



The Chairman and Members

Total Mobility Management Subcommittee

NOTICE IS GIVEN that the next meeting of the **Total Mobility Management Subcommittee** will be held in **The Meeting Room, Environment Bay of Plenty, 6 Rata Street, Mount Maunganui** on:

EMBARGOED

Until 2 working days before meeting on:

Tuesday, 22 June 2010

commencing at 10.00 a.m.

Bill Bayfield
Chief Executive

15 June 2010

Working with our communities for a better environment



Total Mobility Management Subcommittee – Terms of Reference

Purpose

- To oversee the running of Council's Total Mobility Scheme.

Role

To operate, develop and review Council's Total Mobility Scheme.

Membership

Land Transport New Zealand (formerly Transfund New Zealand) competitive pricing procedure (CPP) requirement, requires the Committee to consist of suitable persons, appointed by the relevant regional council, to represent the three groups participating in the Total Mobility Scheme.

The groups to be represented are:

- The Council
- Transport operators
- People who use the scheme

and that:

- At least one representative of each of the three groups shall be present at any meeting.
- The Council shall select and appoint the members and chairperson of the Committee.

Delegated Authority

- (a) Authority to recommend to the Transport Committee, on issues relating to the operation of the Total Mobility Scheme.
- (b) Authority to prepare submissions on transport related matters, on behalf of the Transport Committee.

Public forum

Council's Standing Orders include the provision for a public forum to be held at the beginning of its meetings. The process that was agreed is as follows:

- 1 A period of up to 15 minutes shall be set aside near the beginning of the meeting to enable members of the public to make statements about any matter on the agenda of that meeting which is open to the public, but excluding any matter on which comment could prejudice any specified statutory process the council is required to follow.
- 2 The time allowed for each speaker will normally be up to 5 minutes but will be up to the discretion of the chair. A maximum of 3 public participants will be allowed per meeting.
- 3 No statements by public participants to the Council shall be allowed unless a written, electronic or oral application has been received by the Chief Executive (Governance Team) by 12.00 noon of the working day prior to the meeting and the Chair's approval has subsequently been obtained. The application shall include the following:
 - name of participant;
 - organisation represented (if any);
 - meeting at which they wish to participate; and matter on the agenda to be addressed.
- 4 Members of the meeting may put questions to any public participants, relevant to the matter being raised through the chair. Any questions must be asked and answered within the time period given to a public participant. The chair shall determine the number of questions.

Where a member of the public has specialist knowledge of a matter on the agenda the chair may invite public participants to engage in discussion of that matter at the time of consideration of the agenda item by the committee or subcommittee.

Committee Membership

Chairman:	K Summerhays
Deputy Chairman:	T Marr
Councillors:	M Whitaker
Ex Officio:	Chairman J Cronin
Appointed Members:	J Glyde (Stroke Foundation (Lakeland Region)), D Jager (Home Instead), J Moore (Alzheimers Society), V Semmens (Whakatane Dial A Cab 2006 Ltd), K Simpson (Rotorua Taxi Society)
Secretary:	M McLaren

Recommendations in reports are not to be construed as Council policy until adopted by Council.

Agenda

1 Apologies

2 General Business and Tabled Items

Items not on the agenda for the meeting require a resolution under section 46A of the Local Government Official Information and Meetings Act 1987 stating the reasons why the item was not on the agenda and why it cannot be delayed until a subsequent meeting.

3 Reports

3.1	Total Mobility Scheme Performance	11
3.2	Transport Needs of Disabled People Agency Survey	15
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4	Consideration of General Business	

Reports

File Reference: 2.00046
Significance of Decision: Receives Only - No Decisions



Report To: Total Mobility Management Subcommittee
Meeting Date: 22 June 2010
Report From: Garry Maloney, Transport Policy Manager

Total Mobility Scheme Performance

Executive Summary

The purpose of this report is to update the Committee on the achievements of the Total Mobility scheme for the six months ended 30 April 2010.

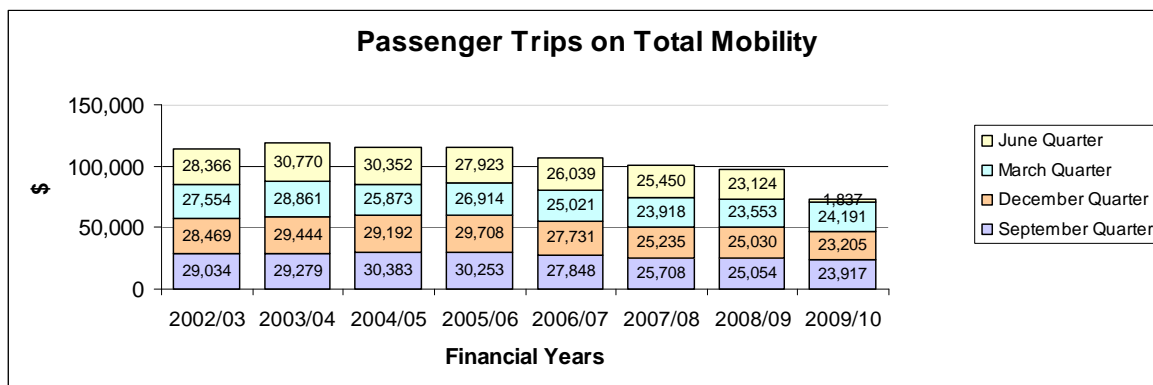
1 Recommendations

That the Total Mobility Management Subcommittee under its delegated authority:

- 1 Receives the report, Total Mobility Scheme Performance.

2 Patronage

For the first ten months of the 2009/2010 financial year the total number of trips taken using the scheme was 79,111. Compared to the same period in 2008/2009 the number of trips taken using the Total Mobility scheme has decreased by 2.5%



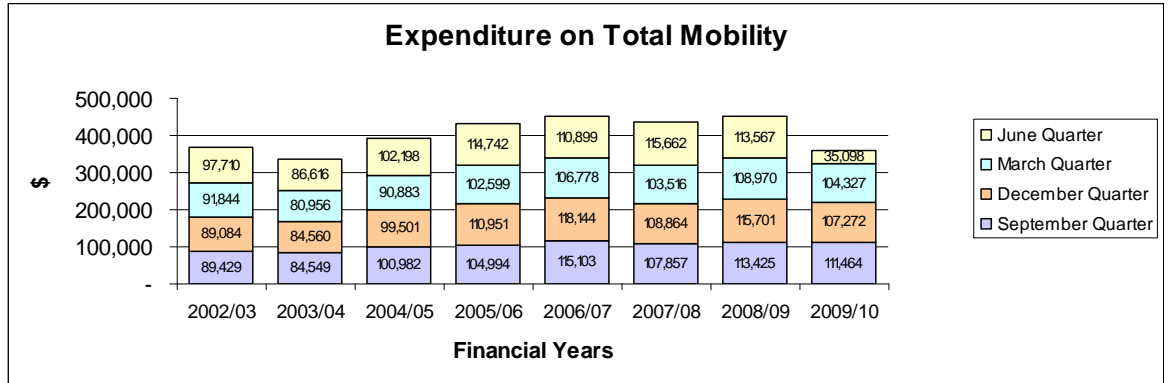
3 Expenditure

Total expenditure on the Total Mobility scheme (excluding hoist replacements and the \$10 hoist trip payment) for the first ten months of the 2009/2010 financial year was \$358,161 (excluding GST) and funded by:

- NZ Transport Agency share (\$179,080)
- Environment Bay of Plenty share (\$179,080)

The level of expenditure for the year to date is 5% less than same period in 2008/2009.

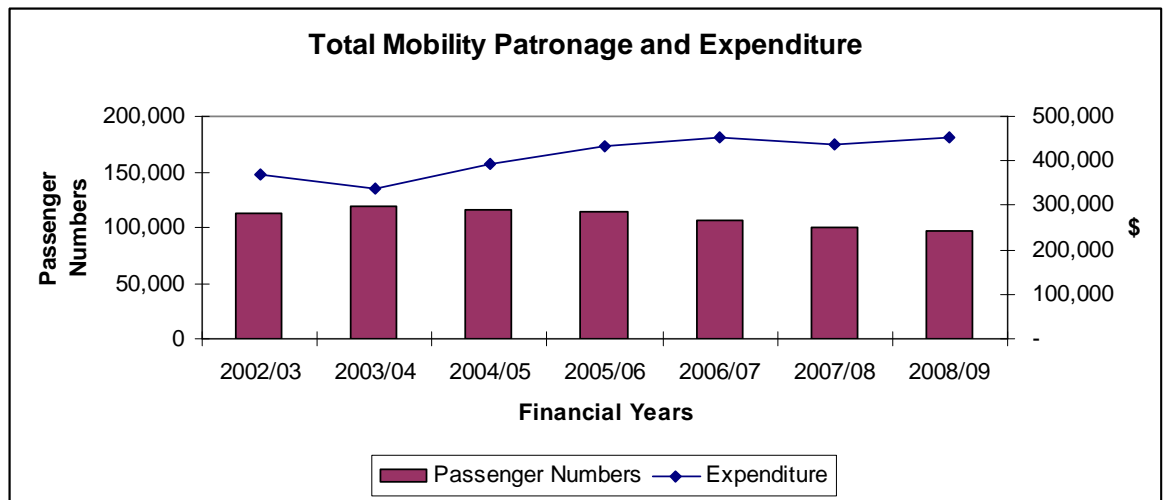
Dividing the total expenditure by the total number of trips equates to an average total subsidised cost per trip of \$4.52 compared to \$4.66 for the same period in 2008/2009.



The average total cost per trip of \$4.52 means that the:

- full fare for an average taxi trip for a Total Mobility scheme member during the last ten months was \$9.04;
- Council Total Mobility scheme subsidy of 50% reduced the cost to Total Mobility scheme members to \$4.52; and
- New Zealand Transport Agency reimbursement to Council reduced the cost to Council to \$2.26 per trip.

To enable the Committee to compare the patronage and expenditure trends during the last seven years I have combined both sets of data in the graph below.



4 Additional Payment to Hoist Operators

For the first ten months of 2009/2010 Council has paid \$109,000 (representing 1090 hoist trips) on behalf of the New Zealand Transport Agency to the Total Mobility scheme transport operators who provide travel in hoist equipped taxis.

As mentioned in previous reports, the total budget allocated from the New Zealand Transport Agency for the 12 months of the 2009/2010 financial year is \$150,000. For the current year I project that we will be under budget by the end of the year.

Currently the \$10 payments made to Total Mobility scheme transport operators include 12.5% GST. With the recent Government announcement of a GST increase to 15%, confirmation has been sought from the New Zealand Transport Agency about who is going to pay the extra 2.5% tax. We are still awaiting their response.

5 Hoist Replacements

In May Council provided financial assistance of \$17,500 to assist with the installation of a wheelchair hoist into a Total Mobility scheme van operated by Tauranga Mount Taxis. This represents an additional hoist vehicle (5 in total) for use by Total Mobility scheme members in Tauranga.

6 Annual Plan Submissions

Submissions to Environment Bay of Plenty's Annual Plan closed in April 2010. Some submitters commented on accessible transport in the region and requested changes or amendments to current services. Each received a response from Council as part of the Annual Plan process. To keep the Committee informed about the information provided to submitters, I have included some text typical of the type of response sent to people who took the time to send in a submission.

"All public transport requests will be considered by Council's Transport Committee within existing budgets. Some money may be available if costs are lower than budgeted, particularly in relation to contract prices. However, there will be no NZTA funding for any additional services, meaning Council will be fully funding extra services if the budgets allow.

Environment Bay of Plenty is currently reviewing the way in which it assesses request for new bus services and amended bus services. The assessment will likely consider the possible demand for the service, the status of the request and if the request consistent with the current Regional Public Transport Plan. The Plan is due to be reviewed by Council later in 2010 and as part of this process, representatives of the disability sector will be invited to participate in its development as stakeholders in the region."

7 Super Gold Card

Because a significant proportion of Total Mobility agency members are also Super Gold Card holders I wanted to make agencies aware of this reduced cost travel option available to people over 65 years of age.

In October 2008, the New Zealand Transport Agency introduced free off-peak bus transport for SuperGold Card holders with the following parameters.

- Free off-peak public transport travel between 9am and 3pm and after 6.30pm Monday to Friday and all day weekends and public holidays.
- Travel is free for all SuperGold Card holders on eligible urban services.
- The reimbursement rate for operators is 75% of the adult fare.

Now that the travel scheme has been operating for 18 months, the New Zealand Transport Agency is reviewing the operation of the scheme. The review was to:

- identify the economic and social benefits provided by the scheme;
- examine the national consistency of the scheme's application;

- propose refinements to the scheme to ensure it is sustainable through to 2012 because of the predicted growth in numbers of SuperGold Card holders; and
- identify what decisions on further funding for the scheme will need to be taken in the longer term.

The outcomes from the review are yet to be advised.

8 **Financial Implications**

Current Budget

The Total Mobility scheme is budgeted for in the current Budget. Based on the first ten months of the current financial year, it appears a number of the Total Mobility budgets will be under-expended by year's end.

Future Implications

This report does not have future implications for Council.

Ten Year / Annual Plan Implications

This report does not have Ten Year/Annual Plan implications for Council.

Mary McLaren
Total Mobility Coordinator

for Transport Policy Manager

3 June 2010

File Reference: 8.00055
Significance of Decision: Low



Report To: Total Mobility Management Subcommittee

Meeting Date: 22 June 2010

Report From: Garry Maloney, Transport Policy Manager

Transport Needs of Disabled People Agency Survey

Executive Summary

This report is a summary of a recent survey undertaken with the agencies representing disabled people into their transport needs. The survey specifically enquired as to whether their needs were being met by the current provision of buses, taxis, car share and volunteer drivers in both rural and urban areas.

1 Recommendations

That the Total Mobility Management Subcommittee under its delegated authority:

- 1 Receives the report, Transport Needs of Disabled People Agency Survey.
- 2 Confirms that the significance of the decision has been assessed as LOW, and under Section 79 of the Local Government Act 2002 (LGA) confirms that in light of the level of significance of the decision it does not require: (a) Further identification and assessment of different options under section 77 LGA; (b) Further investigation or consideration of community views under section 78 LGA; (c) Any further written record of the manner in which section 77 and section 78 matters have been addressed
- 3 Recommends to the Transport Committee that it addresses the issues raised by the survey in the development of the Regional Public Transport Plan.
- 4 Recommends to the Transport Committee that Council not undertake a wider survey into the transport needs of disabled people in the Bay of Plenty at this time.

2 Introduction

The Transport Committee meeting of 15 September 2009 received a request from the Total Mobility Management sub-committee to broaden the sub-committee's terms of reference. The Transport Committee resolved to:

"Request that the Total Mobility Management Subcommittee consider and recommend to the Transport Committee, a revised Subcommittee Terms of Reference addressing the additional areas that Subcommittee believes that it can add value to."

At the subsequent sub-committee meeting on 1 October 2009, it resolved to:

“Review its Terms of Reference and as part of the process to undertake Community consultation within the Disability sector providing information on the Total Mobility Scheme and requesting feedback on the Scheme and other transport and accessibility issues, before the Terms of Reference are reviewed.”

In accordance with that resolution, Council staff prepared a survey to ascertain the views of the agencies representing disabled people on whether their needs were being met by the current provision of buses, taxis, car share and volunteer drivers in both rural and urban areas. The results of that survey are summarised below.

Staff have also prepared a separate report with respect to the Sub-Committee Terms of Reference.

3 **The Survey**

The survey was sent to 45 agencies across the Bay of Plenty representing people with physical and mental impairments ranging from very slight to severe. All the agencies participate in the Total Mobility scheme. Fifteen survey forms were returned.

3.1 **Demographics**

Of the returned forms, five agencies represented the eastern Bay of Plenty, seven the Rotorua sub-region and three were region-wide. There were no responses from agencies specifically covering the western Bay of Plenty.

Over two-thirds of the agencies described their clients as predominantly urban dwellers (where 76% - 100% resided in were urban areas).

Twelve of the 15 responses stated that less than 25% of the clients were internet users or they didn't know what level of access their clients had to the internet.

3.2 **Access to transport**

The agencies were asked to rate their access to transport services such as bus, taxi, car share, volunteer driver, etc. Table 1 below displays the responses received:

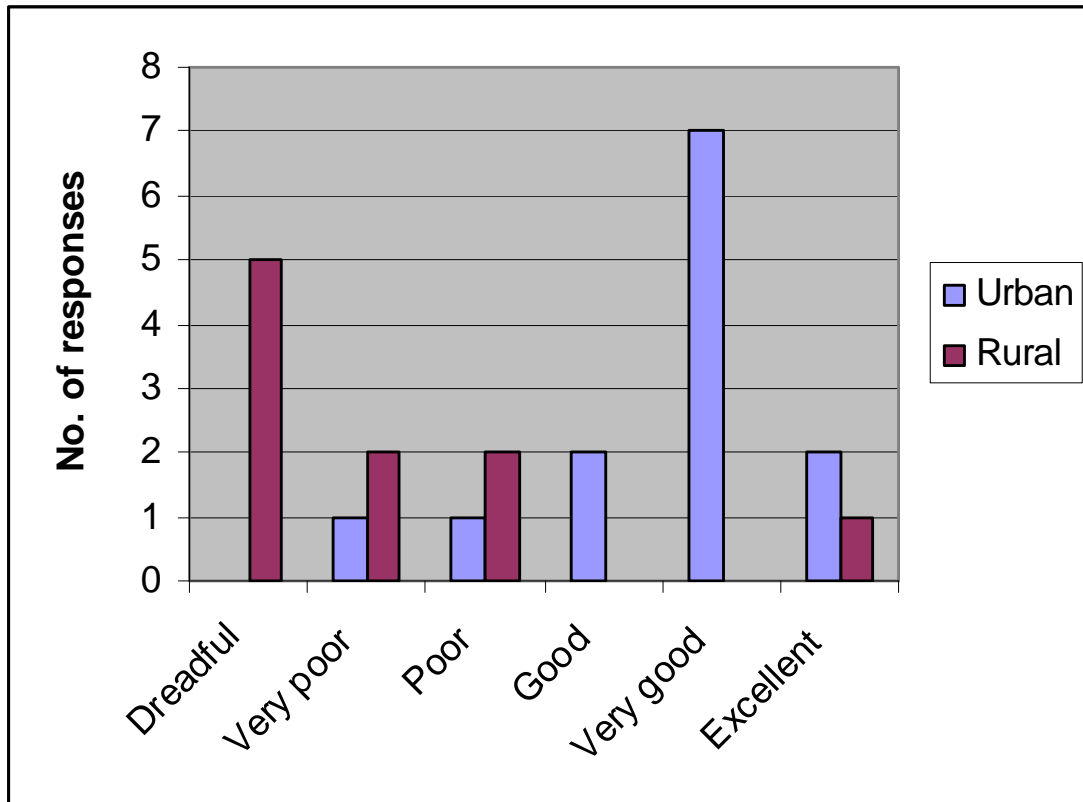


Table 1. How do you rate transport services in your area.

It can be seen from the table above that agencies perceive access to transport for their urban clients positively contrasting with the negative perception for rural clients.

The respondents were also asked to state reasons for their rating and state improvements that could be made. The following is a summary of responses:

- the agencies with urban dwellers were satisfied with the public transport and taxi provisions in place.
- In urban areas there should be more thought given to the placement of bus stops.
- In rural areas public transport was either low or non-existent and access to taxis was sometimes problematic.
- Buses on rural services were not accessible and not the same standard as buses in Tauranga and some buses in Rotorua.
- Taxi fares, even with total mobility discount, were prohibitive.
- Car share schemes require more co-ordination across the region.
- One agent declined to respond to this point as it was too difficult for their clients to access any transport without the assistance of a carer.

The survey then asked if their clients used a mix of transport services with eight of the agencies saying they did, four saying they didn't and the remaining three choosing not to respond.

The transport suppliers listed by the agencies included the Ministry of Education, Work & Income New Zealand, District Health Boards, St. John's and family and friends.

When asked if there were any impediments for their clients using those services, the responses fell into the following summarised areas:

- the cost to use buses and taxis;
- their clients own physical and/or mental impediments;
- buses and the routes to bus stops were not accessible; and
- bus times were rigid, awkward and sometimes unreliable.

3.3 Total Mobility

The agencies were asked how they rated the current Total Mobility Scheme with results displayed below in Table 2.

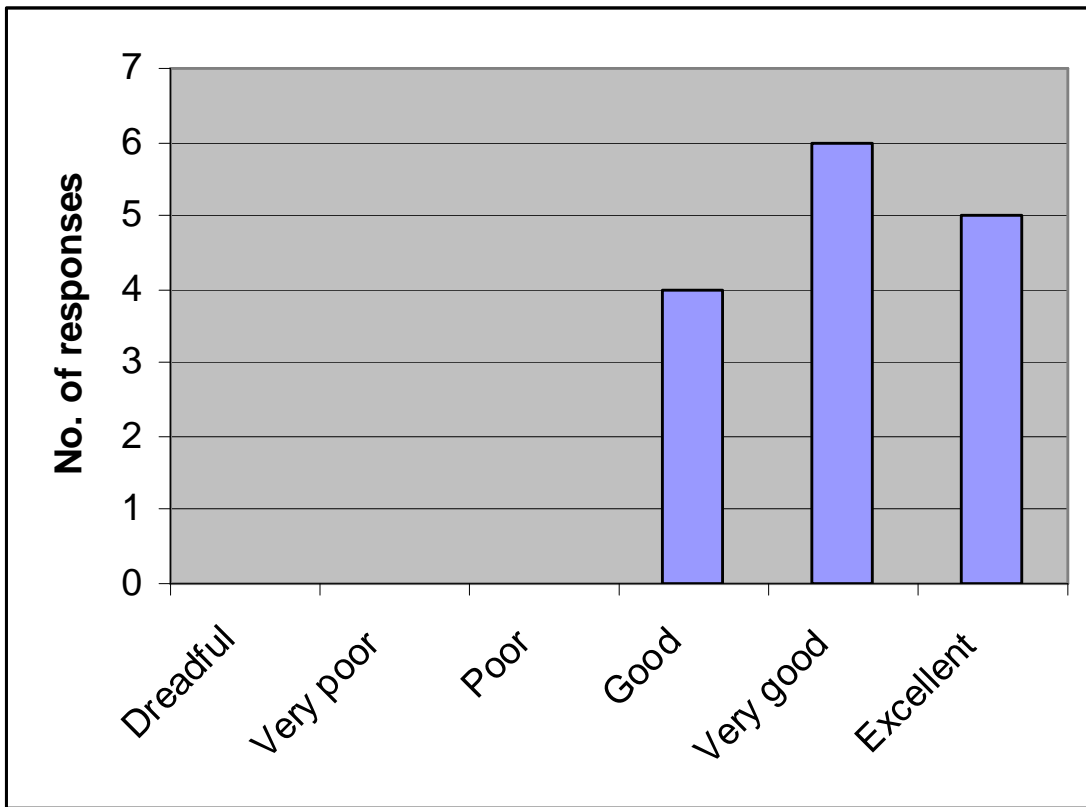


Table 2. How do you rate the Total Mobility scheme overall?

The overwhelming response for the scheme was positive with the agents remarking that the scheme is well administered and provides independence, freedom and choice for their clients. There was a concern raised that the scheme was not as affordable and accessible for outlying areas.

When asked if there were areas of the Total Mobility scheme that did not need improvement, none of the agencies provided a response.

When asked if there were any areas of the Total Mobility scheme that need improvement, the responses fell into the following areas:

- the cost of the scheme was prohibitive. It was suggested that Environment Bay of Plenty increase their subsidy provided.

- Access to taxis at peak times was difficult. It was suggested that some sort of priority scheme be explored.
- Taxis drivers would benefit from disability awareness training.
- It was suggested that the Total Mobility subsidy be extended to bus services.

3.4 Bus services

The agencies were asked how they rated bus services overall. The results are displayed in Table 3 below.

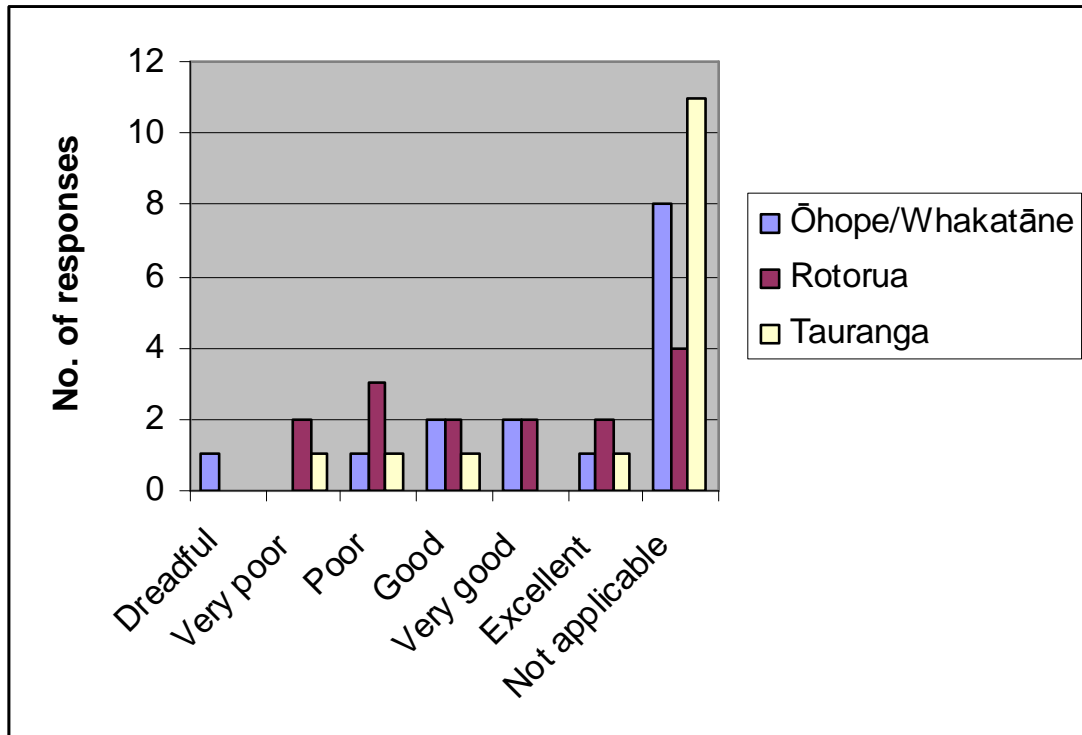


Table 3. How do you rate bus services overall?

The high response for 'not applicable' is likely to be the result of a low level of bus service for many of the responding agencies and a subsequent low bus usage by their clients.

The agents were also asked to state the reasons for their rating and state improvements that could be made. The following is a summary of those responses;

- bus services were very limited for outlying areas. Suggested new services include links to Te Puna, Poroporo, Tāneatua, Rūātoki and Coastlands.
- More accessible buses in Rotorua were required.
- More bus shelters and better placing of bus stops.
- There was a specific request for a suburb-to-suburb bus service in Rotorua possibly linking health centres.
- Disability awareness training for bus drivers was required across the Bay of Plenty.
- The bus network was too difficult to access without the assistance of a carer.

4 **The Issues and how Might we Respond?**

The responses received provide us with a good overview of the varying perceptions of transport for disabled people across the Bay of Plenty. In the following section of the report I outline the major issues that arose from the survey and some options that Council can implement to respond to those matters.

With respect to those issues, I think it fair to say that there were very few if any matters raised in addition to those that have arisen through other exercises and processes. As such, I do not believe there will be any benefit to the Council from undertaking a further public survey work of the transport needs of disabled people. Therefore, I recommend that Council not undertake a further survey in to this area at this time.

4.1 **Transport Provision is Better for those in Urban Areas than in Outlying or Rural Areas**

As noted earlier in the report, respondents indicated that public transport in rural areas was either low or non-existent and access to taxis was sometimes problematic.

The Council also received a number of suggested new bus services that would help to address the rural isolation issue. Requests for bus services and how Council assesses requests will be considered at the Transport Committee workshop in June and the Transport Committee meeting in August.

Requests for bus services and how Council assesses those will be considered at the Transport Committee workshop and meeting in June and August, respectively.

Another issue was that buses providing rural services were not accessible and not to the same standard as buses in Tauranga and some buses in Rotorua.

Again, those requests can also be considered at the Transport Committee workshop and meeting. In addition, the issue of accessible transport will be considered further as the Council reviews the Regional Public Transport Plan later in 2010. The Council will invite representatives of the disability sector to participate in the development of the plan.

4.2 **Total Mobility Issues**

The overwhelming response about the Total Mobility scheme is positive with the agents remarking that the scheme is well administered and provides independence, freedom and choice for their clients.

Issues raised included concerns at the cost of Total Mobility travel (that is, it's expensive) and lack of access to taxis at some times.

This issue of the cost of Total Mobility travel will be raised at the next Total Mobility Management Sub-Committee meeting with a view to developing some options as to how Council may be able to respond.

It is likely that this work will also be an input in to the development of the Regional Public Transport Plan.

With respect to the issue of a lack of access to taxis at some time, Council staff will undertake some further work to quantify the issue and report their findings back to the Sub-Committee.

4.3 Disability Awareness Training

For both bus and Total Mobility services respondents thought all suppliers of passenger transport services would benefit from disability awareness training. Council staff agree.

I am pleased to be able to say that to date the Regional Council has:

- provided ongoing support for taxi companies to ensure their drivers improve their awareness of how to provide appropriate transport for people with disabilities. Two of the largest taxi companies involved in providing transport for the Total Mobility scheme have ensured that most of their drivers have completed the two NZQA Unit Standards relating to disability awareness. Council acknowledges the importance of disability awareness training for transport operators and continues to ensure that this takes place on a regular basis.
- Liaised with GO Bus Transport Ltd and CCS Disability Action prior to the commencement of the Tauranga bus contract in June 2009 which resulted in all 65 drivers receiving disability awareness training. Staff will continue to work with the disability sector and bus operators in a bid to formalise this initiative.

4.4 Bus Services

Some of the other bus service issues not already raised in Section 4 of this report included the cost to use buses, rigid, awkward and sometimes unreliable timetables, lack of services and accessible buses and difficulties in being able to use bus services without the assistance of a carer.

The cost to use bus services has never featured strongly in any of our annual bus satisfaction surveys. These surveys question approximately 800 bus users and non-users in mostly urban areas on their experiences of using bus services and their reasons for not using the bus. Staff are awaiting the outcome of the latest annual survey and will update the Sub-Committee on any matters related to inability to pay.

Routes in rural areas tend to be designed around the maximisation of catchment and the efficiency of the route. In short, how many people can we get the bus to serve, without it taking too long to get to the destination? Reports of service unreliability make up a very small proportion of the feedback that Council receives on its bus services and all are investigated.

The request for a carer to receive a concessionary fare would be a variation on Council's concessionary fare scheme. As I indicate earlier, the Council is in the process of developing the next Regional Public Transport Plan. The Plan will address fares and most likely, Council will make changes to its current fare policies.

I therefore recommend that Council not offer an additional concessionary fare to the caregivers of disabled people at this time, pending the development of the plan.

4.5 Bus Service Infrastructure

In essence the feedback from the survey indicated that there needed to be greater thought given to the placement and configuration of bus stops and bus shelters.

Sub-committee members should note the responsibility and the part funding for bus stops and shelters rests with District Councils.

At the present time, Regional Council staff regularly liaises with the territorial authorities during the placement, removal or re-alignment of bus stops and shelters. Council staff will continue to work with territorial authority staff in a bid to formalise this procedure. .

5 Financial Implications

Current Budget

There are no current budget implications.

Future Implications

There are no future budget implications from receiving this report. However, the Sub-Committee should be aware that the matters related to increased rural bus services, a revised concessionary fare scheme and increased Total Mobility contribution may have potential future financial implications for Council. .

Ten Year / Annual Plan Implications

There are no Ten Year/Annual Plan budget implications from receiving this report. However, the matters related to increased rural bus services, a revised concessionary fare scheme and increased Total Mobility contribution may have potential future Ten Year/Annual Plan implications.

Emlyn Hatch

Senior Planner (Transport)

for Transport Policy Manager

5 May 2010

File Reference: 8.00055
8.00043
8.00037
Significance of Decision: Low



Report To: Total Mobility Management Subcommittee
Meeting Date: 22 June 2010
Report From: Garry Maloney, Transport Policy Manager

Terms of Reference of the Total Mobility Management Sub-Committee

Executive Summary

The Total Mobility Management Sub-Committee expressed a desire to review its Terms of Reference. The following report recommends some changes to those Terms.

1 Recommendations

That the Total Mobility Management Subcommittee under its delegated authority:

- 1 Receives the report, Terms of Reference of the Total Mobility Management Sub-Committee.**
- 2 Confirms that the significance of the decision has been assessed as LOW, and under Section 79 of the Local Government Act 2002 (LGA) confirms that in light of the level of significance of the decision it does not require: (a) Further identification and assessment of different options under section 77 LGA; (b) Further investigation or consideration of community views under section 78 LGA; (c) Any further written record of the manner in which section 77 and section 78 matters have been addressed.**
- 3 Agree the Sub-committee's Terms of Reference relating to its purpose and role and if that differs from current Terms of Reference recommends that change to the Transport Committee.**
- 4 Recommends to the Transport Committee that the Sub-committee's Terms of Reference relating to delegated authority be amended to:**
 - (b) Authority to prepare submissions on transport related matters, delegated to it by the Transport Committee, or Transport Committee Chairman.**

2 Introduction

The Transport Committee meeting of 15 September 2009 received a request from the Total Mobility Management sub-committee to broaden the sub-committee's terms of reference. The Transport Committee resolved to:

“Request that the Total Mobility Management Subcommittee consider and recommend to the Transport Committee, a revised Subcommittee Terms of Reference addressing the additional areas that Subcommittee believes that it can add value to.”

The following report implements the Transport Committee’s recommendation and makes a case for amending the Committee’s Terms of Reference. Members should note that the current Terms of Reference mean that should the Sub-committee form a view on this matter, the final decision whether or not to make a change rests with the Regional Council’s Transport Committee.

3 **Terms of Reference**

3.1 **Current Terms of Reference**

The current Terms of Reference for the Total Mobility Sub-Committee are as follows:

“Purpose

To oversee the running of Council’s Total Mobility Scheme.

Role

To operate, develop and review Council’s Total Mobility Scheme.

Membership

Land Transport New Zealand (formerly Transfund New Zealand) competitive pricing procedure (CPP) requirement, requires the Committee to consist of suitable persons, appointed by the relevant regional council, to represent the three groups participating in the Total Mobility Scheme.

The groups to be represented are:

- *The Council*
- *Transport operators*
- *People who use the scheme*

and that:

- *At least one representative of each of the three groups shall be present at any meeting.*
- *The Council shall select and appoint the members and chairperson of the Committee.*

Delegated Authority

- (a) *Authority to recommend to the Transport Committee, on issues relating to the operation of the Total Mobility Scheme.*
- (b) *Authority to prepare submissions on transport related matters, on behalf of the Transport Committee.”*

3.2 **Future Terms of Reference**

Before making a recommendation to the Transport Committee on the Sub-committees Terms of Reference, members should bear in mind that this Committee only has one more meeting before the October local body elections.

As such, staff envisage that any changes that the Sub-committee may recommend to its Terms of Reference would not take effect until the new triennium (assuming the Transport Committee agrees with the Sub-committee's recommendation and that Council decides to continue with the Sub-committee).

3.2.1 What is the Purpose and Role of the Sub-committee?

Staff are of the view that the primary purpose and role of the Sub-committee is to oversee the running of Council's Total Mobility Scheme.

With respect to other roles that the Sub-committee could perform, staff are aware that a number of different forum currently exist within the community to discuss transport and accessibility issues relating to the disabled community.

As such, staff are seeking the guidance of members as to what roles they believe the Sub-committee could undertake, that would add further value to improving disabled people's access to transport.

3.2.2 Delegated Authority

In my view the Sub-committee's current delegated authority (to "*prepare submissions on transport related matters, on behalf of the Transport Committee*") enables the Sub-Committee to submit on transport-related matters outside just the Total Mobility scheme.

However, the current delegation is unclear as to when it can be exercised by the Sub-committee (that is, does the authority apply all the time, or only where the Transport Committee specifically directs the Sub-committee to submit on a matter on its behalf).

I therefore recommend that the delegation be reworded to:

- (b) Authority to prepare submissions on transport related matters, delegated to it by the Transport Committee, or Transport Committee Chairman.

4 Financial Implications

Current Budget

There are no current budget implications.

Future Implications

There are no future budget implications.

Ten Year / Annual Plan Implications

There are no Ten Year/Annual Plan implications.

Emlyn Hatch
Senior Planner (Transport)

for Transport Policy Manager

14 June 2010

