

## NZ Post Paxster Vehicles Trial 2018 Survey: Summary report

This report was created on Monday 16 July 2018 at 09:15.

The consultation ran from 03/07/2018 to 15/07/2018.

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### Question 1: Were you aware that NZ Post have been trialing the new electric Paxster vehicles in Hamilton since September 2017?

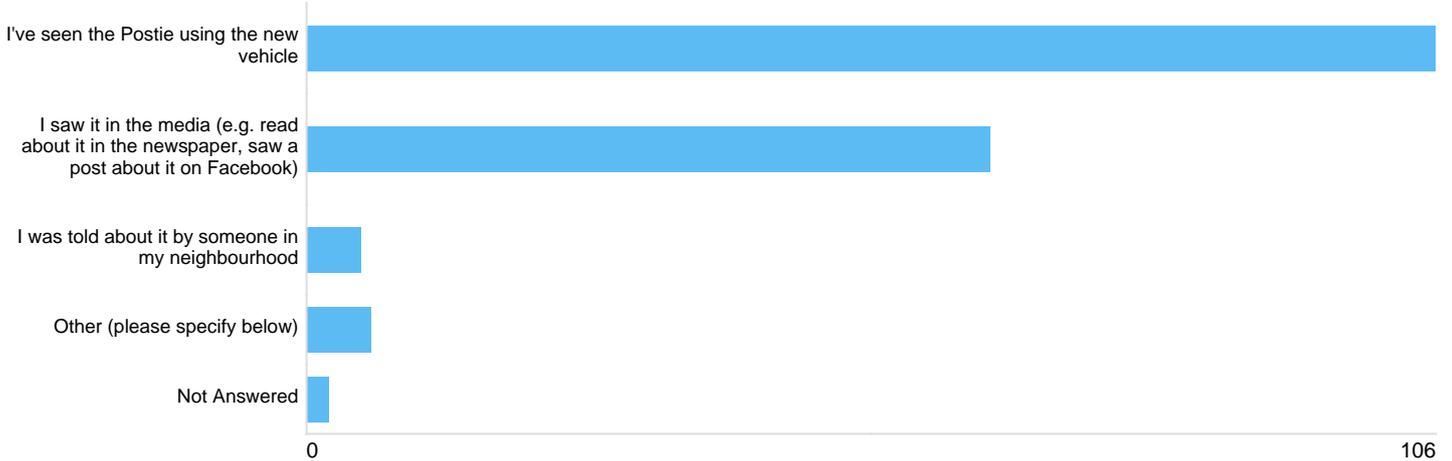
*Were you aware that NZ Post have been trialing the new electric Paxster vehicles in Hamilton since September 2017?*



Option	Total	Percent
Yes	110	94.83%
No	5	4.31%
Not Answered	1	0.86%

**Question 2: What made you aware of the trial? (Select all that apply)**

*What made you aware of the trial?*



Option	Total	Percent
I've seen the Postie using the new vehicle	106	91.38%
I saw it in the media (e.g. read about it in the newspaper, saw a post about it on Facebook)	64	55.17%
I was told about it by someone in my neighbourhood	5	4.31%
Other (please specify below)	6	5.17%
Not Answered	2	1.72%

*If you chose 'other' please specify*

There were **6** responses to this part of the question.

**Question 3: Have you noticed any changes to the condition of the footpaths, kerbs or grass verges since the trial began?**

*Have you noticed any changes to the condition of the footpaths, kerbs or grass verges since the trial began?*



Option	Total	Percent
No	106	91.38%
Yes (please give us some details below on your observations, including location of changes)	10	8.62%
Not Answered	0	0%

*If yes, please give us some details below on your observations, including location of changes*

There were **16** responses to this part of the question.

**Question 4: Have you observed any incidents (positive or negative) between the vehicles and other footpath users?**

*Have you observed any incidents (positive or negative) between the vehicles and other footpath users?*



Option	Total	Percent
No	100	86.21%
Yes (please outline details below of what you saw, including date and location if possible)	16	13.79%
Not Answered	0	0%

*If yes, please outline details below of what you saw, including date and location if possible*

There were **17** responses to this part of the question.

**Question 5: Has the presence of Paxsters on the footpath changed how you use the footpath? (e.g. time of travel, route taken, feeling of safety?)**

*Has the presence of Paxsters on the footpath changed how you use the footpath? (eg. time of travel, route taken, feeling of safety?)*



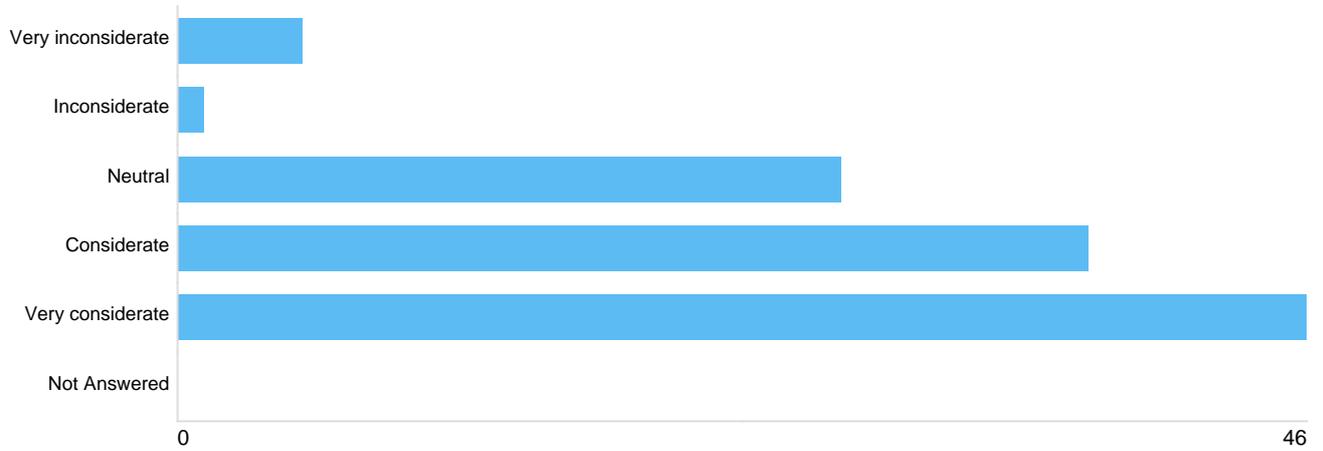
Option	Total	Percent
No	108	93.10%
Yes (please provide details of changes you've made and why)	8	6.90%
Not Answered	0	0%

*If yes, please provide details of changes you've made and why*

There were **8** responses to this part of the question.

**Question 6: On a scale of 1 (very inconsiderate) to 5 (very considerate) how considerate have you found Paxster drivers to be towards pedestrians?**

*On a scale of 1 (very inconsiderate) to 5 (very considerate) how considerate have you found Paxster drivers to be towards pedestrians? - How do you rate the Paxster drivers?*



Option	Total	Percent
Very inconsiderate	5	4.31%
Inconsiderate	1	0.86%
Neutral	27	23.28%
Considerate	37	31.90%
Very considerate	46	39.66%
Not Answered	0	0%

**Do you have any other comments to make about the drivers?**

There were **23** responses to this part of the question.

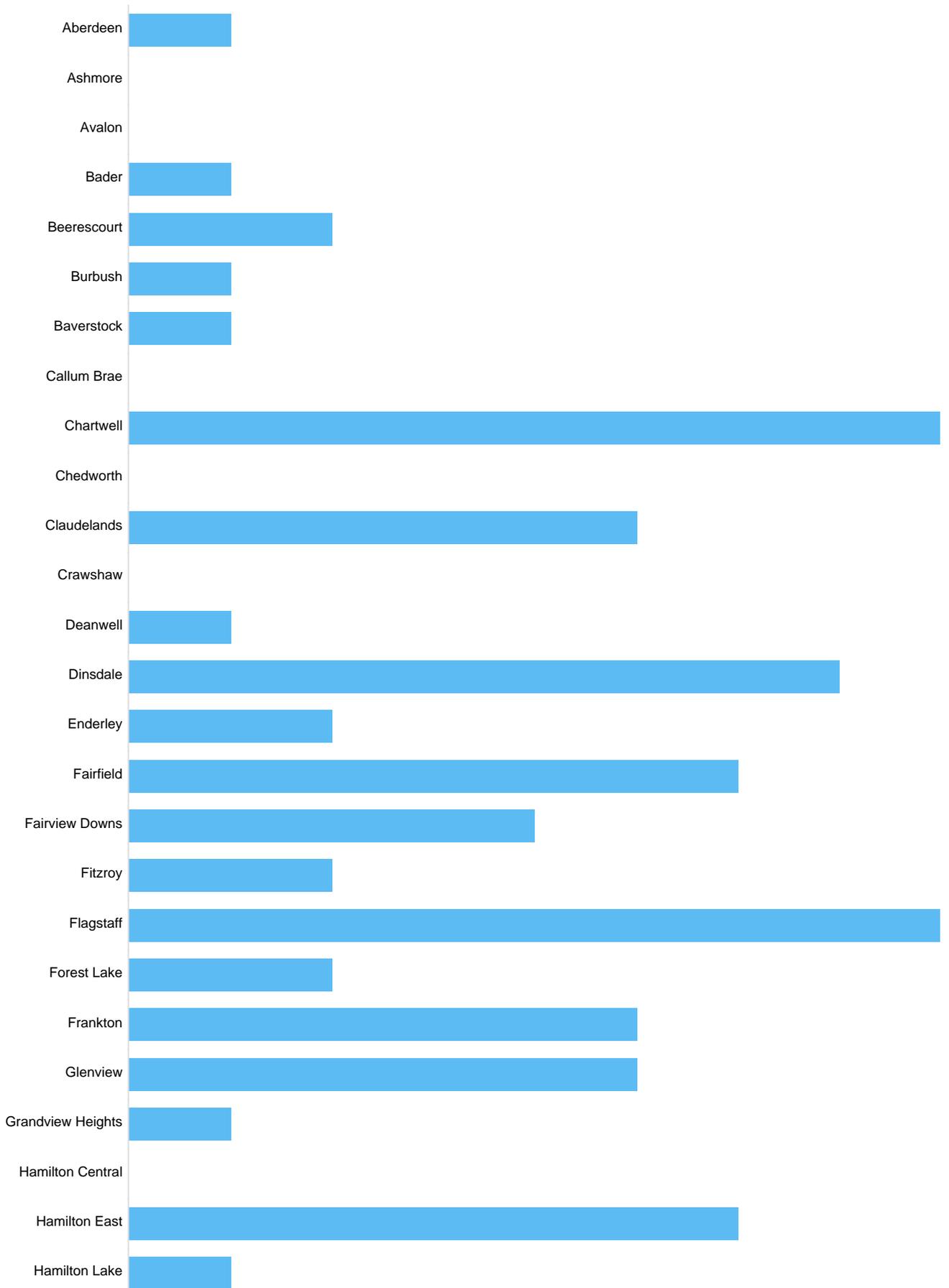
**Question 7: Are there any further comments you would like to make about this trial or the Paxster vehicles? Please outline details below.**

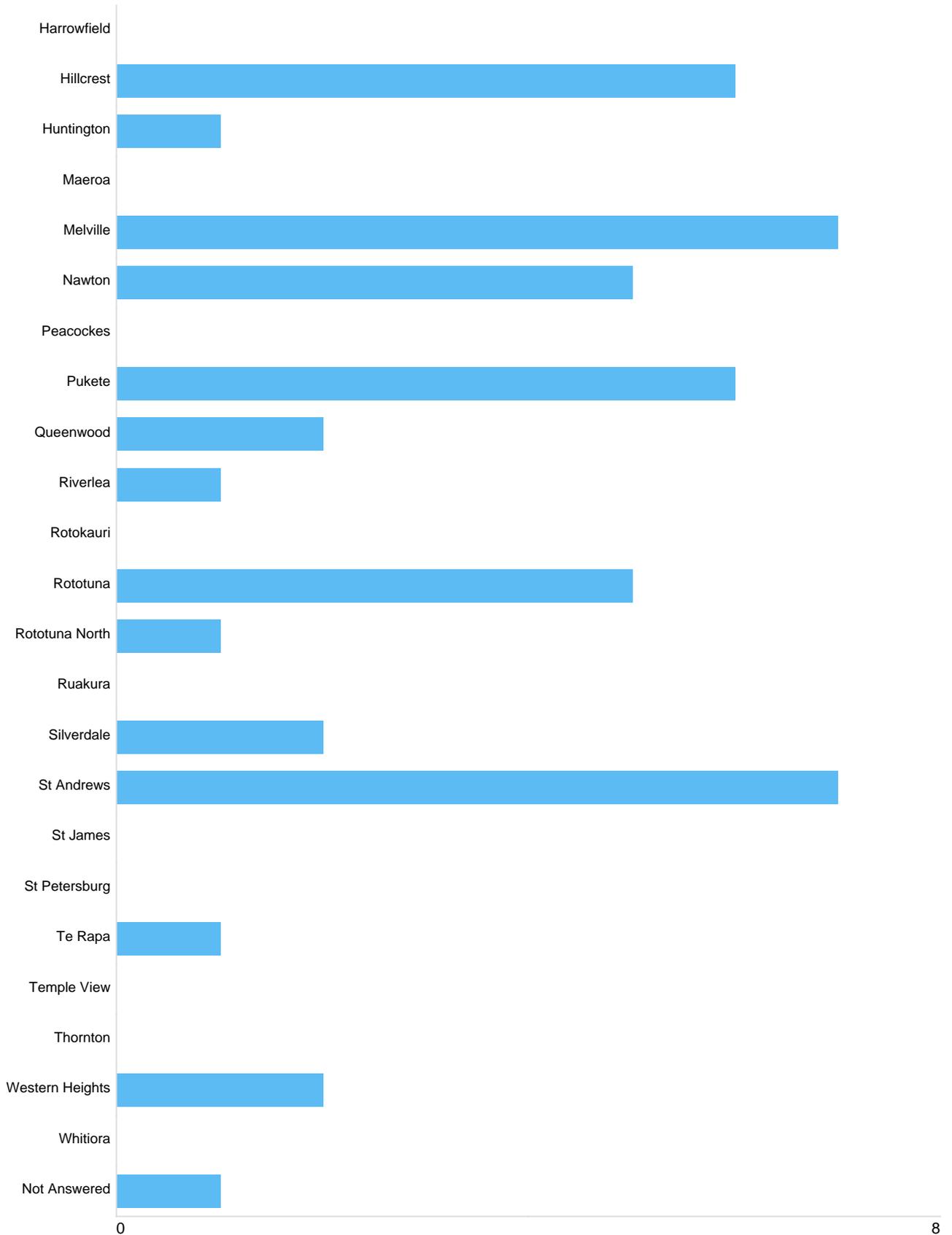
*Are there any further comments you would like to make about this trial or the Paxster vehicles? Please outline details below.*

There were **50** responses to this part of the question.

**Question 8: Please tell us which Hamilton suburb you live in.**

*My suburb is*

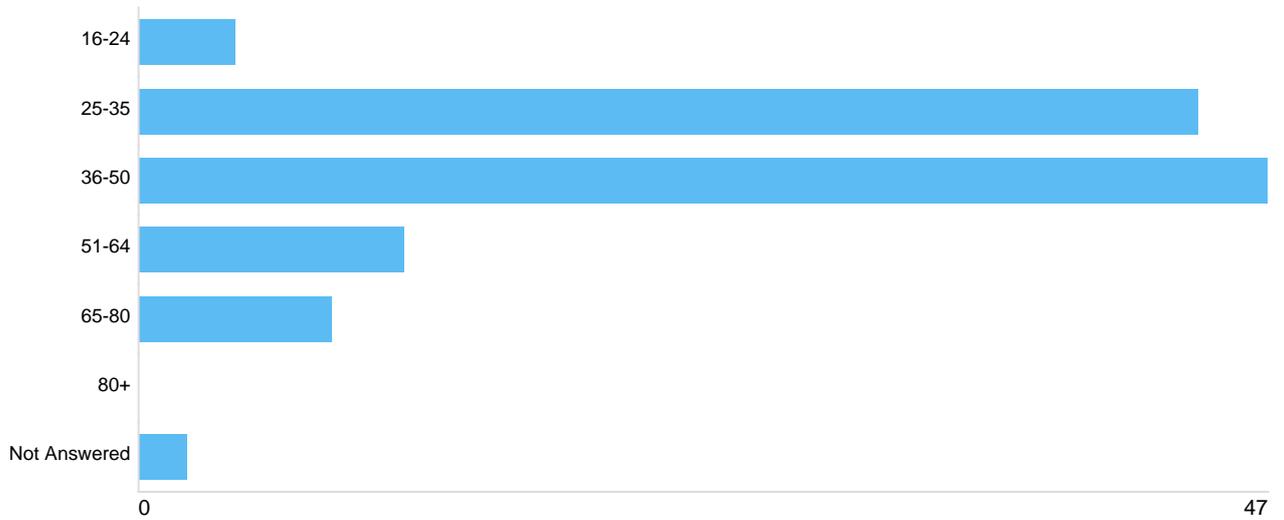




Option	Total	Percent
Aberdeen	1	0.86%
Ashmore	0	0%
Avalon	0	0%
Bader	1	0.86%
Beerescourt	2	1.72%
Burbush	1	0.86%
Baverstock	1	0.86%
Callum Brae	0	0%
Chartwell	8	6.90%
Chedworth	0	0%
Claudelands	5	4.31%
Crawshaw	0	0%
Deanwell	1	0.86%
Dinsdale	7	6.03%
Enderley	2	1.72%
Fairfield	6	5.17%
Fairview Downs	4	3.45%
Fitzroy	2	1.72%
Flagstaff	8	6.90%
Forest Lake	2	1.72%
Frankton	5	4.31%
Glenview	5	4.31%
Grandview Heights	1	0.86%
Hamilton Central	0	0%
Hamilton East	6	5.17%
Hamilton Lake	1	0.86%
Harrowfield	0	0%
Hillcrest	6	5.17%
Huntington	1	0.86%
Maeroa	0	0%
Melville	7	6.03%
Nawton	5	4.31%
Peacockes	0	0%
Pukete	6	5.17%
Queenwood	2	1.72%
Riverlea	1	0.86%
Rotokauri	0	0%
Rototuna	5	4.31%
Rototuna North	1	0.86%
Ruakura	0	0%
Silverdale	2	1.72%
St Andrews	7	6.03%
St James	0	0%
St Petersburg	0	0%
Te Rapa	1	0.86%
Temple View	0	0%
Thornton	0	0%
Western Heights	2	1.72%
Whitiora	0	0%
Not Answered	1	0.86%

**Question 9: Please tell us your age group.**

**Age Group**



Option	Total	Percent
16-24	4	3.45%
25-35	44	37.93%
36-50	47	40.52%
51-64	11	9.48%
65-80	8	6.90%
80+	0	0%
Not Answered	2	1.72%

**Question 10: If you would like to go in the draw to win a \$200 Prezzy Card please provide us with your contact details.**

**Name**

There were **107** responses to this part of the question.

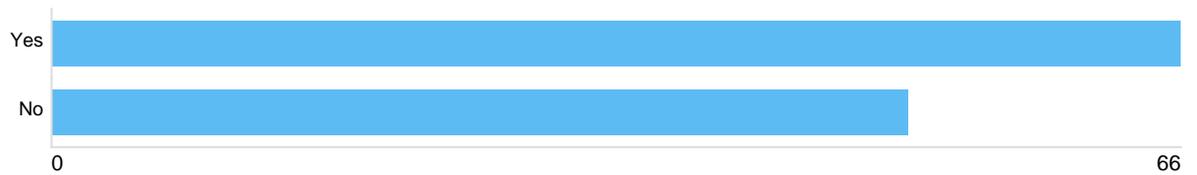
**Email**

There were **107** responses to this part of the question.

**Phone number**

There were **101** responses to this part of the question.

***I'm happy to be contacted to follow up on any of the comments I've provided (tick box and please ensure you've provided your contact details above).***



Option	Total	Percent
Yes	66	56.90%
No	50	43.10%

## Comment responses

Note comments are reproduced verbatim.

### Question 2: How were you made aware of the trial?

Other:

Saw then demonstrated at an Access for All meeting at CCS Hamilton prior to them starting in Hamilton
Attended a meeting re this service
I wasn't aware it was a trial
I've also seen gaggles of them going up River Road when they were first introduced (presumably doing training?)
Through information online that led me to this survey
saw them on the tv news

### Question 3: Have you noticed any changes to the condition of the footpaths, kerbs or grass verges since the trial began?

If yes please give us some details below on your observations, including location of changes.

I feel sorry for tthe postie Hamilton East footpaths are terrible (newall Street)
less bike tyre marks/wear by letter boxes on grass verges
Are are usually parked on the verge anyway
Alot have been upgraded
I noticed a few slight tyre tracks on the grass verge outside our house and wondered how they had got there.... Didn't consider it was the postie until doing this survey! Nothing major though and could equally have been from the DX Mail motorbike.
Actually they seem to do less damage to the grass verges than the old Posties' bicycles, but they still SHOULD NOT be driven on grass during or after rain!
I cut some low hanging branches from the tree on the berm outside of our house, as postie was having to dodge them.....all good now!
Grass verges outside our house near the mailbox (1 Kenney Crescent) are filled with deep tyre tracks. Unsure if this is from the postie though as I have not personally witnessed it happening, could be another vehicle.
They make a mess of the verges.
Big skid mark on our grass verge next to our mailbox, and gets bigger every week. 41 Lansdowne Crescent in Glenview.
With the wet winter weather when the paxter goes up on the grass verge to access the mailbox there is visible damage from the wheels on the grass
Mainly tire marks as winter approached.
The footpaths in Fairview Downs, have always been bad in places before the Posties started using them.
Still tree roots in our area. Was badly prepared for the asphalt some years ago.
Grass verges getting cut up when its wet. In Pukete

**Question 4: Have you observed any incidents (positive or negative) between the vehicles and other footpath users?**

**If yes, please outline details below of what you saw, including date and location if possible.**

I have a guide dog and have not had any problems
I often walk with my daughter in the pram and paxster drivers are always courteous and move out of the way if required :-)
Postie forcing 2 young mothers with prams in to the mud because he didn't want to wait for them to walk past.
Positive. The postie that does Paterson Street mail always pulls over when I'm walking with my pram so that we both don't have to go in grass. I walk my son everyday to kindy and he also enjoys watching the postie driving on these.
Only positive if I've been out walking Paxsters are courteous and allow you space on the footpath.
I have been "chased" by a Paxster while walking on the footpath - they were following me and I felt like I was blocking their path. I stepped into a driveway but then when the Paxster overtook me I got stuck behind it for a few metres. No biggie at all but I thought it was interesting that neither the postie nor I tried to communicate / negotiate use of the footpath.
I observed on two separate occasions that a NZ Post Paxster impeded access to the footpath for pedestrians. The first time being a mother with a pram walking her children to school and the other time was a group of young primary school students. The Paxster Driver stopped in the middle of the footpath when he saw them approaching and forced them to have to walk on the grass verge closer to the road and busy morning traffic. Both incidents happened on Sandwich Road between Totara Drive and Pukete Road. Pedestrians should have the right of way at all times on the footpath.
Parked in cycle lanes
They drive very fast
On narrow footpaths, there is seldom room for pedestrian and paxter together (~800 River road)
swerving onto the footpath behind us down Rutherford St and walking with kids felt pressured to move onto the wet grass- also they are so quiet- hell of a fright when we did hear it behind us!
I've seen on numerous occasions where the Postie driver has been very respectful and giving other pedestrians much time & space. And that includes myself when crossing paths as I am biking around.
Outside of Melville School I was getting something out of my boot and stepped back to have a post cart go speeding right behind me on the footpath too fast. Gave me a huge fright as I didn't even hear it coming up. Have observed many of these drivers going way too fast on the footpaths.
Avoiding people using the footpath especially when the postie is coming around a corner. Grandview Rd into Western Heights Drive
sometimes our neighbors have parked on the road frontage and slightly blocked the footpath so the postie has to go on to the road. I've parked on the berm and left plenty of room but the postie still goes on the road. While others can still go past my car on the footpath to get to my letterbox
Not on the footpath but on the road, holding up traffic by only going 35 km/h at 4.30 in the afternoon. Was really inconsiderate of other drivers on the road.
positive: postie stopped the bike / vehicle to let us pass so that we didn't have to walk on the grass or road.

**Question 5: Has the presence of Paxsters on the footpath changed how you use the footpath? (e.g. time of travel, route taken, feeling of safety?)**

**If yes, please provide details of changes you've made and why.**

Only when I'm on my scooter and have to go around them. But it's not a problem, they offer to let me go first as they are slower and stop all the time. It's all good
My dog finds them a bit scary, so we will often cross the road if one is coming towards us in order to avoid it!
Avoid them if I see them on the footpath
If I see a Paxter coming, I'll either change to the opposite footpath or slow down/speed up. This is because I've encountered some drivers of them who don't move for a pedestrian.
I expect the Paxter Driver to veer around me when I am using the footpath.
The carts are too quiet and they can go quite fast on the footpaths. Perhaps a gentle toot from the drivers while coming up to pedestrians would help.
They either go too fast on the footpath, or too slow on the road. Which one are they designed for?
It will be difficult for the elderly and disabled people to share the same foot path.

**Question 6 : On a scale of 1 (very inconsiderate) to 5 (very considerate) how considerate have you found Paxster drivers to be towards pedestrians?**

**Do you have any other comments to make about the drivers?**

I do feel they travel too fast on the roads. As I am legally blind I find it quite disconcerting to have a small quiet vehicle whoosh past when least expected
The ones I have met are always pleasant .
All I have observed have been very considerate of pedestrians and other vehicles
Great people, open and friendly
courteous
Some kind of training and having pedestrians have the right of way rather than be expected to walk in the mud they should wait at a driveway or wide spot until pedestrians have passed
No
I haven't had any interactions with them except to view them doing their thing. I have not seen anything untoward.
There are good drivers and the odd bad one
I haven't witnessed any interactions, so can't comment. (You should have had a "Don't know" option!)
Giving right of way to pedestrians using the footpath should be a rule.
I haven't seen any occasions where there has been a pedestrian and a paxter on the footpath at the same time so it's kind of hard to make a certain decision regarding pedestrian safety.
The drivers are very friendly and considerate. I live in a village and it is great to see them the paxsters are very quiet half the time you never know if the mail has arrived or not.
They always drive at a safe speed and are mindful of pedestrians and animals alike
It seems they are happy as they are often smiling while doing delivery work.
Can they please get off the thing on the footpath and put the mail in the box, instead of gouging a big skid mark in our grass verge.

Have not seen any interactions with pedestrians
Wonder whether they feel a change in their fitness levels!
Observant of others and move off the path quickly if needed
I have not seen them interact with anyone on a foot path, have just seen them buzzing around and i like getting my mail earlier. Im sure they enjoy not getting wet or hot in the weather
I haven't been out on the streets when the posties are using them, hence my Neutral tick.
no the posties I have spoke to have been polite and friendly
Don't park them in a cycle lane. Its a pain in busy traffic

**Question 7: Are there any further comments you would like to make about this trial or the Paxster vehicles? Please outline details below.**

I think its a great initiative by NZ Post
The Paxsters are very cute, and remind me of Postman Pat shows from when I was a kid :-)
keep them on
I assumed it was just "done" not a trial. Seems to work well. They don't drive on our grass which is appreciated, I'd be annoyed if they did.
I love seeing the paxsters :-)
Think it's super cool - better cover and more efficient for the posties, and just generally a more innovative and future-looking improvement to our mail service.
What do the posties think of them? Do they have a choice? If the posties are happy using them and they are not costing the public an arm and a leg then I don't see a problem.
I haven't noticed any change to my mail delivery. My only consideration is whether it has made it any easier on our posties or not? I always admired their stamina and fitness level to be able to do the job but feel they must be losing that? Surely it isn't for speed as delivery days have been cut so surely they don't need to actually get around faster?
I think the public make the posties job a lot easier and safer by not parking their cars etc across footpaths. Its just rude, inconsiderate and dangerous
No
They may perhaps be better on the footpath however when they are being driven on the road down Te Rapa Road in particular so far everytime I have encountered them they are impeding the flow of traffic
The wheels squeak dreadfully. Though maybe that's good because at least you can hear them coming!
They do go quite fast down the streets which could have the potential for accidents
I fully support electric or non-gasoline powered vehicles such as bikes. I wish I could have purchased an electric vehicle myself back when I was looking to buy a car.
I think the trial has gone well.
I have been stuck in traffic behind a convoy of three of them once but wasn't for long.
I don't see any evidence of meaningful consultation with the community prior to doing this - just usual NZ Post "take it or leave it" attitude. Keep them on the footpaths, ban them from driving on ANY grass.
They look awesome
I think they are very neat idea and a good way for posties to feel safer on the roads. I also think it is funny when I see a train of them in a row on the road leaving their depot.
I love seeing these vehicles appear in our street. Always give me a little smile.....they are much better for the posties than the bikes were, drier, faster more manoeuvrable. I hope

they enjoy using them too!
The wheelbase is too wide for use on our Footpaths and the vehicles are too heavy to be driven on the grass verge especially during winter.
It must be good for the drivers as they have shade from sun cover from some of the rain. Not like they have to push a bike around in all kinds of weather.
Leave them alone - they're doing a great job. I've seen more to complain about from The unaddressed mail delivery people and random box-droppers like real estate agents.
electric vehicles are the way to go, so this is a really great initiative. the government should look at incentivising consumers (and businesses!) to make the move toward electronic vehicles. Imagine what it can do for the environment if medium and large employers in the city use electronic vehicles or hybrid vehicles for their vehicle pool. Hamilton is a very cool place to live in and I think it should lead the way towards lessening our dependence on fossil fuel - show the rest of the country how it's done. ;)
Keep them on. It's great to see the posties still out and about but in a much more weather proof vehicle
My son and I saw a Paxster convoy the other day....it looked very cute seeing three of them zip along on the road heading back to base (I guess). I made my mine, and my sons, day. thank you.
I cringe when I have seen them driving on the actual roads. All it will take is for one to be t-boned. It won't end well as they have such little protection.
I want one!
I think that the use of electric powered motion is good for nature, makes hills easier when delivering loads and are nicely silent too. I am all for this idea.
The only issue I have is that the paxter is being used both on the footpath and the road which is a little unfair as a motorcylce is not allowed on footpaths, and ideally a bicycle shouldn't be either. So why is a paxter allowed? They should be using the cycle lane while on the road
They look nifty. Given the vehicle size, they should have light on when running ie not driver-optional.
Love them - makes me smile every time I see them - they're so damn cute!
The use of these machines look good. Very good speed on public roads and do not hold up traffic. From my observations the speeds on footpaths are reduced for safety
They are a great SAFE visible eco option that takes care of our posties, environment and mail.
Seen a couple of broken down ones
Think these are a brilliant use of electric vehicles. Well done NZPost and the council for allowing the trial to occur.
The only instances I've seen that have caused concern were when these small vehicles are on the road, driving in the middle of the lane causing other drivers to have to slow right down. Keep them on the footpaths to keep the posties safe & car drivers not frustrated.
I'm so pleased to see posties out of the elements whilst still be able to do there job!
I am really happy to say, keep them on. Must make their jobs much easier and quicker for them.
The Paxter vehicles I have seen about appear to look safe for the posties which is nice however I can't help but to be concerned in case of accidents. I'm not entirely sure if these vehicles have safety belts but from what I've observed, I don't think they do, but I may be wrong, though I think safety belts would be a great addition to these vehicles.
get more of them, still see posties walking around
Love watching them enmass
The Service has improved in all manners.
I love seeing those vehicles, it has really changed the NZ Post's and Hamilton's outlook.

Moreover, it runs on battery and no pollution to our precious air.

no

Cheers for the service you provide

It is a good initiative for the Posties but bit concerned about sharing foot path.

I think they are more economical and better on the environment, they look more convenient to deliver mail too

these are awesome and i think all towns should have them as it keeps the dry and out of the rain. whereas in otorohanga we were driving through last week it was wet and windy and tge poor posty looked freezing and drenched then had to hold mail in rain while opening letter box so the mail also got wet too

What was wrong with cycling?

## Comparisons between 2017 & 2018

Survey responses – 2017 had 247 respondents, 2018 had 116 respondents.

Awareness:

<b>2017</b>	<b>2018</b>
<b>Responses</b>	
247	116
<b>Awareness</b>	
Yes 96%	Yes 95%
<b>Changes in condition of footpaths, etc</b>	
No 95%	No 91%
<b>Observed any incidents</b>	
No 88%	No 86%
<b>Changed how you use the footpath</b>	
No 90%	No 93%
<b>Paxster driving rating</b>	
Considerate - very considerate 66%	Considerate - very considerate 72%
Inconsiderate – very inconsiderate 8%	Inconsiderate – very inconsiderate 5%

# **Paxster NZ Post delivery vehicles in Nelson-Tasman; The validity of the Hamilton monitoring process**

## **Background document for the A4A Forum**

26 February 2019

For a number of Nelson Tasman Accessibility for All (A4A) Forum members, the potential direct and indirect impacts on other path users is a key concern in the introduction of NZ Post Paxster delivery vehicles onto local footpaths. The Forum has highlighted a particular concern about 'suppressed demand'; people not using footpaths due to their fear of pedestrian-Paxster conflict and accidents. Suppressed demand is a well established and researched phenomena in transport cycling, and most work by councils and NZTA in NZ to increase cycling modal share hinges on identifying and addressing suppressed demand.

The issue of suppressed demand for footpaths is important because Australian research shows that the underlying fear of user-conflict/accidents is a significant factor in limiting older people's walking, that walking is the number one form of physical activity for older people, and walking is very important for maintaining social connection. Much of this walking is done on footpaths and shared paths. For the Forum, a particular concern is that unless an effort is made to collect information on any user-group withdrawal from the paths as an outcome of Paxster use - especially involving this key age group - it gets missed.

### **The Hamilton context.**

Because of the importance of the Hamilton City Council/NZ Post evaluation for local decision-making, A4A looked closely at that research and its findings.

Two active monitoring methods were used; one recorded before-and-after footpath user counts, and surveying (primarily electronically) residents about their perceptions and experiences of Paxsters. In addition, passive methods of monitoring Paxster impacts involved a series of liaison meetings with some community groups, and monitoring public 'requests for service' to HCC regarding Paxsters. Very limited information appears to have been obtained via the passive monitoring methods.

As an applied risk matrix, the Hamilton City Council/NZ Post monitoring (and monitoring by other councils) appears to have had a particular risk focus; events that may be less common but with relatively high negative consequences (and negative publicity) such as collisions, near-misses, and damage to property. Such events tend to be more easily captured, especially by existing council reporting pathways, and measured than changes in trends in user behaviour.

The Hamilton trial involved two key active monitoring tools:

**The path-user counts.** Those that A4A has been provided show dramatic changes in user behaviour on monitored paths before and after Paxster introduction. Examples show fairly dramatic increases in path users (such as from 96 to 426, or 66 to 621), or decreases (such as from 135 users down to 36, or 170 down to 136). These are very significant shifts in user behaviour so if they reflect the impact of Paxsters they raise some very important questions. But while it seems unlikely that Paxsters are solely - or even mostly - the

cause of these big shifts, we simply don't know what it was that caused them. That means any impact from Paxsters on path users is also unknown. Unfortunately these counts therefore contribute nothing useful in monitoring the Paxster trial.

**The survey** was the second monitoring tool, mostly completed on-line. This involved quite a small sample (116 people), of which only eight were aged over 65 years. The survey consists of several demographic questions, some general Paxster awareness questions, and three questions specific to the impacts of Paxsters on other path users.

A central and somewhat surprising problem with the survey is that there was no filter question to establish if a respondent is someone who actually uses the footpath. This is critical for a key question in the survey (helpfully added by CCS Disability Action): *Has the presence of Paxsters on the footpath changed how you use the footpath? (e.g. time of travel, route taken, feeling of safety?)*.

Having everyone answer a questions like this, including people who are not path users and won't be impacted by Paxsters, is the equivalent to surveying people on whether they are affected by changes to public transport without first asking whether the respondent uses public transport. Does a 'no' answer mean 'no the change could potentially affect me but it doesn't' or does it mean 'no the change doesn't affect me because I'm not a public transport user/footpath user'? Including irrelevant answers obviously distorts the result, greatly undermining the validity of the survey.

More useful are the verbatim comments sections of the full survey. In regard to the impacts of Paxsters for other path users there are a number of concerns expressed about negative incidents between Paxsters and other path users - 7 of the 17 comments - and concerns about the impact of Paxsters on other users path use - 6 of 8 comments.

### **So, what does this mean for the Hamilton City Council Paxster trial monitoring and evaluation?**

For what appears to be NZ Post's/Hamilton City Council's particular risk focus on issues with relatively high negative consequences the monitoring was probably adequate. For assessing 'suppressed demand', where people such as the elderly stop using footpaths due to their fear of conflict and accidents, the monitoring was severely compromised by surprisingly basic faults in the data-gathering. Still, the verbatim comments in the survey indicates some real concerns about impacts on other path users.

Did the flaws in the monitoring process and Hamilton City Council's particular risk focus (collisions, near-misses, and damage to property) show itself in the subsequent evaluation? It would appear so, since the advice given by HCC to Nelson City Council staff was essentially that "the ongoing monitoring of the Paxster use shows clearly that the incidents are few and far between and usually involve alleged property damage as opposed to any collision or near miss with pedestrians".

This situation was compounded by the NCC staff report on Paxsters and the Hamilton trial apparently being written on the basis of email assurances from HCC staff and a copy of the *summary* of the survey. The full version of the survey, which reveals the flaws in its approach and the negative verbatim comments, and the data covering path-user counts, appear to have only been sought by NCC from Hamilton once A4A began to request the supporting evidence for the NCC staff report, and after that Council had voted to approve the Paxster trial.

Living Streets Aotearoa, NZ's national walking advocacy organisation, strongly opposes the use of Paxsters on footpaths for the reasons covered above, and because Paxsters are one of a series of elements in the ongoing erosion of footpaths as a safe facility for pedestrians of all ages. The Hamilton representative of Living Streets Aotearoa shares the concerns raised about the Hamilton trial by A4A.

Chris Allison

Mental Health Promoter, Health Action Trust

Clinical Psychologist (non-practicing)

On behalf of an Accessibility for All (A4A) Forum working group on Paxsters.

## HAMILTON- PAXSTER OPERATION AND MONITORING UPDATE

1. Approval for New Zealand Post (NZ Post) to operate Paxsters on Hamilton City footpaths was considered at the 14 February 2017 and 28 March 2017 meetings of the Growth and Infrastructure Committee
2. An approval was given by the Chief Executive, under delegated powers, with a 12-month review period which required establishment of a monitoring programme of meetings and on-site observations. The Paxsters have now been operational since October 2017 with an initial period of training and gradual rollout prior to becoming fully operational.
3. When the Paxsters became operational, monthly meetings with NZ Post and the Infrastructure Alliance (IA) were held. The focus of these meetings was to review any incidents or complaints that had been received from either party (NZ Post or Hamilton City Council (HCC)), and to discuss any faults found on the network that needed to be dealt with e.g. low hanging tree branches. As the operations became more routine, these issues have been dealt with via emails, with meetings held if needed.
4. NZ Post ran a “meet and greet” at Alandale Village following customer concerns reported from the village regarding the speed of the Paxsters. No concerns have been reported since.
5. A staff member from the IA addressed two team talks at NZ Post with operators to discuss health & safety and hazard reporting.
6. During our 8-weekly meeting with representatives from CCS Disability Action, Blind Foundation, Cycle Action, Disabled Persons Assembly and Living Streets there is a standing agenda item to check with the group for feedback on the Paxster operations. Following the rollout we have had no issues brought to that regular meeting.
7. NZ Post’s health and safety incident reporting has seen approximately 15 incidents reported, none involving pedestrians. Incidents include damage to a fence, sign posts, one on-road incident that was a minor injury to the Paxster driver, damage to Paxsters from tree branches or broken poles in the ground. Most of these incidents were early in the roll-out stages as the operators became familiar with the vehicles and their routes.



8. As part of the monitoring programme, Council have run two online customer surveys – one each in 2017 and 2018. The survey was distributed through social media and via the advocacy group contacts listed in paragraph 30 above. The key results of these surveys are shown below:

Online Customer Survey results	2017	2018
Number of responses received	247	116
Awareness of Paxster operations	yes - 96%	Yes - 95%
Changes in condition of footpaths etc	No - 95%	No - 91%
Changes how you use the footpaths	No - 90%	No - 93%
Rating of Paxster driver behaviour	considerate - very considerate 66%	considerate - very considerate 72%
	inconsiderate - very inconsiderate 8%	inconsiderate - very inconsiderate 5%

9. In addition to the surveys, on-site observations were undertaken to monitor the impact of Paxster operations on footpath users and particularly those using mobility aids. A representative sample of 12 sites throughout the city were chosen in consultation with the Advocacy Group representatives. The on-site observations were undertaken prior to the Paxsters being operational and three times since.
10. The results of the on-site observations indicate that the time of year and associated weather appear to be the biggest influence on the number of footpath users that were observed. We had both increases and decreases in mobility aid users and non-mobility aid users over the sites, but nothing to indicate that the Paxster operations were influencing the choice of users to be out on the footpath network on those days.
11. As a result of the monitoring programme, staff are happy that the operation of Paxsters on the footpaths within the city are not creating safety issues and nor do they appear to have had an adverse impact on the activities of those using mobility aids when travelling on our footpath network. The approval has its next review 1 July 2020 and then every three years. For further information [Ngaire.Atmore@hcc.govt.nz](mailto:Ngaire.Atmore@hcc.govt.nz)

# ACTIVE TRANSPORT



Council Workshop

15 March 2019

*"Making Tasman  
Great"*



- Setting the Scene
  - National Context
  - Tasman Context
  - Why Active Transport
  - Community Feedback
  - Questions
- Addressing the Issues
  - Safety
  - Time/Distance
  - Amenity
  - Questions
- Providing Feedback for the Strategy

# NATIONAL CONTEXT



- NZTA is now funding walking and cycling CAPEX and OPEX
- Walking and cycling has a 116% funding increase
- NZTA is no longer funding for economic growth and productivity
- NZTA is funding access for all transport types



# NATIONAL CONTEXT



- Over 5,400km of Great Rides and Heartland Rides completed
- Over 3,000km of urban and other routes completed
- NZTA will spend \$9M on further Great Rides on highways and Heartland Rides over the next three years



# NATIONAL CONTEXT



- Ride share e-scooters are rolling out in urban areas
- E-bikes are the fastest growing category of bike
- NZer's are adopting new battery powered transport technologies
- 92% would cycle if safety could be improved
- Walking is increasing due to preference for urban living and improved public transport



# TASMAN CONTEXT



- LTP and RLTP respond to key problems by investing in active transport
- The Carparking Strategy identifies walking and cycling routes as a means to reduce demand and cater for parking further away from town centres
- The proposed Age Friendly policy endeavours to provide more transport choice



# TASMAN CONTEXT



- 7% of people commute on bike compared to 2.9% nationally
- 45% of people who currently drive would prefer to ride
- 59% of residents regularly walk, 19% regularly run/jog and 19% regularly bike for recreation



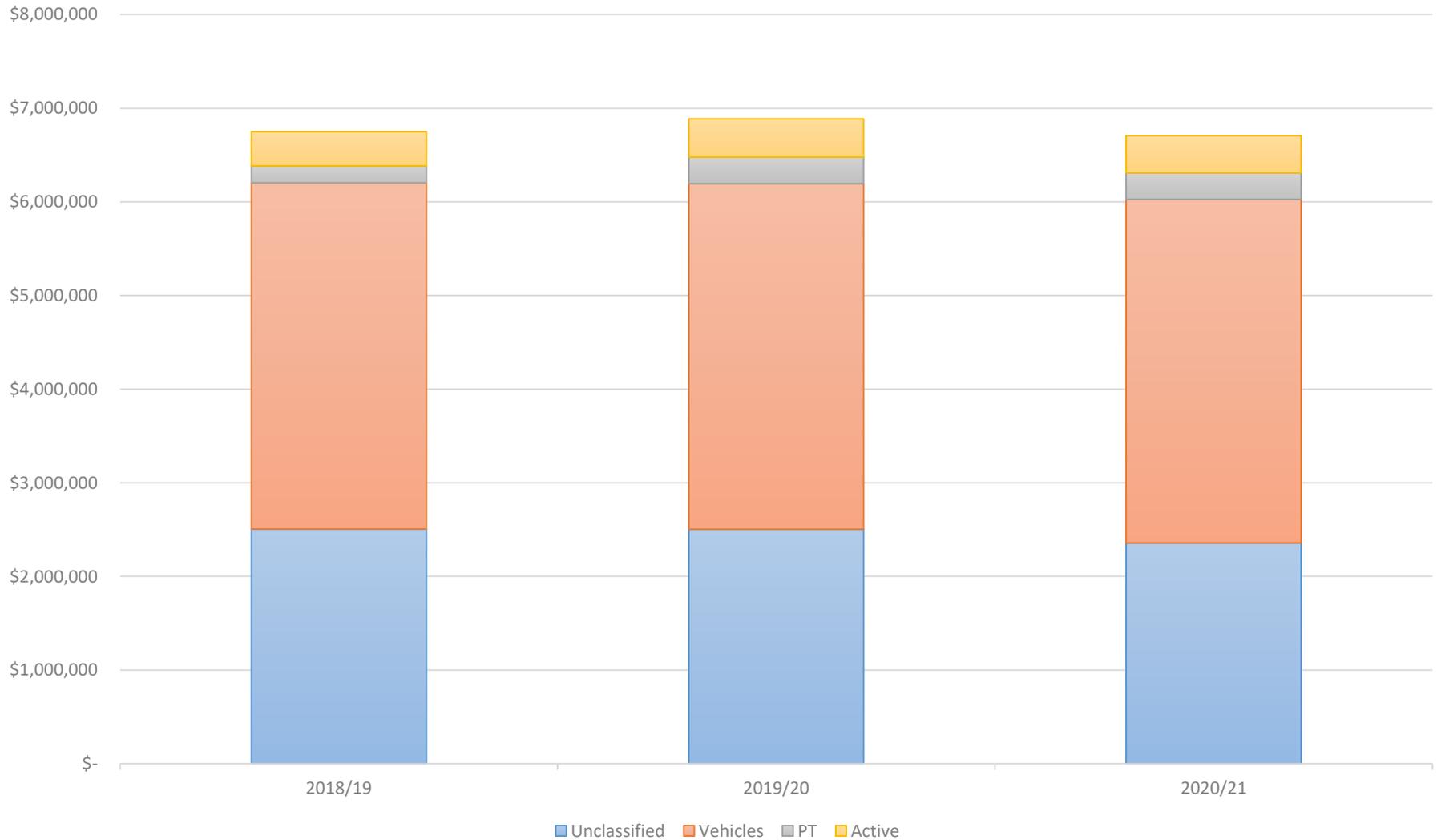
# TASMAN CONTEXT



- 285km of footpaths, 276km of walkways and 9km of cycleway
- 138km of recreational based on the Tasman Great Taste Trail
- Council has identified 82 new footpaths requiring \$8 million to complete
- New cycleways and footpaths are our most requested change to our infrastructure

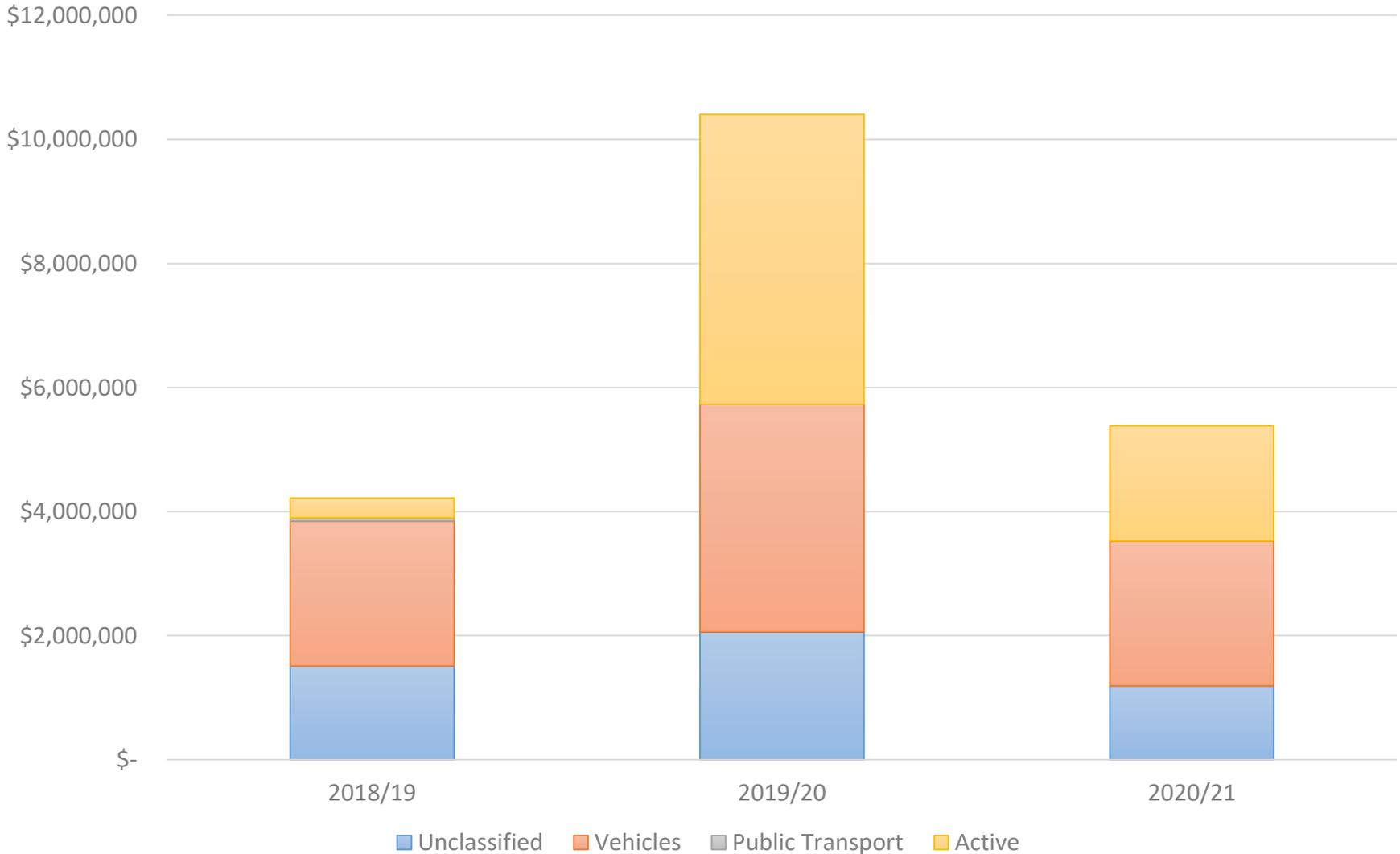


# OPEX BUDGET



*"Making Tasman Great"*

# CAPEX BUDGET



# WHY?



## Adults

🕒 **150** mins a week

- Active daily
- Moderate intensity

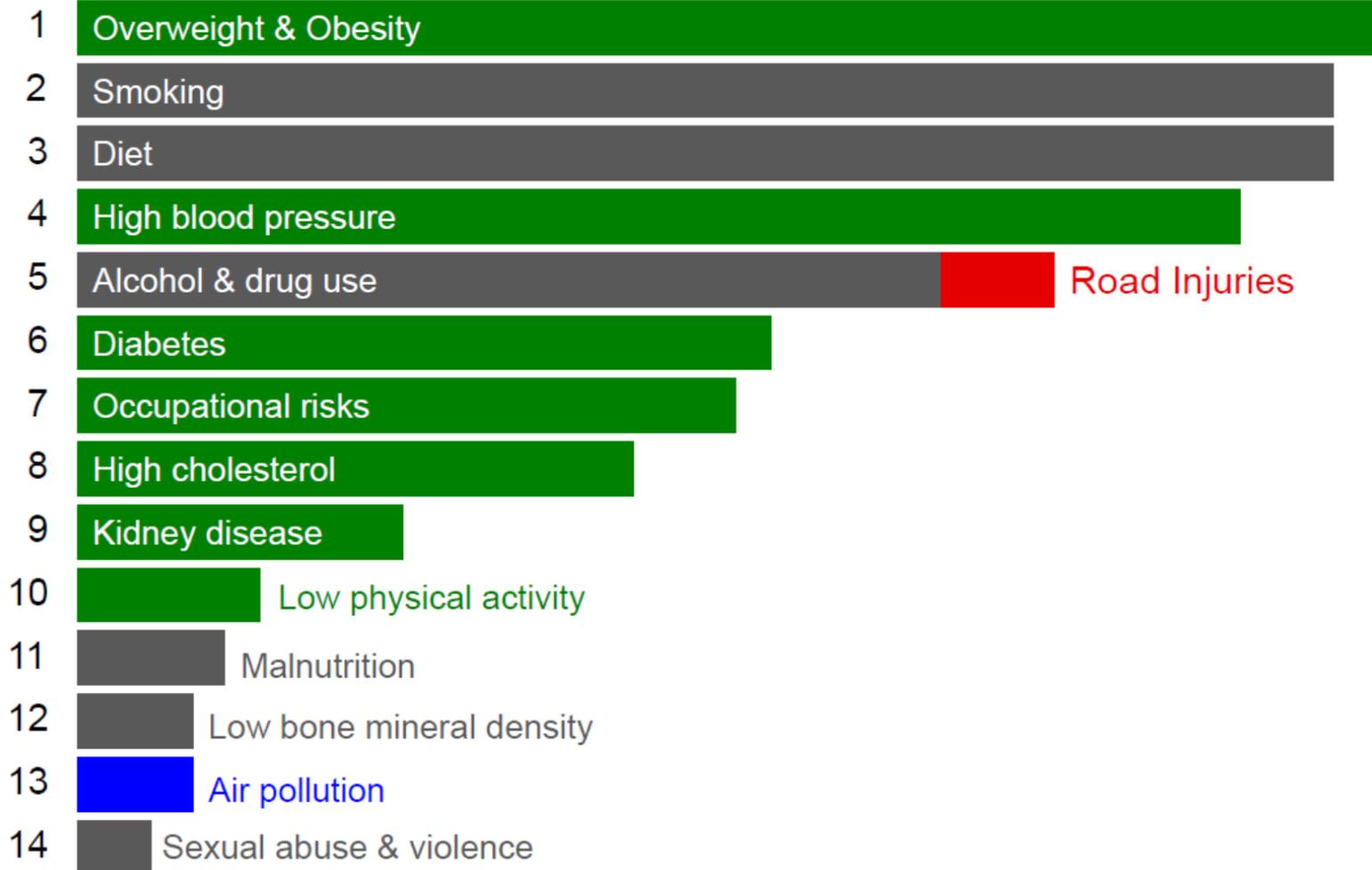


## Children

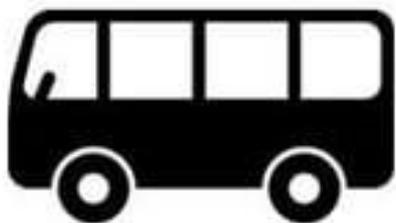
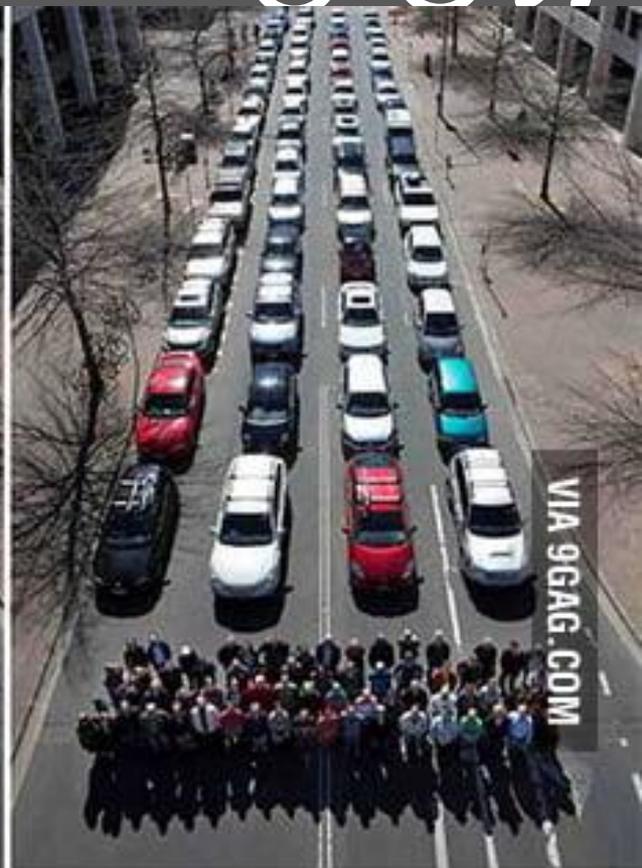
🕒 **60** mins a day

- Moderate intensity
- Plus some activities to build muscles and bone strength

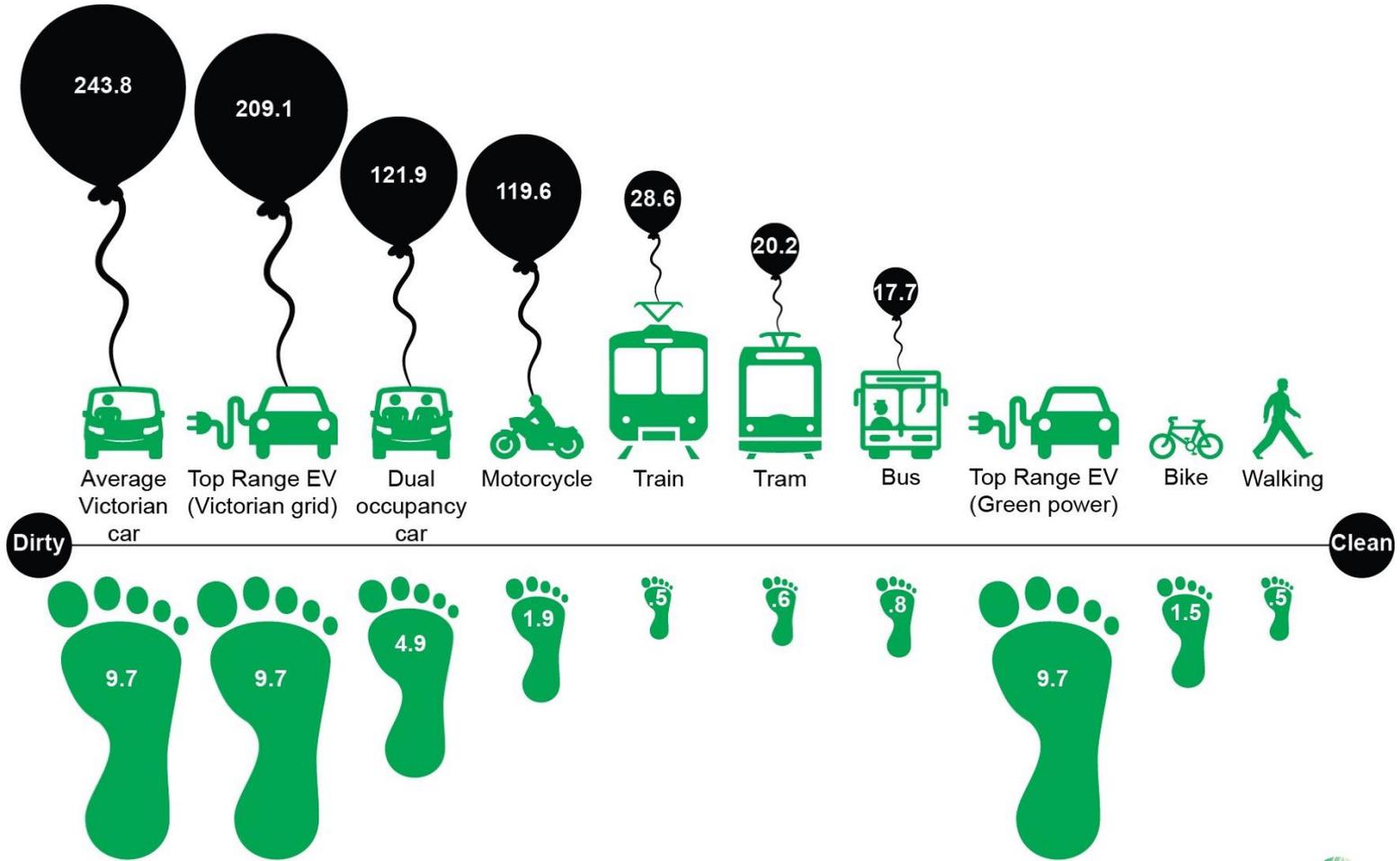
# WHY?



# WHY?



# WHY?



Dirty

Clean

= Grams of CO<sub>2</sub> per person kilometre travelled

= Space in square metres required per occupant

Institute for  
**Sensible Transport**  
[www.sensibletransport.org.au](http://www.sensibletransport.org.au)

**tasman**  
district council

"Making Tasman Great"

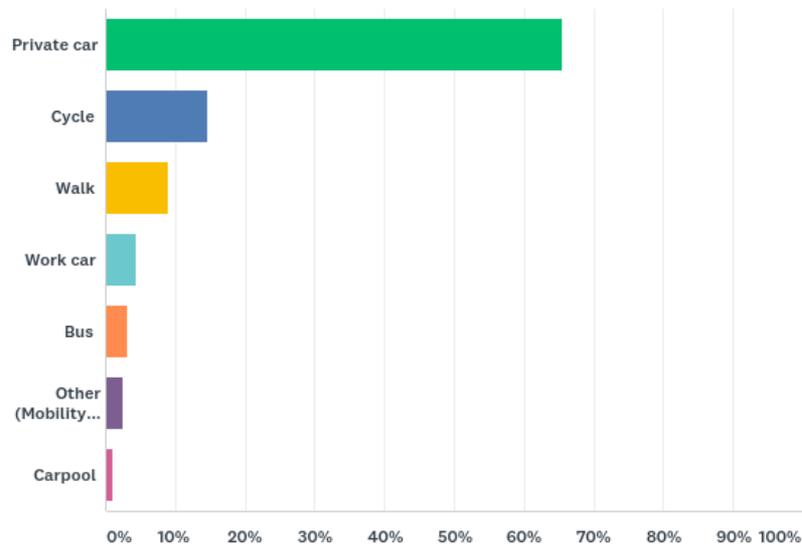


- 556 surveys completed to 15 questions
- 64% Female, 36% Male
- Good spread of ages, but most in 40-60 category
- Mostly couples both with and without kids
- Most people from Richmond and Nelson, but good proportional representation across the district
- Wakefield was under represented
- Bias toward those that already rode bikes for transport 15% vs 7% on 2013 census

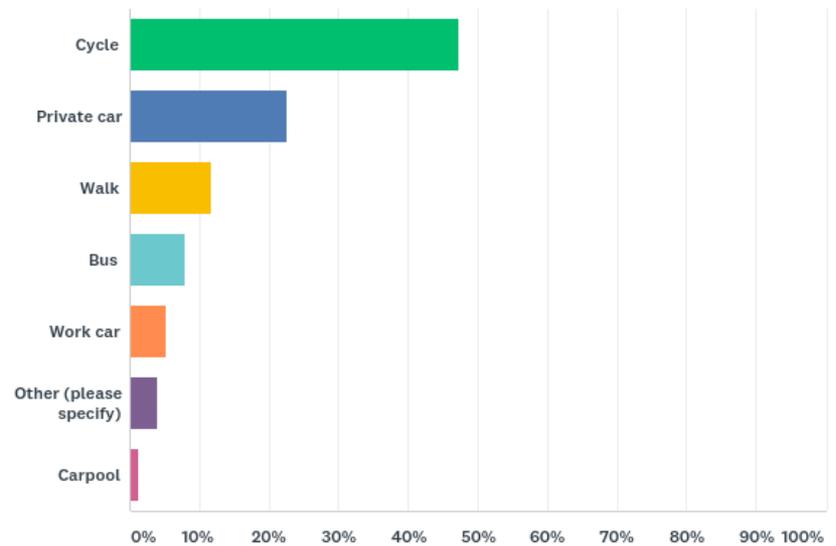
# SUPPRESSED DEMAND



Q2 What is your Primary mode of transport



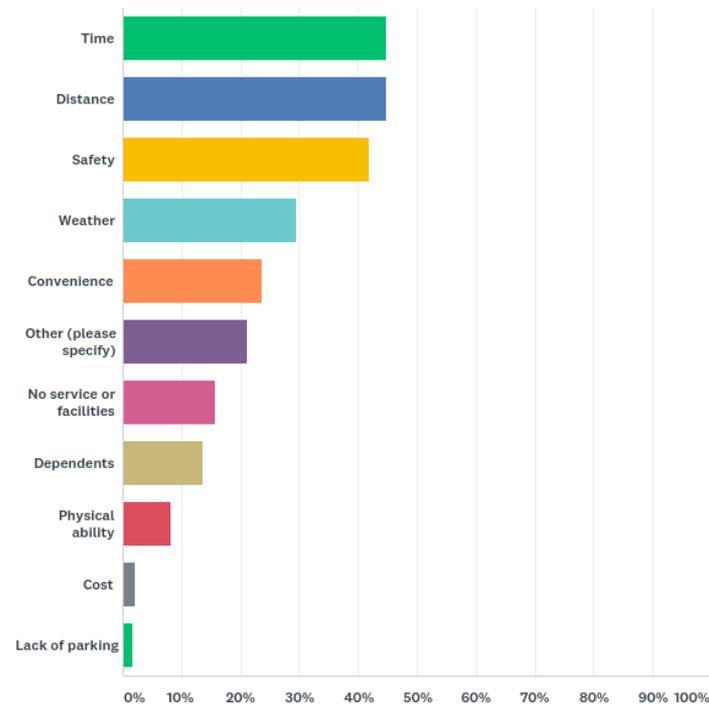
Q3 If you could, what would be your Preferred mode of transport?



# INHIBITORS



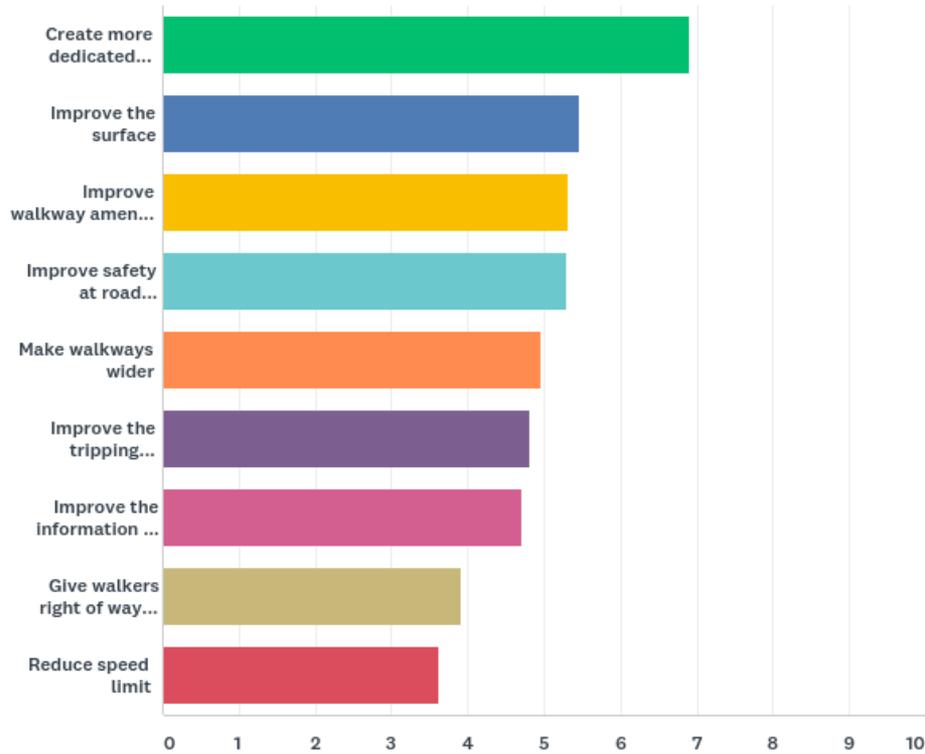
Q4 What are the top three reasons stopping you from using walking or cycling more as your mode of transport?



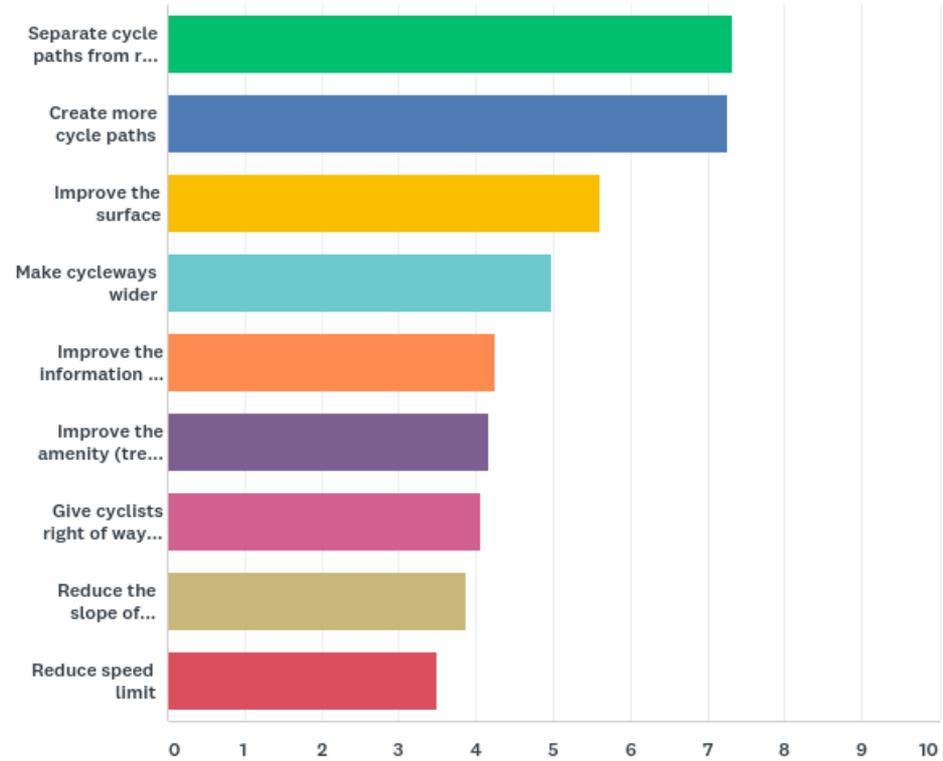
# IMPROVEMENTS



Q9 Order the potential improvements that Council can do to encourage walking



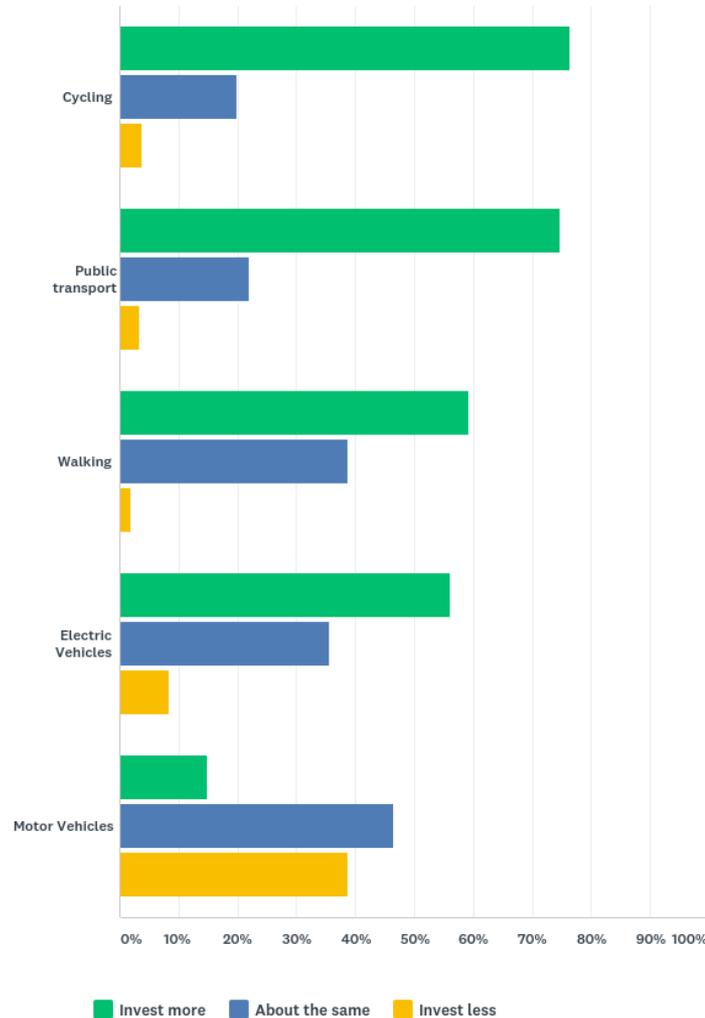
Q10 Order the potential improvements that Council can do to encourage Cycling



# INVESTMENT



Q14 How much should the Council invest into improvements, operations and maintenance of different transport assets in the District?



# SAFETY



*“Making Tasman  
Great”*

# QUESTIONS



*"Making Tasman  
Great"*

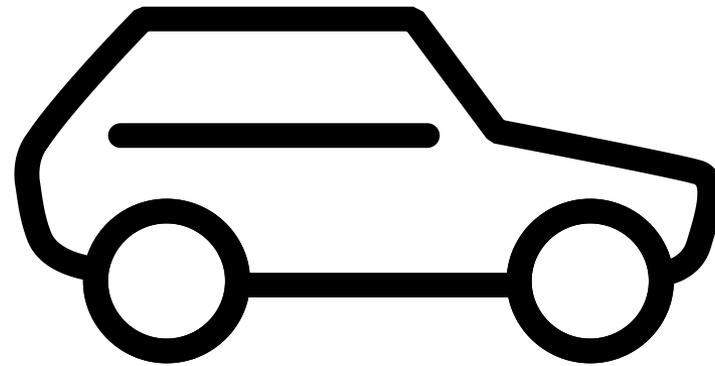
# TAKEAWAYS



- Most people drive their own cars, but would prefer to cycle
- Time and distance stop people from using active transport, safety is also a major consideration
- The public want to invest in more dedicated walkways and cycleways



**THIS ONE RUNS ON FAT AND  
SAVES YOU MONEY**



**THIS ONE RUNS ON MONEY  
AND MAKES YOU FAT**

## Terms of Reference

# A4A Forum

### **A4A = Accessibility 4 All**

A4A's role is one of an advocate at a strategic level NOT project or operational level i.e. day to day operational issues that can be reported by other means.

### **Objectives of A4A:**

- To look at the whole accessible journey.
- To ensure public facilities and activities are inclusive for all members of the community.
- Promote the benefits and advocate for needs of accessibility at private facilities and activities.
- Look at highlighting accessible routes through signage, maps etc. Linkages need to be developed and barriers removed.
- Be community led but Council resourced and managed.
- Planners will be invited to consult with A4A at the planning stage.
- Aim to develop practical solutions to accessibility barriers.
- Information will be disseminated through appropriate channels to council departments and the public.
- Will make submissions on public plans at central and local government levels.

### **Chairperson:**

- Chairperson will be elected by a majority vote and will serve a term of one year.
- The chairperson will liaise with the coordinators/administrators (Tasman District Council) to consider and set agendas.
- The chairperson will ensure the meeting runs to time and keeps to the agenda.

### **Coordination and Administration (Tasman District Council):**

- Send out invitations and agendas
- Collate attendance and apology lists
- Provide Minute Secretary
- Update the database as required
- Undertake other administrative duties as required.
- Liaise with the Chairperson as required.

### **Meeting frequency and protocol:**

- To meet quarterly or as required for a maximum of 2 hours.
- Membership is not exclusive and is open to others as the need arises. A4A represents the accessibility interests of the entire region so representation from a wide range of groups and geographical interests is encouraged.
- Terms of reference will be reviewed as necessary.
- Agendas will be prepared and circulated at least one working week prior to the meeting.
- Meetings will be minuted.