

WORKSHOP CAPTURE



LOWER HUTT

**COMMUNITY
CLIMATE CHANGE
RESPONSE**

MINI CO-LAB

PUBLIC TRANSPORT ON DEMAND TRIAL

WEDNESDAY 17TH NOVEMBER

1.30PM - 4.00PM

LEAD: Jon Kingsbury, Hutt City Council



CO-LAB MATERIAL

Documents, Zoom recording and workshop material are available in this folder

link: <https://drive.google.com/drive/folders/1JN8bxzm9yoPe5TW-T4yvbIZvOeTdh257>

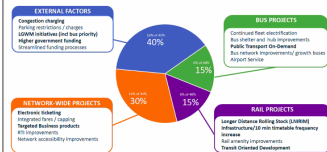


Access to all workshop/co-lab Miro boards can be accessed on the follow link **until 30 March 2022**

MIRO BOARD LINK: https://miro.com/app/board/o9I_ljkGuU=?invite_link_id=787951954537

1

PROJECT CONTRIBUTIONS TO 40% MODE SHIFT



2

WHAT IS ON DEMAND?

metlink

On demand Public Transport (ODPT) - A service that is demand driven providing flexibility for route coverage and scheduling. It uses smaller transport options to provide generally shorter journeys linking core hubs and supports first/last mile of journeys for people connecting to and from Hubs (e.g. train stations)

VEHICLE	Uses smaller, more efficient vehicles to service either lower patronage areas or urban areas which conventionally used buses struggle to access
TECHNOLOGY	Uses technology platforms (similar to URBIS) to make bookings, takes payments and schedule pickup and drop-offs. The app also optimises and directs the driver on best route of travel.
INFRASTRUCTURE	Will have dedicated pick-up and drop off locations and train stations. Rely on limited existing PT infrastructure due to non permanent pick up / drop off points.



QUESTIONS / OBSERVATIONS

- A common finding in the literature modelling ODPT is that the efficiency increases exponentially and the travel time logarithmically (Archetti, Speranza, and Weyland 2015:12), meaning only with high demand does it become the best option. Given the rollout is happening in black spot suburbs where not as many people live and for short distances, what does that trade-off mean?
- Appreciate inclusion and accessibility focus that PTOD could provide
- Aim is not to compete with modes
- Prioritisation framework - active modes over PTOD/public
- General practices could be a good place to profile this as a pilot for different GPs to trial
- Existing relationships with disability advocacy networks through covid that could be used
- The App designers for Hitch carpooling app have updated it to include functionality for recurring bookings as they were told by the pilot group that this made it much easier.
- Booking system will operate like an Uber but focus will be on service quality and convenience
- Need to find areas of the city where you have high numbers of demographics that need it e.g. school kids and elderly- not most financially effective but is more equitable
- Bad weather has a significant impact which is difficult to change from a behavioural perspective
- What about autonomous transport systems like self-driving cars?



CHALLENGE STATEMENT

How might we design, promote and measure a **Public Transport on Demand Trial** for specific Lower Hutt areas, making it easier for people to use public transport to get to work and thereby lessen their reliance on personal cars.

WHAT WE HEARD

CONVENIENCE + ACCESSIBILITY

- There are not enough public transport routes within LH and they are not run frequently or reliably enough to suit different types of demand. As a result people use their cars more. Private vehicle use is the only viable option for some people (eg. who live far from where they work, are unable to work from home, work out of standard hours and have limited public transport options), resulting in higher levels of driving due to lack of alternatives.

INTEGRATION

- There is a lack of integration between different types of public transport (eg. no integrated ticketing on buses and trains) and also between different transport modes (eg. ability to put bikes on buses), contributing to fewer people using multiple types of transport.

DESIRE FOR CHANGE

WESTERN HILLS (KOROKORO AND KELSON)

- Better and cheaper evening/weekend public transport
- Use little buses in Korokoro (shuttles)
- Increase transport connectivity between Kelson and Wellington City as this would incentivise modal shift
- It's currently difficult to live in the Hutt without a car.

STOKES VALLEY

- We need reliable and accessible public transport in order to encourage a modal shift

WAINUIOMATA

- Private transport reduction would have the most significant and immediate effect. We need to minimise car use. Public transport needs to be more reliable.

COMMUNITY CLIMATE CHANGE RESPONSE

EXERCISE ONE

FUTURE STATE - TRIAL SERVICE

[illegible]

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EXERCISE ONE

FUTURE STATE (TRIAL SERVICE)

LET'S CHAT - WHAT IS MISSING? WHAT WOULD YOU ADD?

PROPOSED

REDUCING CAR USE...

People who previously used cars to get to work or get into town because public transport was inconvenient, now use public transport on demand.

BY MAKING PT EASIER, MORE EFFICIENT...

The service is designed to match the traffic rhythms of the community and uses the existing bus stop infrastructure as pick up and drop off points. A simple phone App allows users to request transport and track arrival times and locations in a similar way to Uber.

AFFORDABLE AND CONNECTED.

The cost of the service is in line with bus fares and concessions. The service is supplementary to the existing public transport offer and allows people to connect to other public transport services easily.

DESIGNED FOR ALL

- Whānau friendly - easy to get prams on
- Focus on inclusion and accessibility (physical/sensory or age and driving ability)
- Happy to see accessibility is top of mind, could be a major boon to the disabled community. However many are lower-income; need to keep ticket costs in mind
- Accessible service for those who may not have the tech, i.e. someone who doesn't have a computer, smartphone/use apps.
- Would it be able to have seating suitable for babies?
- Could you request a pick up from a 'virtual bus stop' i.e your house as you mentioned if you had small children and were travelling as a single parent/caregiver?
- Easy for cyclists

SERVICE REQUIREMENTS

- Seamless and easy journey's and journey choice
- Can the system set up new "stops" if needed in some communities?
- frequency, comfort, reliability
- Covers people travelling in the early mornings and late evenings (shift workers)
- Good surge capacity so someone who didn't have a car and usually biked could rely on it being available in poor weather to take PT on demand instead for that day.
- PT on demand should be included in monthly passes, for those that have them
- Ability to order without needing the App (for those who are digitally challenged) - a phone call option?
- Integrates and complements well with the 'normal' service, rather than competes with it.
- PT on demand v smaller shuttles. At peak times it may be viable to have regular small shuttle services to train stations and the CBD (e.g. half hourly at peak times) and on demand at other times.
- Is the scheme circumscribed by timing? Does it operate late? What happens if multiple users require the service for different destinations at different times?
- Service level within 10min
- Safe
- Focus on service quality.
- How this strengthen our community connections

LOCATION SPECIFIC

- Days Bay has limited parking so ODPT would serve well
- Eastbourne has a corridor (simple route) and even a circulating bus would give about 10-15 minutes latency because of the distance.
- Eastbourne has a case for this - we have ferries running from Days Bay (and the new electric one starting soon) however those who live more than a few minutes walk away generally drive to the ferry as PT is unreliable (and reducing). Also those who live north of Days Bay don't see merit in travelling south and tend to drive to city.

EXERCISE ONE

FUTURE STATE (TRIAL SERVICE)

LET'S CHAT - WHAT IS MISSING? WHAT WOULD YOU ADD?

QUESTIONS / OBSERVATIONS

- Short hop PT would lend itself to electric as opportunity to recharge would be often
- Single trip request or could you schedule a weeks worth of trips?
- Would there be surge in poor weather/winter?
- Do the vehicles have bike racks?
- Just a small clarification - Outside train stations - on demand won't need bus stops - stop location will be fully flexible with the ability to readily create 'virtual' stops outside homes for those with accessibility challenges etc
- Partnerships are critical to making a future work.
- This needs to be part of an integrated strategy
- Profile in general practices - encourage patients to trial
- Covid - lessons when reaching into disability groups
- Finding the REASON people travel is key
- ODPT autonomous bus would also be a viable option for Eastern Bays because of the simplicity of route
- Bad weather/ time of day sees a surge in demand
- Health and wellbeing outcomes will be the result
- This will shift the dial on designing products for businesses/employees as benefits
- ERP acknowledges more PT and potentially cheaper PT is required. Both require \$, however and the National Land Transport Fund is limited (and currently grossly oversubscribed)
- To follow up on the low-demand/low-efficiency: the point is that with a partial-privatised model (socialised risk with public money bearing it and privatised profit going to companies running it), ODPT could lead to a situation where the private company either asks for subsidisation or the ticket costs are high for the low-income people who need it most. It's a service most important for marginalised people. There is a tension and a contradiction in that model, as opposed to municipalisation/ nationalisation from public works building the infrastructure down through to employing the drivers. The trade-offs only exist in the status quo model



LOWER HUTT
**COMMUNITY
CLIMATE CHANGE
RESPONSE**

MINI CO-LAB: PUBLIC TRANSPORT ON DEMAND TRIAL

EXERCISE TWO

WHAT DO WE THINK?
**UNDERSTANDING ASSUMPTIONS,
INFORMATION AND COLLECTIVE ACTION**

LOWER HUTT COMMUNITY CLIMATE CHANGE RESPONSE

MINI CO-LAB: Public Transport on Demand

EXERCISE TWO

UNDERSTANDING ASSUMPTIONS, INFORMATION AND COLLECTIVE ACTION

REMEMBER: BRILL, THE COMMUNITY GROUPS

1. IT WILL TAKE ME ABOUT 2 HOURS TO GO

2. IT WILL BE DIFFICULT TO GET TO THE STATION

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WORKSHOP DIGITAL WHITEBOARDS

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DESIRABLE: THE COMMUNITY WANT IT

WHAT ARE WE ASSUMING?

WHAT INFORMATION DO WE NEED?

1 IT WILL TAKE ME WHERE I WANT TO GO

◆ More info needed

- Pick up / drop off will be within walking distance from home
- It connects to other transport
- It will be easy to find the pick up location
- The service will go into the far ends of our rural valley
- Will support car-free living
- Only available within a certain geofence / area
- You get picked up, and can go to the nearest pt hub. Its not a dedicated point to point service like a taxi
- Whether PTOD will take you where you want to go specifically or within a catchment area
- Describe who, how and when (target)
- What is the impact of the 'end-to-end' journey?
- Safety as a multilayered experience- at multiple parts of the journey- are people prepared to change their habits for part of the journey if people aren't happy with the journey as a whole?
- Can we put stops outside various homes beyond our accessibility customers?
- We will have virtual stops that can be established instantly
- LH CoC/ Community Boards could explore travel patterns

2 IT WILL BE RESPONSIVE TO ALL COMMUNITY NEEDS

◆ More info needed

- It will be covid-safe at peak times
- Wahine, Whānau and LGBTQTI+ will feel safe to use it
- It will not be available 24/7 but at peak times
- It will be able to carry my bags (ie shopping, suitcase) within reason
- It could be responsive to people's needs (disability, travelling with children)
- Could be used by a large whānau with reasonable fee
- Spinoff services- On demand family services? Not part of initial trial currently. What else is needed by families? Also capacity for carseats, child infrastructure
- Explore bike racks as add-on
- How would someone register as having accessibility needs? And could they specify what need they have to be supported by a driver??

3 I WILL FEEL SAFE AND COMFORTABLE

◆ GWRC has this info

- It will be covid-safe at peak times
- Wahine, Whānau and LGBTQTI+ will feel safe to use it
- It will be comfortable - not standing space or crowded
- The driver will be flexible and treat me well.
- It will give older people time to get in to the vehicle without having to rush
- Gold card users welcome
- There is existing research that proves this is a critical factor
- Safety, comfort, needs etc. are only as good as the "weakest" link in a multimode journey
- a 'guaranteed seat'

4 IT WILL TRAVEL AT TIMES THAT SUIT CUSTOMERS

◆ More info needed

- It will arrive within the scheduled time to get me to where I need to go without feeling stressed.
- It will be available at short notice to be useful to some drivers (which means it looks more like a taxi service)
- It will be used outside of existing PT hours
- It will be oversubscribed sometimes
- Customer research team that has identified who will use the service and when. Tawa chamber of commerce helpful channel of information here
- WCC will be providing a lot of information, including on the ground data collected from communities. Qual and quant data coming through.
- Hybrid model - shared ownership/operation between community and local/regional govt?

USABLE: IT WILL BE EASY TO USE

WHAT ARE WE ASSUMING?

WHAT INFORMATION DO WE NEED?

5 TECH WILL ENABLE NOT RESTRICT

◆ More info needed

- Will work through an app as well
- I will be notified on arrival (not standing at street in rain for minutes)
- Services can be booked from a phone app
- Will be able to introduce once the pilot is scaled up, but still need to understand community phone use capacity

6 BOOKING SYSTEM

◆ More info needed

- book according to departure of connecting service, not time (ie want to catch the afternoon Masterton train)
- I will be able to schedule according to arrival time (ie as for booking airport shuttle) - don't have to estimate time of travel
- Assume - the airport shuttle bus service is a precursor/model
- book next ride on arrival
- I will be notified on arrival (not standing at street in rain for minutes)
- If someone does not have a monthly pass, it should be charged by journey, so that if you a pt demand trip and then a bus trip, you will only pay for one journey (eg one two hour journey, regardless of mode changes)

FEASIBLE: IT CAN BE DONE

WHAT ARE WE ASSUMING?

WHAT INFORMATION DO WE NEED?

7 ELECTRIC VEHICLES

◆ GWRC has this info

- electric vehicles so that it takes into account carbon reduction targets
- Electric vehicles of this size and make can be expensive - but are getting cheaper
- EV charging infrastructure will be in play
- Currently aligned with electric vehicle mandates
- 12-18 month (3 months testing)

8 TRIAL WILL BE A PROPER TEST

◆ More info needed

- The trial runs for long enough that people get familiar with it.
- Drivers are available
- Reflecting on the Knights Rd cycleway experience, it would be important for the trial to be flexible and to adjust to the early experiences of users and drivers
- I am assuming the way the community can help around this is to ensure we vote for what we want/need; and submit to various agencies :)
- Can we 'play' with this in smaller local areas within LH? (6 months minimum)
- Ticketing/payment will be integrated with ticketing/payment of the wider PT system

VIABLE: IT'S WORTH DOING

WHAT ARE WE ASSUMING?

WHAT INFORMATION DO WE NEED?

9 DOES NOT DISRUPT EXISTING SERVICES

◆ *More info needed*

- Supports existing services
- Supports existing workplans
- Will work with integrated ticketing
- Currently aligned with electric vehicle mandates
- 12-18 month (3 months testing)

10 FUNDING CAN BE SECURED

◆ *GWRC has this info*

- This will be offset against the REAL cost of PT
- We can save money in different areas
- We can look at whether alternative funding/structural models better support community control, meeting climate targets, accountability, equity etc
- On demand is a relatively expensive undertaking and Waka Kotahi (NZTA) - doesn't currently subsidise this form of PT. Hence GW are carrying the full cost of the trial. For this reason we've had to try very hard to keep costs down. We are lobbying the government actively and they are open to open this up for funding
- need to be conscious of the possible pushback from some parts in the community, because on a per passenger basis, the service will be expensive, and ultimately it will need to be subsidised through rates

11 IT WILL TRAVEL TA

◆ *GWRC has this info*

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- It could be responsive to people's needs (disability, travelling with children)
- Spinoff services- On demand family services? Not part of initial trial currently. What else is needed by families? Also capacity for carseats, child infrastructure
- Explore bike racks as add-on

COMMUNITY CLIMATE CHANGE RESPONSE

EXERCISE THREE

KEY THEMES FOR CONSIDERATION

[illegible]

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KEY THEMES FOR CONSIDERATION

KEY CONSIDERATIONS

DESIGN OF SERVICE

- What are the specific requirements for LH?
- What are the key outcomes for different users?
- What would a service look like?
- How is this different from Tawa on demand?
- How many times/schedule?
- Cost

HOW DO WE GET OUT TO COMMUNITY

- How do we involve community
- How quickly can we get this out for testing
- How would you engage the community to get this info?
- How would we use communications like social media to build momentum?

POSSIBLE MEASURES

- What does that look like when impacting carbon emission
- How many conversions from cars
- Regularity of use
- Traffic demand number of travellers in LH on commuter routes from those areas
- How many people are planning to work more from home
- How many people on a trial to make it viable
- How many trips are multi-single stops for commuters
- Difference in demand pre and post Covid
- Promotion score (talking to others)
- Experience (against barriers safety, convenience)
-

KEY THEMES FOR CONSIDERATION

LOOKING TO YEAR END 2022

WHAT CAN WE GET STARTED ON?

LEAD GROUP

- Would find it useful to establish helpful times to engage- building on existing momentum without competing with parallel projects

HCC

- Pick up conversation and drive in the new year- what are the next steps when we revisit this in February?
- What can HCC do to support you in making sure you get this funding? Budget reallocated from projects that haven't gone ahead, will go toward additional trial

GWRC

- Phase 2: what do we do next if the trial is successful? Prioritisation framework that addresses key benefits and various communities. How can we meet these key benefits across different communities? 6 months estimate, currently looking for biggest bang for buck
- Shift needs to be attached to funding

COMMUNITY

- Community members start conversations with local politicians around pilot trials?
- avoid making assumptions about existing community knowledge and engagement
- Leverage the existing operations of community boards and springboard off them- opportunities to partner from these organisations
- Would submitting to the Emissions Reduction Plan to say PT on demand should be funded help as well?
- Explore how we lobby effectively

KEY THEMES FOR CONSIDERATION

NEXT STEPS + ACTIONS

- 1** HCC to progress conversation with Metlink in early 2022
- 2** Lead Group to work closely with HCC to enable community conversations ahead of potential pilot

REFLECTIONS

- Can we change "hospitals" to "health facilities" as there are lots more trips to general practice than to hospitals?
- Much bigger area and population. If there was a trial in the Hutt in a certain community, go with that- would you be able to play around with a pilot in a smaller community and observe it play out over a shorter time frame?
- Trial would need to be long enough to figure out whether it would be viable to replace car journeys. 6 months would be a minimum in my opinion.
- Stop frequency is a trade-off between service performance (too many stops = slower service)
- Is the Tawa trial the right model for Lower Hutt?
- Eastbourne offers an opportunity for something like this. We have a single corridor- a transport hub. People find it frustrating that they can't access the days bay ferry via other bays - plus I hear there's a pretty good community board out there ;-)
- Need to consider the unintended consequences
- if PTOD was available a 2 car household might be able to go down to 1 car- but lived experience of transport is so diverse
- New planning policies no longer require car parks for cars so finding space for any car could be a challenge in the future...
- Owning an EV won't be shifting behaviour, it's just a better option. If everyone used EV we'd still all be stuck in congested, non-people friendly roads.