabled users is part of this.</p> <p>Policy #35 in the draft RPTP currently deals with fare exemptions for companions.</p>

Other feedback – summary and recommendations

72. A number of matters raised in this section sit firmly within public transport operations. For example, the development of a marketing strategy is an operational matter, with the reality being that a new network simply could not be implemented without a marketing and communications strategy.
73. A number of submitters, throughout the submission questions and general feedback, presented ideas for new, different, or future service options and opportunities. All of these opportunities will be assessed operationally on a case-by-case basis as the opportunity and supporting funding becomes available.
74. Community Transport came through clearly as a transport option to progress across Hawke's Bay, subject to funding. It became clear there was more than sufficient demand to enable a variety of community transport initiatives. Building on this, two recommendations to progress Community Transport are that:
 - 74.1. Staff will investigate and quantify potential resourcing requirements for a Community Transport lead ahead of the next Long Term Plan process.
 - 74.2. Staff will investigate how HBRC might fund, from the general rate, the establishment of a regional Community Transport Fund, to allow both operational and staff funding, lead ahead of the next Long Term Plan process.
75. Customer service and customer experience was another consistent piece of feedback throughout the submission. Submitters highlighted that better customer service would make the journey and service more pleasant and appealing, ultimately serving to increase regular patronage.
 - 75.1. Staff have recommended the inclusion of a new Policy, #45, to ensure annual customer service training is delivered, with the following wording:
 - 75.1.1. Through the contract held between HBRC and Service Providers, require customer service training be completed by all bus drivers and support staff annually. Additionally, ensure any new drivers receive service / network specific customer service training as part of the on boarding process.

Decision-making considerations

76. Council and its committees are required to make every decision in accordance with the requirements of the Local Government Act 2002 (the Act). Staff have assessed the requirements in relation to this item and have concluded:
 - 76.1. The use of a consultation process required under s82 of the Local Government Act 2002 has been followed.
 - 76.2. The persons affected by this decision are all those with an interest in the region's public transport systems.

Recommendations

That the Regional Transport Committee:

1. Receives and considers the *Regional Public Transport Plan 2025-2035* staff report.
2. Agrees that the Regional Transport Committee can exercise its discretion and make the relevant decisions having consulted with the community and persons with an interest in the decision through the public consultation process undertaken between 31 March and 2 May 2025.
3. In response to feedback provided on *the planned changes to the public bus services* scheduled for implementation from early 2026:
 - 3.1. Notes that the RPTP caters for school travel and any additional capacity considerations that may be required in Policy 2 (HBRC will provide service levels with targeted minimum long-term frequencies ...”
 - 3.2. Notes that staff will continue to engage with the communities, key stakeholders, and advocacy bodies to collaboratively refine and confirm the final route locations.
 - 3.3. Agrees that no changes or additions to the RPTP are required in relation to the *planned changes to the public bus services* feedback received.
4. In response to feedback provided on *whether to retain cash* as a form of payment for bus tickets:
 - 4.1. Agrees that cash fares will be removed as a form of payment across the network when cash fares reduce to less than 5% of total ticket transactions for a period of at least 3 months.
 - 4.2. Amends the RPTP to reflect the approach to cash payments detailed in 4.1 above.
5. In response to feedback provided in relation to *Total Mobility eligibility assessment*:
 - 5.1. Agrees to the amendment of the RPTP to include a new policy (#68) *Hawke’s Bay Regional Council will work in partnership with ACC and approved assessment agencies to investigate where there may be gaps in the current Total Mobility and ACC transport schemes when providing for individuals requiring transport assistance and options to fill these gaps.*
 - 5.2. Agrees to the amendment of the RPTP to include Policy (#95). *Hawke’s Bay Regional Council will investigate alternative funding and operational models for undertaking eligibility assessments for the Total Mobility Scheme, with the aim of ensuring long term sustainability, improved accessibility, and consistency of service.*
6. In response to feedback provided on *proposed changes to the Total Mobility Scheme*, agrees that the RPTP is amended as proposed for consultation.
7. In response to feedback provided in relation to *free travel for disabled support persons*:
 - 7.1. Notes that Policy #35 in the RPTP currently deals with fare exemptions for companions.
 - 7.2. Agrees that no changes or additions to the RPTP are required in relation to the *free travel for disabled support persons* feedback received.
8. In response to feedback provided in relation to *service enhancement and collaboration*:
 - 8.1. Agrees to the amendment of the RPTP to include new Policy (#45) *Through the contract held between HBRC and Service Providers, require customer service training be completed by all bus drivers and support staff annually. Additionally, ensure any new drivers receive service / network specific customer service training as part of the on boarding process.*
 - 8.2. Agrees to the amendment of the RPTP to modify the wording in Policy (#90) *Ensure driver training is provided annually around disabled and mobility impaired users with a view to ensuring they are assisted to utilise the service and have a positive customer experience.*

9. In response to feedback provided in relation to *Community Transport*:
 - 9.1. Notes that staff will investigate and quantify potential resourcing requirements for an HBRC Community Transport role ahead of the next Long Term Plan process.
 - 9.2. Notes that staff will propose, as part of the next LTP process, that Hawke's Bay Regional Council considers introducing general rate funding for the establishment of a regional Community Transport Fund for both operational funding and staff funding.
 - 9.3. Agrees to amend RPTP Table 11 in response to *Community Transport* feedback received, to read "*Identify existing initiatives and support the establishment of a Trust to run Community Transport services across the region, including Wairoa, Central Hawke's Bay and satellite communities around Napier & Hastings.*"
10. In response to feedback provided in relation to *other comments* on the draft RPTP:
 - 10.1. Notes that a comprehensive marketing, communications, and engagement plan will be developed for the implementation of the new network, and that this will be shared with the RTC at the 29 August 2025 meeting.
 - 10.2. Agrees that no changes or additions to the RPTP are required in relation to the *other comments* on the draft RPTP feedback received.
11. Accepts the amendments to the Regional Public Transport Plan as proposed for consultation and above.
12. Recommends that Hawke's Bay Regional Council adopts the Regional Public Transport Plan 2025-2035 that incorporates the amendments agreed above.

Authored by:

Bryce Cullen
Senior Advisor Transport Strategy & Policy

Zavia Hands-Smith
Sustainable Transport Advisor

Russell Turnbull
Manager Transport

Approved by:

Katrina Brunton
Group Manager Policy & Regulation

Attachment/s

- | | | |
|-----|--|---|
| 1 ➞ | Tracked changes RPTP for 6 June 2025 deliberations | Under Separate Cover
available online only |
| 2 ➞ | MyWay Review summary of findings | Under Separate Cover
available online only |

Hawke's Bay Regional Council
Regional Transport Committee
6 June 2025

Item 6

Subject: Regional Transport Programme June 2025 update

Reason for report

1. This agenda item presents an updated view of the Regional Transport Advisory Group (RTAG) workstreams and updated Regional Transport Programme Tracker (**Attachment 1**). The updated regional programme of work presents a snapshot in time and may change as work programmes and new / emerging policies take shape.

Regional Land Transport Plan (RLTP)

2. The 2024 – 2027 has been well embedded into work programmes across Councils, with necessary programmes adjustments undertaken.
3. Throughout 2025 and into 2026 the focus will shift to the next RLTP for the 2027 – 2030 period.
4. The direction of the next RLTP will be, in part, shaped by the next Government Policy Statement on Land Transport. However, as with the 2024 – 2027 RLTP it will be the story of our regional land transport system, what it needs, and where we want it to be in 30 years.
5. At the time of writing there are no current actions required on the next RLTP.

RoadSafe Hawke's Bay

6. RoadSafe Hawke's Bay activities continue across the region with a focus on supporting Police with spotting operations and impairment check points.
7. Further detail is provided in the RoadSafe Hawke's Bay Agenda item.

Active transport

8. Planning on the Active Transport Strategy will seek to continue through 2025, subject to resource availability. The strategy will seek to develop the future Active Transport network across all uses, ensuring integration where it makes sense, and setting the region up for future success when the necessary funding / opportunities become available.
9. Budget for the development of the strategy will be challenging. However, as we work towards the public transport implementation several opportunities for multi modal integration may be identified for future investment.

Public Transport – new network implementation

10. Funding constraints in the 2024 – 2027 NLTP mean the Regional Public Transport Plan will not be able to be fully implemented, as consulted on in 2022.
11. The implementation of the new network is tentatively scheduled for January 2026, provided levels of service fit within current budgets, and there is necessary provision for some form of supporting infrastructure.
12. As part of the new network, officers will soon commence the development of a comprehensive communications, marketing and engagement plan. This will be executed in the lead up to, and throughout the implementation stage. Key focus areas of the plan will be:
 - 12.1. Creation of broad awareness around network changes coming
 - 12.2. Engagement with elderly and disabled users and communities to ensure the changes are communicated in a manner that resonates with them

- 12.3. Generate excitement of the upcoming changes
- 12.4. Ensure clear and easy to understand wayfinding and timetable information is developed and delivered.
- 13. Work is slowly progressing on the next services contract. Updates on the process will be provided to the RTC as required.

Decision-making considerations

- 14. Staff have assessed the requirements of the Local Government Act 2002 in relation to this item and have concluded that, as this report is for information only, the decision-making provisions do not apply.

Recommendation

That the Regional Transport Committee receives and notes the *Regional Transport Programme June 2025 update* staff report.

Authored by:

Bryce Cullen
Senior Advisor Transport Strategy & Policy

Russell Turnbull
Manager Transport

Approved by:

Katrina Brunton
Group Manager Policy & Regulation

Attachment/s

1  Regional Transport Programme tracker June 2025

Under Separate Cover
available online only

Hawke's Bay Regional Council
Regional Transport Committee
6 June 2025

Item 7

Subject: Public Transport June 2025 update

Reason for report

1. This agenda item provides an update on Public Transport operations in the region.

Background

2. The responsibility for contracting public transport services is assigned to regional councils under the Land Transport Management Act 2003, section 35.
3. As part of Council's responsibility to the transport disadvantaged, Total Mobility services are provided where suitable transport operators exist to deliver the service. *Transport disadvantaged* means people who the regional council has reasonable grounds to believe are the least able to travel to basic community activities and services (for example, work, education, healthcare, welfare and shopping).

Discussion

GoBay operations

4. HBRC is planning to install 16 solar-powered real-time information displays at key stops in Napier, Hastings, and Havelock North. These signs will show live bus arrival times using GPS data, improving passenger experience. Installation is targeted for completion by June of this year, pending product availability and site works.
5. CCTV is being installed on all GoBay buses, also in June, to enhance passenger and driver safety, deter anti-social behaviour, and support incident investigations. The systems will include internal and external cameras and installation is being coordinated with operators to minimise service disruption.

Public transport patronage

6. GoBay patronage continues to remain steady and, in several months, has exceeded figures from the previous year.
7. The data reflects a consistent level of public transport usage across the region, with encouraging signs of growth in key periods. Figure 1 below presents monthly patronage figures across a 13-month period, from April 2024 to April 2025, offering a comprehensive view of recent trends.
8. While there is some expected seasonal variation—such as dips during school holidays and public holiday periods—the overall trajectory demonstrates a resilient and stable demand for bus services. Notably, several months within this timeframe have shown year-on-year increases in passenger numbers, suggesting that ongoing efforts to improve service reliability, accessibility, and customer experience may be contributing positively to ridership.

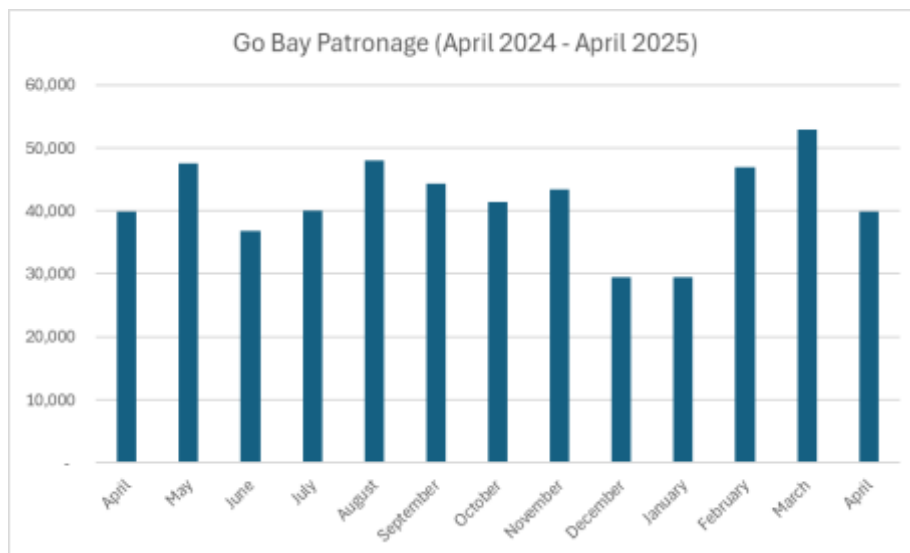


Figure 1 GoBay patronage (April 2024 – April 2025)

Fares

9. Fare revenue continues to outperform previous years, showing strong and sustained recovery across the network.
10. A fare increase of approximately 5% was implemented on 4 May 2025, following a previous increase in May 2024. Notably, there has been no decline in patronage as a result of these adjustments. HBRC will continue with its annual fare reviews to ensure farebox recovery is aligned with operational and NZTA requirements.
11. Figure 2 below shows farebox recovery from April 2024 to April 2025, covering 13 months of revenue. The graph highlights a significant jump in May 2024 (following that year's fare increase), with sustained growth through the year—particularly in February and March 2025, which recorded the highest monthly returns in the period.

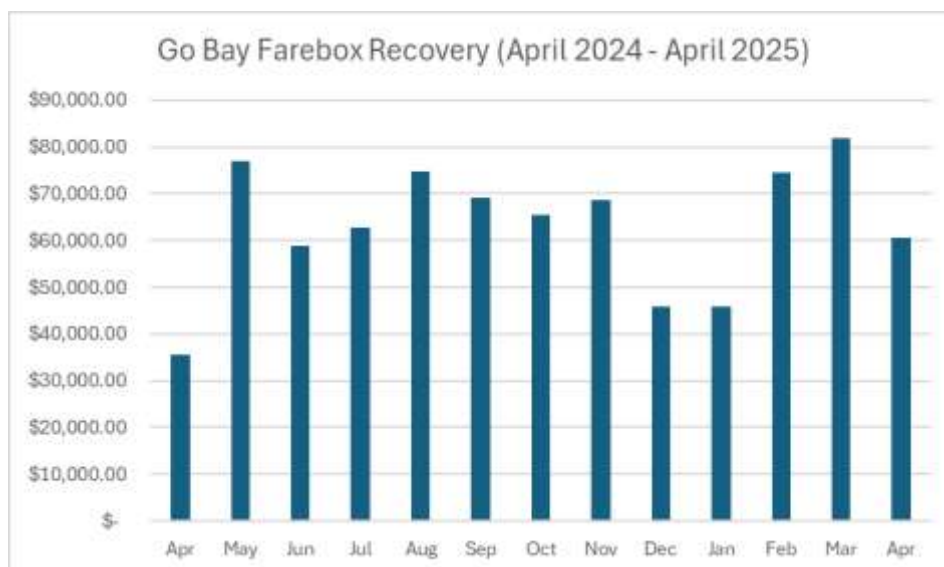


Figure 2 GoBay fare revenue (April 2024 – April 2025)

On-demand Public Transport (ODPT)

12. The MyWay on-demand service has been extended through to January 2026 under an agreement with GoBus.
13. This extension ensures continued coverage for Hastings until the new fixed-route services outlined in the Regional Public Transport Plan (RPTP) are introduced.

14. Figure 3 below shows MyWay patronage over the past 13 months.

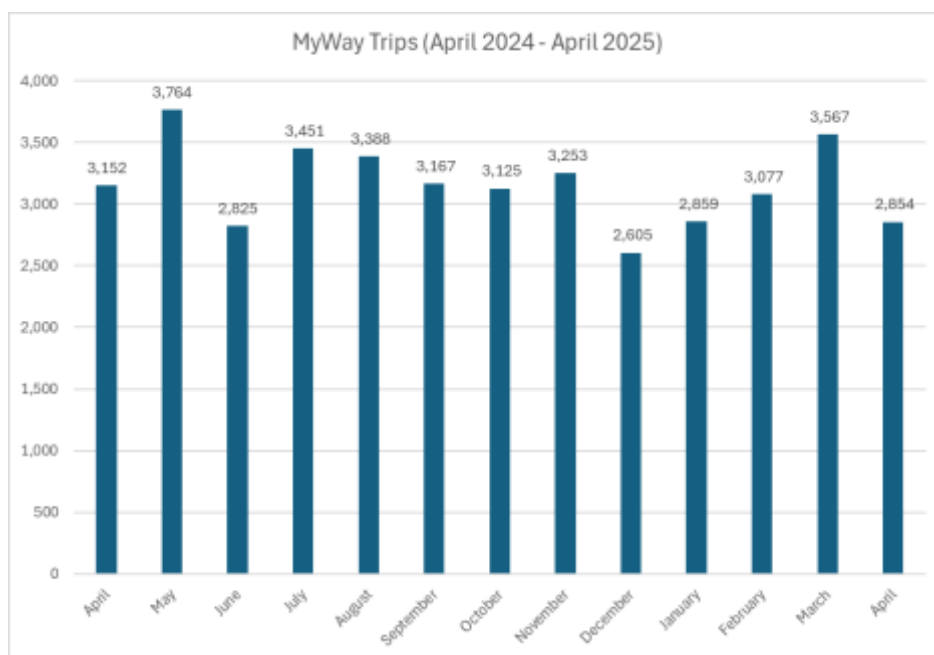


Figure 3 MyWay passenger stats (April 24 – April 25)

Total Mobility

15. Whitelisting of Total Mobility cards is being implemented, with a go-live date of 30 May, to enhance the detection of invalid cards in taxis. Previously, only some regions could block cancelled or suspended cards due to card and in-vehicle system limitations. The new system will enable backend checks, allowing all regions to identify and prevent the use of invalid cards, regardless of card type.
16. The significant increases in usage of the Total Mobility Scheme observed over the past 18-24 months may be levelling off, but any increases still put council's budgets for this area under pressure.
17. As part of the 2025 Regional Public Transport Plan (RPTP) review, we are proposing to create a more rigorous qualification of what council will subsidise and why. National policy directs there can be no limitations on eligible Total Mobility usage, but council can ensure strict adherence to how the providers of the service in this region are funded to provide the service.
18. The Draft RPTP will propose that fares across operators will be inside a range comparable with all other operators, and that subsidies paid are only for when the wheels of the operator are turning. No wait time is to be subsidised.
19. Figure 4 shows the trips over the past 13-months.

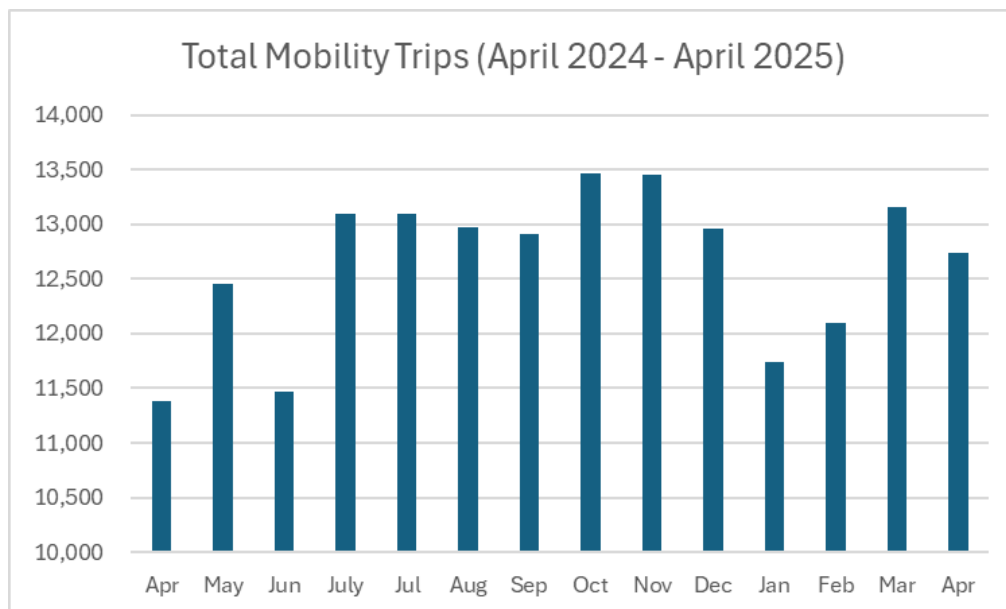


Figure 4 Total Mobility Trips (April 2024 – April 2025)

Decision-making considerations

20. Staff have assessed the requirements of the Local Government Act 2002 in relation to this item and have concluded that, as this report is for information only, the decision-making provisions do not apply.

Recommendation

That the Regional Transport Committee receives and notes the *Public Transport June 2025 update*.

Authored by:

Zavia Hands-Smith
Sustainable Transport Advisor

Bryce Cullen
Senior Advisor Transport Strategy & Policy

Russell Turnbull
Manager Transport

Approved by:

Katrina Brunton
Group Manager Policy & Regulation

Attachment/s

There are no attachments for this report.

Hawke's Bay Regional Council
Regional Transport Committee

6 June 2025

Item 8

Subject: RoadSafe Hawke's Bay June 2025 update

Reason for report

1. This item provides the Committee with an update on the business-as-usual activities of RoadSafe Hawke's Bay.

Strategic fit

2. RoadSafe Hawke's Bay provides education and interventions across the region linked to and informed by road-based transport risk factors. By doing this, RoadSafe Hawke's Bay helps to reduce the impact and severity of road trauma, creating safer communities.

Discussion

3. Activities RoadSafe has undertaken during the first half of 2025 include:

Qty	Activity	Comments
1	Child restraint clinic and education	1 free child restraint and education clinic delivered in Central Hawke's Bay
1	Business Road safety program	Napier City Council Onekawa Depot
2	Youth Programmes	2 intensive Rangatahi sessions delivered in partnership with Police over February to May
3	School education events	Havelock North High, Hastings Boys & Girls morning sessions and a Central Hawke's Bay lunchtime session.

RoadSafe activity descriptions

Napier City Onekawa Depot education sessions

4. Napier City Council invited RoadSafe Hawke's Bay to run an educational workshop and activities at it's Onekawa Depot with some of their front-line staff who are out and about on the roads frequently. The session consisted of a range of activities, such as the fatal vision goggles, to promote awareness of risk factors and deliver injury prevention measures. The session was well received with an appetite for further sessions in the future.



Figure 1 RoadSafe presentation



Figure 2 RoadSafe activities

Child restraint checking clinic

5. Child restraint clinics continue, with a notable one being at bright Futures Preschool in Central Hawkes Bay.



Figure 3 Car seat fitting clinic



Figure 4 Safety at the preschool gate

School education days

6. Four schools have had RoadSafe education activities at them this quarter.
 - 6.1. Havelock North High (full morning)
 - 6.2. Hastings Boys and Girls combined (full morning)
 - 6.3. Central Hawkes Bay College (lunchtime).
7. For the schools who receive the full morning programme, they start with a half our road safety presentation led by RoadSafe and NZ Police. They then break into groups to rotate amongst the various RoadSafe activities. Lunchtime events only do the RoadSafe activities.



Figure 5 Havelock North High presentation



Figure 6 Tyre Safety demonstration



Figure 7 Hastings Boys & Girls presentation



Figure 8 RoadSafe activity



Figure 9 CHB College lunchtime activities



Figure 10 CHB College lunchtime activities

Fatigue stops and police support

8. The Road Safe team continues to support Police with a range of check point operations.
9. We specifically work with Police on spotting operations, focusing on detecting mobile phone use, restraints, and impairment. The RoadSafe team assists Police by spotting certain risk factors, and Police carry out enforcement actions as needed.

Decision-making considerations

10. Staff have assessed the requirements of the Local Government Act 2002 in relation to this item and have concluded that, as this report is for information only, the decision making provisions do not apply.

Recommendation

That the Regional Transport Committee receives and notes the *RoadSafe Hawke's Bay June 2025 update* staff report.

Authored by:

Bryce Cullen
Senior Advisor Transport Strategy & Policy

Russell Turnbull
Manager Transport

Approved by:

Katrina Brunton
Group Manager Policy & Regulation

6 June 2025

Subject: Lower North Island Freight Strategy update

Reason for report

1. This item provides background on preliminary work being undertaken by regional councils across the Lower North Island, including Hawke's Bay, on the possibility of undertaking a Lower North Island Freight Strategy. It outlines key freight-related challenges, opportunities, and proposed directions for future regional transport planning. To date, conversations have taken place through the Transport Special Interest Group (TSIG).

Background

2. Freight is critical to New Zealand's economic productivity and connectivity, particularly in Hawke's Bay. However, regional transport planning has historically prioritised the movement of people, with freight needs often treated as secondary.
3. In the Upper North Island, a coordinated freight strategy has enabled strong investment into the 'Golden Triangle' (Auckland–Hamilton–Tauranga), focusing on intermodal freight, port rationalisation, and rail optimisation.
4. Meanwhile, the South Island Regional Transport Committee Chairs have commissioned a whole-of-South Island Freight Strategy to identify and prioritise strategic freight corridors.
5. By contrast, the Lower North Island currently lacks a cohesive strategy, placing it at risk of missing future infrastructure investment. This is particularly concerning given the region handles around 28% of New Zealand's sea export freight by volume.
6. The Hawke's Bay Freight Distribution Strategy sets out some indicative long-term projects to support the freight network in Hawke's Bay. However, by its pure nature it takes a Hawke's Bay centric approach, potentially missing integration and optimisation opportunities across the wider freight system.

Discussion

Key findings to date

7. Outdated data – Planning is constrained by a lack of current, integrated freight data. The last national study was in 2017-18.
8. System inefficiency – Infrastructure investment has not consistently led to improved performance or cost-effectiveness, particularly in rail.
9. Network vulnerability – Key corridors (e.g. SH2/SH5 in Hawke's Bay) are vulnerable to natural hazards, lack resilient alternatives, and may be nearing the limit of their durability.
10. Environmental and social impacts – Freight transport is a major contributor to emissions, noise, safety risks, and road wear.
11. Policy fragmentation – Without a pan-regional approach, Lower North Island councils are missing the ability to coordinate infrastructure decisions and present a united investment case.
12. Labour and technology gaps – The freight workforce is aging, and technological adoption remains limited and fragmented.

Opportunities for Hawke's Bay

13. Pan-regional coordination – Working with neighbouring regions (Horizons, Taranaki, Gisborne, and Greater Wellington) strengthens investment cases and helps advocate for central government support. Further, it enhances integrated and pragmatic decision making and investment.
14. Mode shift enablement – Support rail (e.g., Napier–Palmerston North line), coastal shipping, and intermodal hubs to reduce pressure on roads.
15. Data advocacy – Promote a new national and Lower North Island freight demand study and better access to anonymised freight operator data.
16. Strategic RLTP alignment – Ensure freight access, resilience, system efficiency, and emissions reduction are embedded in the RLTP update in 2027.
17. Investment case building – Highlight Lower North Island's freight significance nationally—particularly Palmerston North's distribution hub role within the lower north island—and the need for strategic investment in the lower north island freight system.
18. Broader East Coast opportunities – SH2 north is a key link for both Wairoa and Tairāwhiti. Conversations are ongoing among stakeholders around what resilient and reliable connections across the East coast would look like, and importantly, the economic opportunities it would enable. This strategy would provide a logical home for this wider conversation, with policy and investment decisions ultimately enhancing the East Coast.

Next steps

19. The lower North Island planning group made up of transport planning technical advisors is working on the following actions:
 - 19.1. Include freight as a strategic priority in the development of 2027 RLTPs, with a coordinated advocacy effort for freight network investment.
 - 19.2. Work to develop a Pan-Regional Lower North Island Freight Strategy in partnership with regional councils and sector stakeholders.
 - 19.3. Seek endorsement from Regional Transport committees and councils' governance bodies across the five Lower North Island regions.
 - 19.4. Support a new national freight demand study to underpin future planning and investment prioritisation.
 - 19.5. Engage central government and NZTA on shared data, policy alignment, and funding opportunities.

Decision-making considerations

20. Staff have assessed the requirements of the Local Government Act 2002 in relation to this item and have concluded that, as this report is for information only, the decision making provisions do not apply.

Recommendation

That the Regional Transport Committee receives and notes the *Lower North Island Freight Strategy update*.

Authored by:

Russell Turnbull
Manager Transport

Approved by:

Katrina Brunton
Group Manager Policy & Regulation

Hawke's Bay Regional Council**Regional Transport Committee****6 June 2025****Subject: NZTA / Waka Kotahi Central Region Regional Relationships Director's June 2025 update****Reason for report**

1. This item introduces the Waka Kotahi/NZTA Central Region Regional Relationships Director's update and presentation.

Decision-making process

2. Staff have assessed the requirements of the Local Government Act 2002 in relation to this item and have concluded that, as this report is for information only, the decision-making provisions do not apply.

Recommendation

That the Regional Transport Committee receives and notes the *NZTA / Waka Kotahi Central Region Regional Relationships Director's June 2025 update*.



Authored by:

Leeanne Hooper
Team Leader Governance

Approved by:

Desiree Cull
Strategy & Governance Manager

Attachment/s

- | | | |
|--|------------------------------------|---|
| 1  | NZTA June 2025 detailed update | Under Separate Cover
available online only |
| 2  | NZTA June 2025 HB RTC presentation | Under Separate Cover
available online only |

Hawke's Bay Regional Council**Regional Transport Committee****6 June 2025****Subject: Transport Rebuild East Coast (TREC) June 2025 update****Reason for report**

1. This item introduces the Transport Rebuild East Coast (TREC) update.

Decision-making process

2. Staff have assessed the requirements of the Local Government Act 2002 in relation to this item and have concluded that, as this report is for information only, the decision-making provisions do not apply.

Recommendation

That the Regional Transport Committee receives and notes the *Transport Rebuild East Coast (TREC) June 2025 update*.


Authored by:

Leeanne Hooper
Team Leader Governance

Approved by:

Desiree Cull
Strategy & Governance Manager

Attachment/s

- 1  TREC June 2025 update Under Separate Cover
[available online only](#)