

## Community Transport Information Sheet

This information outlines steps communities can take to develop community transport services options in their area by providing a case study of how the Dannevirke community set up a community transport service. You too can follow these steps if your community is considering setting up a similar service. Contacts for further information and support are also provided.

### Case Study - Dannevirke

Dannevirke, a small rural town within the Tararua District, has no public transport or taxi service. Community members were keen to assist residents with mobility issues so that they could remain in their own homes, maintain connections with their community, attend appointments and do their own shopping. At the time the only means of transport was a health shuttle to attend medical appointments.

In 2013 residents sought support to develop a community vehicle scheme from the Horizons Regional Council (Horizons), MidCentral Health Boards Public Health Unit (PHU) and the Department of Internal Affairs (Department).

A public meeting was held to understand how to set up a community transport service, gauge interest in the project and identify who was willing to volunteer their time to establish the service. The meeting included a transport expert, in this case Tony Henderson from Environment Canterbury, and representatives from Horizons and PHU.

Residents and businesses were surveyed about transport needs in the area, types of activities people needed transport for and the level of interest for volunteer drivers. The survey results were taken by a group of project representatives to Horizons and the PHU. The project group were representative of the community and included residents, iwi and businesses.

The group met regularly and held planning meetings to set goals, complete a trust deed and policy documents. A subcommittee was also set up to focus on securing funding for the service.

The group identified the following project goals:

- To establish a Charitable Trust that will provide the Dannevirke community with affordable, reliable and sustainable transport services;
- To apply to community funders to purchase a vehicle and fund the administration of the Service. It was seen as important if possible to purchase the vehicle through a local supplier; and
- To provide an efficient, affordable and sustainable transport service to residents of the Dannevirke community, using a variety of vehicles.

The Department Advisor worked with the group to achieve these goals. This included:

- Supporting the group to identify the best legal entity structure for their purpose;
- Linking the group with the Department's Charities Services to register as a Charity;
- Establishing a business plan and a budget for the next 12 months;
- Providing information on what funding was available for the project;
- Negotiating a contract with the local i-site team for administration support and co-ordination of drivers; and
- Discussing the importance of policy and procedure manuals including expectations of the driver, and a maintenance schedule which would be kept in the vehicle as a reminder.

In 2015 the Dannevirke Community Transport Trust (Trust) was established. Its vision is to provide affordable and readily available transport for less mobile residents of the community, to keep them living in the district and enjoying a positive quality of life.

There is a Board in place to manage governance of the Trust. Currently the service operates with one vehicle three days a week with the assistance of volunteer drivers. The Trust has received donations from within the community and a grant from the Lottery Manawatu/Whanganui Community Committee.

**The following steps explain how a community transport service can be established in your community:**

1. Speak with an established community transport service to gain from their experience (your local Advisor from Internal Affairs can assist)
2. Identify the need in the community (statistical information, surveys, community meetings and informal feedback)
3. Undertake consultation with your community involving all stakeholders and potential service users (including Council, Health, Iwi, business, community, funders)
4. Identify volunteers for different roles required for the project
5. Seek advice from your Council Transport Officer on the requirements of setting up a community transport service
6. Connect with an already established organisation or establish a legal entity (contact your Local Advisor from Internal Affairs)
7. If you become a legal entity, seek expert advice and register through the Companies Office. You may also want to consider registering with Charities Services
8. Access local funding opportunities (your local Advisor from Internal Affairs can assist)
9. Purchase a suitable vehicle
10. Design or adapt policies and procedure manuals from an established community transport service (include expectations for drivers and a maintenance schedule)
11. Provide Volunteer driver training, co-ordination and support (where possible connect to an existing service in the community to provide this service)
12. Seek regular feedback from users to ensure that the service remains relevant and continues to meet the needs of the community

**If your community would like guidance on how to set up a community transport service please contact your local Department of Internal Affairs office or phone 0800 824 824.**