



A Policy and Funding Framework for Community Transport

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What is Community Transport?

Purpose

(locally identified unmet need)

Customer

(little or no mobility choice)

Staff

(volunteer and occasionally paid)

Vehicle

(van or car, often adapted)

Service Model

(shared on-demand or fixed route)

“Community Transport describes volunteer-based transport services, operated by local people to meet local needs for transport.” (Waikato Community Transport Symposium, 2019)

Best Practice

The screenshot shows the 'Community Transport' website. At the top, there are navigation links: 'For transport users', 'For transport providers', and 'About us'. The main heading is 'For transport users'. Below this, there is a green button labeled 'SUBMIT YOUR SERVICE'. A table lists various transport services with columns for 'Title to:', 'Show All Categories', and 'Order by: List'. The table contains the following entries:

Title to:	Show All Categories	Order by: List
Hamilton city	Ruapehu	Waikato
Orohanga	South Waikato	Waipa
Matamata-Piako	Hauraki	Thames-Coromandel
Waikato district		

The screenshot shows the 'Setting up a vehicle trust' page. The page title is 'Setting up a vehicle trust'. The content includes:

- Community Vehicle Trusts** operate throughout Canterbury, providing transport in areas outside of the urban public transport network and helping communities to thrive. Environment Canterbury supports these trusts with funding grants and guidance from key staff.
- If you believe your community could benefit from a Community Vehicle Trust, discussing your community's transport needs and getting advice on processes will help you determine whether this is something you wish to pursue and are eligible for.
- Speaking to [Environment Canterbury's Community Transport Advisor](#) is a good place to start.
- The following steps outline the process for setting up a Community Vehicle Trust**
- Organise a meeting with Environment Canterbury**
 - Set up a meeting with Environment Canterbury's Community Transport Advisor, potential committee members and your community, to talk through the step by step process. This meeting will provide the opportunity for people to ask questions and establish the next course of actions.
- Recruit steering committee**
 - Decide on the geographical boundary of your operation
 - Decide who will be the trustees or board members and how the trust or society will operate (i.e. Treasurer, Chair, Vice Chair, Fundraiser, Secretary)
 - Draft a trust deed or constitution that includes your aims, powers and rules
 - Define your volunteer driver recruitment procedure
 - Write a Community Vehicle Trust business plan.
- Form a charitable trust**
 - The organisation must be an incorporated charitable trust
 - The trust is incorporated with the Companies Office
 - The trust is registered with Charities Services
 - Get an IRD number and register for GST if (optional)
 - Open a bank account in the vehicle trust's name.
- Administrative requirements**
 - Drivers are volunteers and are not paid for driving
 - Fares paid by the passenger can cover only the running cost of the vehicle
 - The vehicle can carry a maximum of 12 people including the driver.
- Environment Canterbury compliance**
 - Sign Memorandum of Understanding between Environment Canterbury and the Community Vehicle Trust
 - Medical check for drivers
 - Police check for drivers
 - Submit copies of annual accounts to Environment Canterbury and Charities Services.
- The Community Transport Advisor can help you work through this process.

At the bottom of the page, there is a button that says 'Get in touch with us today'.

Best Practice

SUPPORTING EASTERN BAY COMMUNITIES

Waka Eastern Bay – Community Transport

Making transport accessible to connect communities
He Tūnga Waka – He Hononga Tangata



WAKA EASTERN BAY
COMMUNITY TRANSPORT

PASSENGER REGISTRATION FORM PASSENGER FEEDBACK FORM OTHER PROVIDERS

WHO ARE WE? WHAT WE DO OUR PEOPLE SUPPORTERS GET IN TOUCH

OUR VISION

To help connect Eastern Bay communities and ensure they are inclusive, safe and thriving.

OUR PURPOSE

To support solutions ensuring equitable and accessible travel options suitable for Eastern Bay community

COMMUNITY TRANSPORT SERVICE

Need a return ride into Ashburton?

Mid Canterbury Connector

Drop-off Points in Town:
Ashburton Hospital, Ashburton District Council Offices/Ashburton Library, EA Networks Centre and WNZ Community House

On-Demand Service
Monday to Friday only, 9:00am – 4:30pm

Please Note:

- Please pay the driver in cash.
- Please try to have the correct amount.
- Children 0-6 years are free (own car seat required).
- Children must be 14 years or older to travel unaccompanied.

FARES - Return Trip

ROUTE	ADULT (16+ years)	CHILD (6-17 years)
Palmer to Ashburton	\$15	\$5
Waters to Ashburton	\$10	\$5
Cherry to Ashburton	\$10	\$5
Fabers' Lakeside Motel to Ashburton	\$10	\$5
Hicks to Ashburton	\$10	\$5
Rakoe to Hirst	\$20	\$10
Mt Somers to Ashburton	\$20	\$10
Maryfield to Ashburton	\$15	\$5
Mather to Ashburton	\$15	\$5

Other routes within the district available - Please enquire.

How do I book?

PHONE 03 928 8164

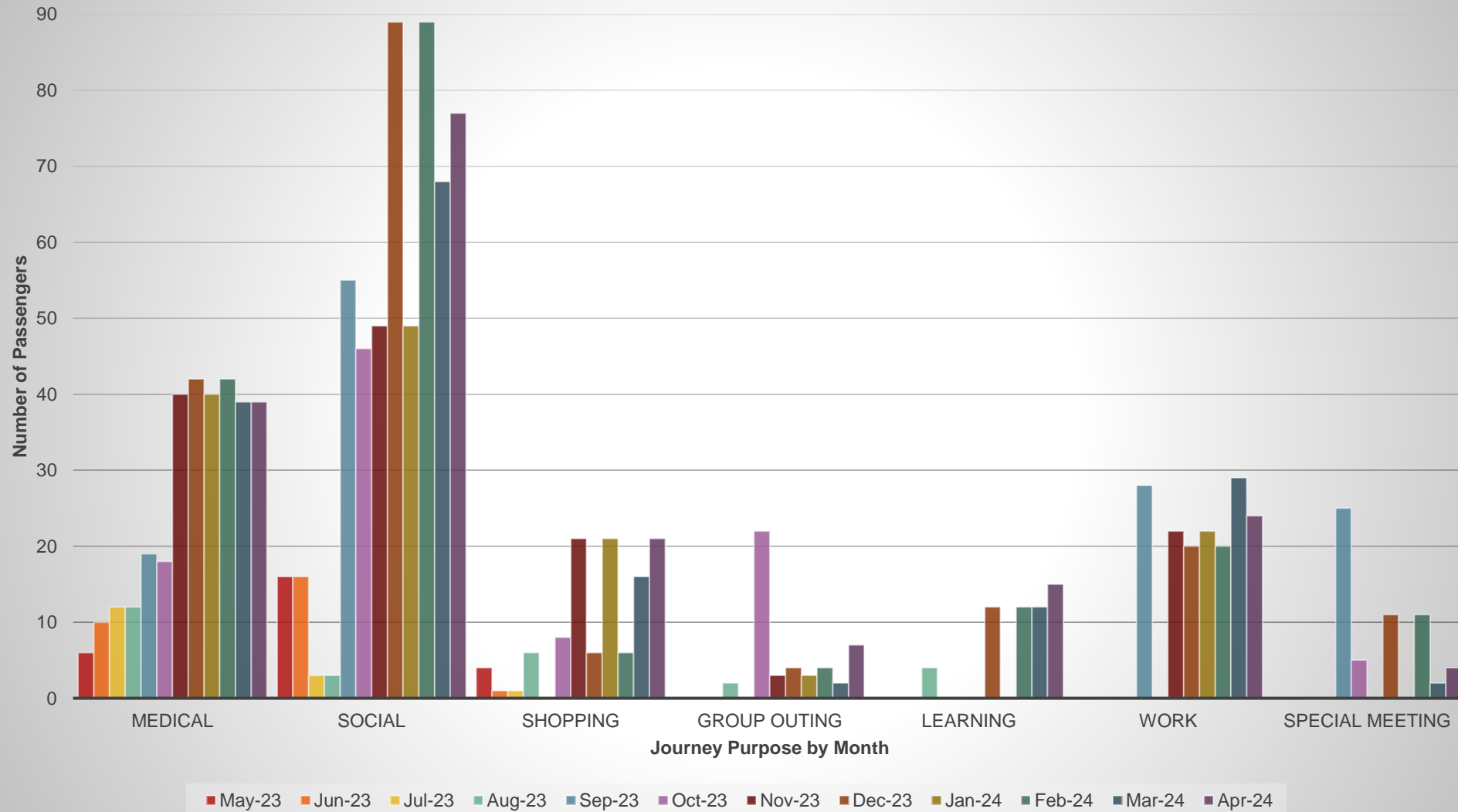
To book, please let us know by 2:00pm **TWO DAYS** before your intended trip.

Social Benefits

NZTA Innovation
Fund Evaluation
Report



WAKA EASTERN BAY
COMMUNITY TRANSPORT

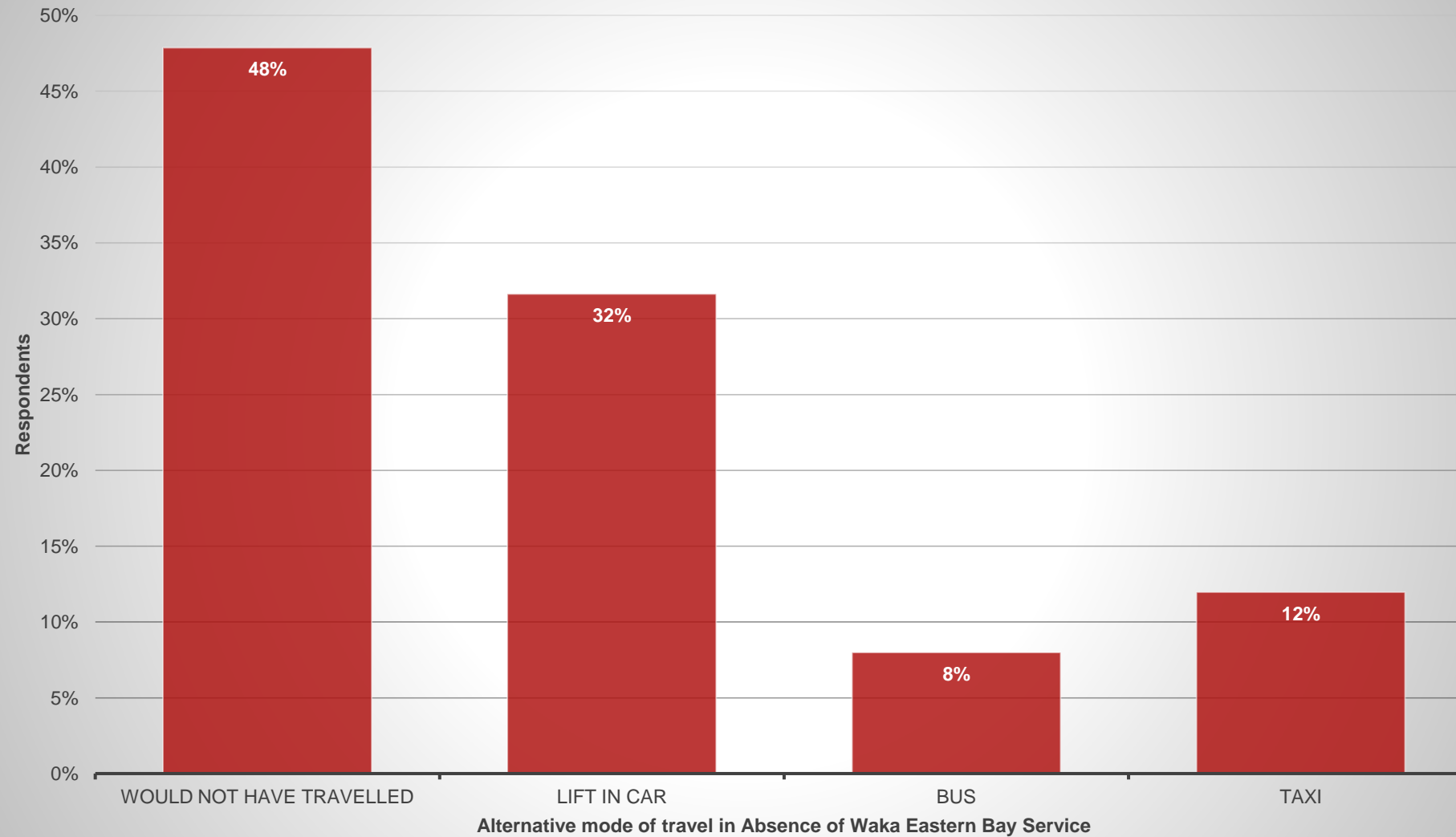


Social Benefits

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COMMUNITY TRANSPORT



Economic Benefits



75 paid staff members generate earnings of £1.467m per annum, contributing £2.8m Gross Value Added (GVA)



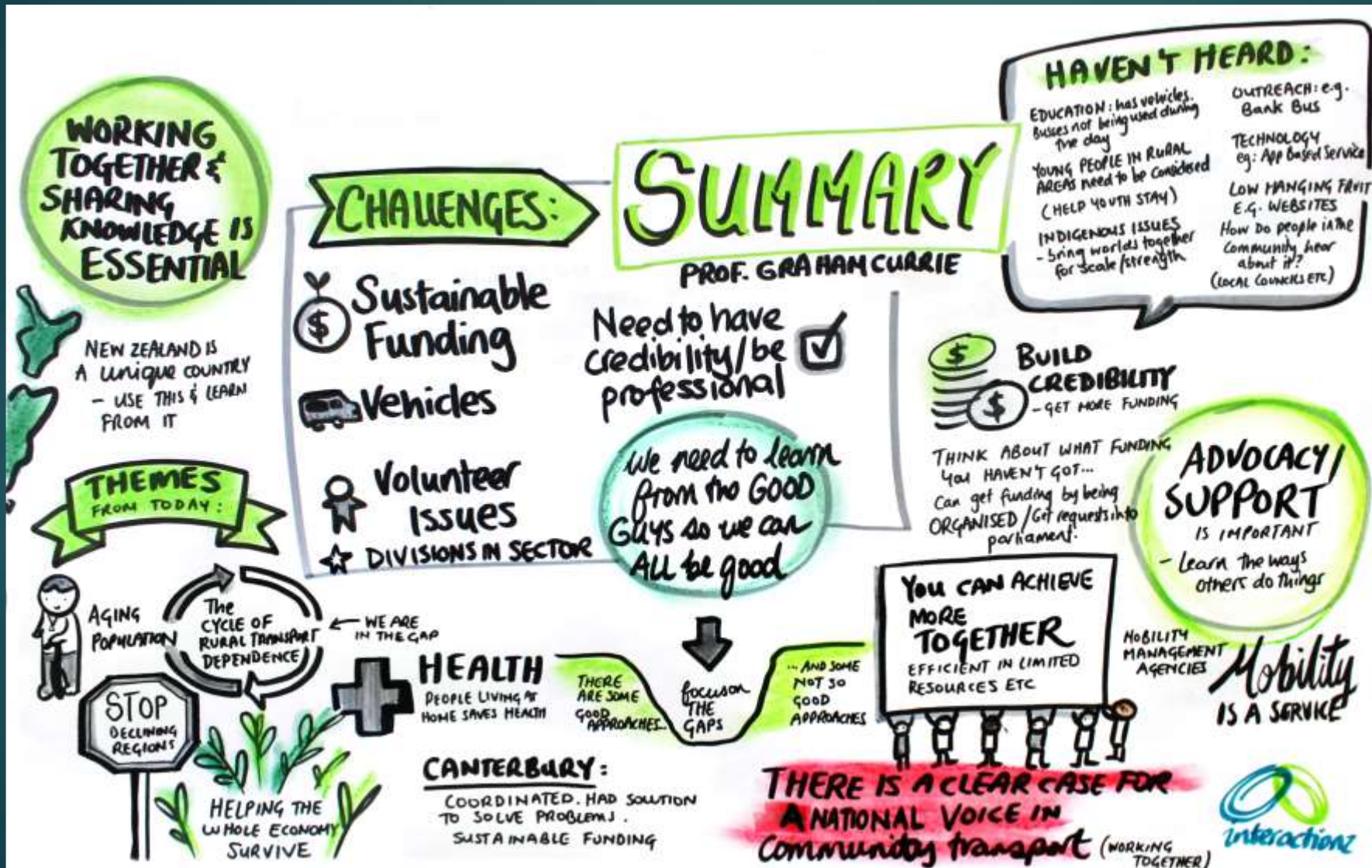
For every pound invested in community transport by the local council, almost £9 was spent in the local economy



Alleviating loneliness and social isolation, thereby mitigating related costs to the National Health Service, could save between £0.4bn and £1.1bn a year

Challenges

Waikato Community Transport Symposium, 2019



Policy Framework

Accessibility Charter

(commit to better)

RPTP

(include Community
Transport, but don't
take over)

Stakeholders

(engage &
understand what
people need, and
what they don't have)

Integrate

(spatial planning,
health, education &
Te Tiriti o Waitangi)

Priorities

(identify options,
assess, support, fund
& publicise)

Funding Framework



Fixed Route Bus



On-demand Bus



Total Mobility



Community Transport



Further Information

- My conference paper (really interesting!)
- Waikato: [Waikato Community Transport Forum](#)
- Canterbury: [Canterbury Community Vehicle Trust](#)
- Greater Wellington: [Accessibility Charter and Action Plan](#)
- NZTA: [Research Report 721: The Characteristics of Subsidised Mobility Services](#)
- UK: [Community Transport Association UK](#)
- Whakatāne: [Waka Eastern Bay](#)
- Totnes: [Bob the Bus](#)



Want to korero?

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Thanks to my clients:

Greater Wellington Regional Council
Waka Eastern Bay
Otago Regional Council
Waikato Regional Council
Gisborne District Council
Taranaki Regional Council
Bay of Plenty Regional Council
Hawke's Bay Regional Council

And also, a big shout out to:

Environment Canterbury
Canterbury Community Transport operators
Australia Community Transport Association
Waka Kotahi NZTA Innovation Fund
Dr Bridget Doran



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