



APRIL 2024

2022-23FY Community Transport Fund Evaluation Report

Looking back, moving forward

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**Community
Transport**



23,662 one-way trips

858,000km travelled

52,020 volunteer hours donated

10 out of 14 of the groups equipped
with a wheelchair accessible vehicle

1,087 one-way wheelchair trips

\$190,500 total funds granted

Community Transport At A Glance

\$1,174,195

Total Annual Operational
Expenses for Grant Recipients
(from grant year 2022-23)

Total Operational Deficit: \$251,043
(across 14 recipients)

Overview of Community Transport

Community transport describes transport initiatives that provide flexible and accessible community-led solutions in response to unmet local transport needs, and often represents the only means of transport for many vulnerable and isolated people, older people, or people with disabilities.

Community transport typically:

- a. relies on volunteers and fundraising.
- b. has low operating costs as compared to contracted public transport services.
- c. can generate significant benefits for communities and support wellbeing by reducing isolation, enabling access to healthcare, education, and social opportunities.
- d. is an effective transport solution in smaller towns and rural areas and complements council's public transport network.

Community transport services cannot impose fares on passengers, instead welcoming them to give what koha they can afford. Often, these contributions fall short of covering the trip's petrol and running costs, prompting these groups to engage in fundraising activities and to seek funding or sponsorship to bridge the financial gap.

Through its 2022/23 Annual Plan, Waikato Regional Council decided to establish a contestable \$200,000 per annum community transport fund. It is funded through a flat per property charge of approximately \$1 (through the existing uniform annual general charge). The fund is designed to enhance the viability of community transport services. After learning about fund uptake and demands on the sector, and in anticipation of increased uptake for future years, in September 2023 the Regional Transport Committee recommended an increase of the fund to \$300k per annum through the 2024-34 LTP. The 2024-34 LTP will go through consultation in 2024 and if confirmed, the next Community Transport grant would enable greater support.

As there are over 29 known community transport groups throughout the region and the fund is \$200k, in order to best meet various communities' needs with the fund it was necessary to limit fund scope to supporting only operational expenditure, and not capital purchases which may arise, such as a replacement vehicle or hoist fitouts. The guidelines of the fund are covered in the Community Transport Grant Fund policy (Attachment 1).

Timeline for Community Transport Funding Cycle

The first year of fund distribution saw 14 community groups apply and be fully funded, their final reporting for that year due in January 2024.

A pattern has been established for future funding years:



Final Accountability report (12 months) due before March

The 2023-24 Community Transport fund opened for Applications in November 2023, with decisions finalised in February and distribution made in March 2024 to the 18 successful grant recipients. The initial Accountability report will be due in September 2024 and the final report in March 2025.

Final Accountability reporting for the previous funding year (FY 22-23) was received in January 2024. Of the 14 applicants all were successful grant recipients, and all recipients returned the Accountability survey.



Community Outcomes

Many of these providers are supporting the transport needs of communities that have no public transport service at all, and no taxi or other on-demand transport services either. Where those services do exist, they may still be limited or otherwise prohibitive (cost, accessibility, etc). Many have no whanau or friends to rely upon either, or in doing so would cause disruption to the commitments those individuals have to their work and families.

We know that being without transport can be isolating, lonely, and disempowering. People in these rural communities make difficult choices for themselves as a result of transport limitations – choices about where they can live, what level of risk they can live with, what necessities they can sacrifice. Some people drive when they are not comfortable or safe to do so because they feel they have no other option. Some people neglect their health appointments or even remain shuttered in their home, missing out on shopping, services, and social gatherings due to lack of transport solutions.

We heard many stories of people who were enabled to remain active in their communities and maintain their wellbeing through the support of the volunteers who transport them. There are some of their stories:

"I have no other way of getting to the hospital. And other times I am not even allowed to drive after some appointments.

We have this community service that ease's the needs of the people, so we should be supporting this by using the shuttle. The drivers and Buddies are always great and it's easy to book"

"Many of our passengers, are not able to drive or are not willing to drive in the big centres, so are very reliant on our service to ensure they attend their appointments. We do not have any other form of transport in the area that can assist them. We operate purely on donations, so funding grants are essential for us to continue our service."

From a driver:

"I am now on my own and I wanted a chance to give my time back to the community. I own a busy business and love taking that one day a fortnight to give back, to help the elderly and those in need. I find it exciting and enjoyable getting away from work for a bit and meeting others out in the community."

Community Outcomes

"It's great! they came to our door and drop you off. We were happy to wait for others that hadn't finished appointments, I was able to knit while we were waiting and we also got to know others on the shuttle and those that had recognized me from the lotto shop."

To the Drivers
"It was a pleasure to have your company at a rather difficult time. Keep up the good work! All the very best. With sincere gratitude,"

"Many thanks to the drivers who took me to the hospital for cancer treatment. Unless you had experienced this service personally, you could not comprehend just how useful it is. To find car parks at the hospital is a nightmare and the distance I needed to walk was pretty tough for me.

Taxis were expensive but that was not really the problem. To have someone drop you close to the door and come and wait and then pick you up and return you to your home was such a relief.

I had previously found this very stressful. For me, (an old lady anyway) I found the Chemo more a kill than a cure so stopped treatment.

Could you please personally thank the drivers who escorted me."

- Transport of day clients to a local resthome in the mornings and back home in the afternoon.
- Transport provided to rural resident to hospital for monthly blood transfusion, saving his daughter who has her own health & financial concerns having to regularly transport him a great distance for these appointments.
- Weekly trips for IHC Idea Services to enable wheelchair resident access to community and medical appointments.
- Weekly outings for resthome residents to attend hairdressing appointment, optometrists, social gatherings and trips back to their family homes.
- Weekly trips to community-lead exercise groups designed for elderly and mobility-challenged community members, and back home after.
- Weekly shopping trip for a blind lady, where the driver assists with reading labels and cost of products.
- Pick up community members from local hospital and transport home after discharge which includes any medication pick up from chemist and any food shopping like milk etc required.

"My husband and I have used the services of the Volunteer Drivers for the last four years. In that time we have found them very reliable, never late, take us to the department we need to be at and always wait for us no matter how long it takes. A service like that in our town is a godsend. As we are an ageing community having Volunteer Drivers to call on is one less worry for us. We highly recommend this organization."

Community Outcomes

By covering daily transport, our passengers' family life is less disrupted.

Clients have a door-to-door service without the need to search for parking or walk long distances to the treatment centre. This relieves the stress on our clients and their whānau. This service allows family life to continue as normal as possible following a cancer diagnosis.

Reduced vision is something that rapidly and dramatically change people's lives. They suddenly lose their license to drive, and getting to the many follow-up appointments at the hospital is a challenge. After treatment, they often cannot see well and would be unable even to use public transport. Our door-to-door transport ensures they get to clinics on time, and that we can guide them back onto the shuttle, and back to their homes. At a time when one's life is truly impacted negatively, our service is a real help.

Mobility is also a problem for many of our older citizens; hips, knees, ankles don't work like they used to so our hoist equipment becomes essential to getting them transported.

"Earlier this year I had an operation. I had gangrene, nearly lost my foot, it's very hard to walk on my foot. The volunteer driver who first took me to the hospital had a wheelchair next to the driver. I found it very good because I couldn't walk from the car to the hospital. The driver took me in the wheelchair from the time I left home to the Meade Clinical Centre. I have no problem with the volunteer drivers."

"I love the staff; they are such a happy lot. They are very special, and I feel like they are family. I don't get out anymore so the trips with the Health Shuttle are doubly important to me as it is like my BIG day out".

One woman's journey with the St John Health Shuttle started almost 15 years ago when she moved from Whitianga to Hamilton.

She is a multiple sclerosis sufferer. This requires regular visits to the Waikato Hospital to receive treatment, which involves receiving anaesthetic, meaning she is left unable to drive herself. Since then the shuttle has been a big part of her life and she considers the volunteers to be part of her family (quoted above).

"I have been using it to go to my Hamilton appointments, and sometimes too overwhelmed by my treatment that I don't have the energy to drive home. I live on my own and my children all are busy workers. I knew this service was available, so why not use it?

The Drivers and support people are great. I have been able to get to know other people on the shuttle, that I see around town but never knew, which is a bonus. I would recommend it to anyone!"

Served this rural community for 15 years. Recently expanded medical appointment transport to Hamilton and its surrounding districts including a 3 times a week early morning run to the Renal Clinic at Te Whatu Ora for dialysis.

"I use it multiple times a week, because of my treatment, and it's a lifesaver! With so many appointments and a busy family, I use the shuttle and it makes things so much easier for everyone."

Community Outcomes

A 93-year-old who lives quite isolated from town uses this service as their only means of getting to their GP, the Pathlab for regular blood tests, X-Rays, etc. Passengers like this one will even request certain drivers with whom they have formed a friendship. The 93-year-old has a son who works fulltime and is away during the day, so they very much enjoy the human contact offered by the driving service. On occasion, they request to stop and collect their grocery order on the same trip as the medical appointment. The impact on them if the driving service were not available would be substantial. The cost of taking a taxi would be high as the client lives in the countryside. The social aspect of the driver service is very much welcomed and stimulates the brain and promotes wellbeing.

In one example, we saw a driver recognise that when transporting someone with a vision issue (such as macular degeneration) using descriptive language during the trip would help to make the journey a pleasant one. The driver also provided a supporting arm that helps the passenger to navigate. The passenger thus requested that this driver be assigned to them for all appointments as trust has been established. The passenger and driver sometimes enjoy a coffee at a café after their errands have been done.

When time permits we will stop on the way home at the chemist or supermarket to get essentials, which helps if passengers have been in the hospital for a few nights, and have to come home to an empty house. These achievements allow our community to be connected to services we do not have in our town. They gain a better sense of belonging, as well as have the capacity to recover quicker from their health difficulties.

An elderly passenger with arthritis booked a trip to the Hospital. The volunteer driver was able to assist them with getting into and out of the car and drive them right up to the entry door of the hospital. This passenger did not need help to find where the appointment was, but in some other cases the volunteer would assist them to their appointment and wait with them if needed.

After 30min, the client phoned the volunteer to ask to be picked up and they made their way back home. Along the way, the volunteer and client chatted about their lives and the circumstances that brought them to be travelling together. The impact of the trip on the passenger was not only constructive by attending the medical appointment, but also the social interaction and human connection that occurred along the way. Sometimes this is the only human contact a client has during the week.

Our volunteers become quite attached to our regular passengers. Recently we lost one of our regulars and many of our volunteers were invited (and attended) a memorial service for him. We have over the years attended funerals wearing our uniforms to show our sympathy.

A 2 parent, 4 child family requested transport assistance.

Previously they did not qualify for assistance under our policy because they earned \$6 per annum over the threshold to qualify for a community services card. Both parents in the family needed to travel to Hamilton one to undergo a procedure at Waikato Hospital and one to undergo a procedure at a private clinic. With this CT grant we were able to utilise the funding to assist them with their travel.

A single parent family - he needed to transport his child to the dentist. She had missed when the dental bus came to town because she had COVID. Where previously this type of trip would not have been covered as it falls outside the funding available under the Te Whatu Ora funding we receive, thanks to the CT grant we could help.

Community Outcomes

82 year old male with a 77 year old wife and 52 year old daughter. He lives with his wife and daughter. He has cardiac issues and has 2 stents put in at the age of 67. He is awaiting a hip replacement. He is on blood thinners and has sporadic diabetes issues.

The wife has dementia, she is due to have an MRI. He has been her carer; he is now struggling to accept the changes in his wife. Their daughter recently came to stay with them to help with the care.

The daughter has her own health issues; she suffers from Fibromyalgia. She is looking for her own accommodation in Taumarunui.

We assist with transportation to specialist appointments, and an internal referral has been sent to our Kaumatua Coordination Service, which will support this family to access other services, such as Meals on Wheels, home help, personal care and respite care.

We have one regular who has agoraphobia and some other mental health issues. We need to use the wheelchair to get him into the GP's office and face the chair to the wall until the Doctor comes in.

We treat him with respect and care - never embarrassing him.

"You guys are wonderful. And I've met people at chemotherapy. There's a community - it's very real. There's an eclectic amount of different people, some very sad stories but some wonderful, good stories too. I hope all the best for all of us."

Often people on discharge from hospital are brought home via the service at no cost to them due to the fact they had no money on them in hospital.

61-year-old female lives alone in a rented property.

She has Cerebral Palsy and has CVA. She has had a couple of falls recently; the most recent was 2 weeks ago at the marae; luckily, she didn't suffer any injuries.

She now has anxiety about going shopping and is worried she is going to fall again. We have supported her in installing the New World app on her phone and doing her shopping this way; this has been most helpful to her.

She is supported to attend her specialist appointments every 3 months in Waikato.

A 58-year-old female lives alone in a rented flat. She has a large old dog that lives with her, which is currently not well. She tries to take the dog for a short walk daily. She has a support worker who comes in weekly for home help. She has no family that lives locally and doesn't have much contact with her children.

She has macular degeneration, is severely sight impaired, and has issues with incontinence. She also has arthritis. She must attend specialist appointments in Waikato, and the bus is not an option for her as she gets badly carsick on the bus, gets anxious regarding her incontinence, and has no other means of transport.

Utilising our transport service has been invaluable to her and her support person.

"A marvelous service, I don't know what I would do without them taking me to appointments. I wouldn't manage without them. I had to give up driving a while back, and I'm sure there are others like me. The drivers are pleasant, and I usually give a donation. A worthwhile service".

Fund Use

Community Transport Grant

All grant recipients demonstrated full use of the operational grants, and in fact there was an operational deficit across the collective of \$251k. One group did state in their accountability report that \$10k of the CT grant funds would be used to purchase a new vehicle. That would be concerning as the fund does not support capex at this time. However, while it is clear they had some level of misunderstanding regarding the purpose of the fund, their budget shows \$99k of expenses related to operating a community transport solution and \$94.8k of income toward service operating costs. Ultimately they had a deficit at the end of the year. Upgrading their vehicle can arguably be from other income/revenue than the Community Transport Fund. When compared to their budget estimate in fact, they ultimately received a little less income from other funding sources and had more expenses than anticipated.

Road Safety Allocation

As a one-off road safety initiative an additional \$2,000 was granted to each successful fund applicant. The purpose was to invest in road safety related initiatives (for example: driver eye checks, health checks, and/or training). Any balance to be used towards the costs of providing transport for unwell members of the community to access health care. The aim of these funds was to contribute to safer journeys.

Feedback from the 14 community transport providers who received funding toward their road safety initiatives reveals a focused investment in driver training, health checks, and vehicle maintenance. Safe driver training, medical checks, and first aid courses were undertaken, indicating a commitment to volunteer driver preparedness and passenger safety. Additionally, efforts to subsidise transport for those unable to safely drive themselves, along with advertising for volunteer recruitment, highlight a proactive approach to mitigating risks associated with driver fatigue and vehicle safety. Ensuring vehicles' roadworthiness through warrant of fitness checks and registration (where the model involves volunteers using their personal vehicle to transport passengers) further underscores a commitment to safety. Reflecting strategic thinking in addressing road safety concerns, 14% of providers had not yet exhausted the road safety funds as the initiatives (e.g. trainings) they planned around it could not be arranged until 2024.

Project Changes & Lessons Learned

Community transport groups have found that their effectiveness as a service is dependent upon volunteer care and good volunteer coordination. If either of these things are affected, more time is required from paid staff (where available) and/or those who use the service suffer.

Some reported that the grant enabled them to explore alternatives to their typical transport model, either enabling them to reach increased numbers in the community or to provide more flexibility and an improved service. For example, for decades Raglan would traditionally run vanloads which either might not be full, or else could require some passengers to stick around through long waiting periods when other passengers' appointment times didn't all align – reportedly this was particularly difficult on the very sick or infirm. Through our grant they trialed increased use of private vehicles where appropriate, finding that it was not only well-received, but that passengers did not resent the smaller seating spaces as compared to the van.

Several groups reported a decision to upgrade their safety features and accessibility options as a result of our funding, e.g. North Waikato who is now looking to engage a wheelchair accessible vehicle, Raglan who is kitting out their vehicle with safety upgrades, Cambridge Community House who acquired a spare wheelchair to support passengers who are unwell or less capable of independent mobility.

Many volunteers are retirees who want to assist/volunteer in their communities. Hato Hone St John (like many others) reported their community transport services increased its understanding of volunteers' safety limits and confidence levels. Regular training and road safety compliance for drivers has been ensured that driving skills remain up to standard, while those who failed the assessment were given remedial plans and offered a defensive driving course before reassessment. With St John, where driving is not a suitable volunteering option, volunteers may still ride along as an assistant – an incredibly helpful support role that enables the driver to focus on their task, while ensuring passengers are looked after and that phone calls, navigation, and any other mobile administrative tasks are not solely thrust upon the driver.

Some reported seeing an increase to their ridership, as word got out that our grant had enabled them to further subsidise transport for those who could not afford to give koha. Coromandel Independent Living Trust learned that a support requirement they had for proof of a community services card or Work and Income support was often excluding people residing in their catchment area whose income was only slightly over the threshold but whose need was still very strong – so they removed that requirement, and it was our funding that helped to broaden their reach and impact. Te Kuiti has become very resourceful following a challenging year, losing several long-standing volunteers due to age, illness, relocation. They are focusing on more confidence-building trainings and added care and support of their volunteer forces, advertising campaigns for volunteering recruitment, and building partnerships with private businesses in the community whose support will significantly contribute to vehicle running costs.

Some reported an increased emphasis on volunteer appreciation efforts, and others are learning that the need for trips outside of health transport is a critical wellbeing need which their transport service may need to evolve to meet.

When Transport Requests Are Denied

46% of grant recipients reported that no passengers were ever declined.

Those who reported declines may occur, cited a number of service restrictions which could be the cause – including a lack of available drivers, too little notice, complicated health or behavioral demands without a support person, wheelchair users where there either is no wheelchair accessible vehicle or it is under repair, incidents of infectious disease (e.g. COVID-19), appointments outside shuttle hours, or vehicles at capacity.

When declines are necessary, services will refer to alternative transport options when possible, and efforts are often made to accommodate passengers regardless, e.g. when patients are unexpectedly discharged and in need of transport home.

Accountability Survey Feedback

43% of survey respondents found it easy to undertake, with 57% reporting they also found it useful to them to complete this final report. The 14 grant recipients reported an average survey time of 155 minutes, and for improvement it was suggested that they be made aware what statistical information (such as # of wheelchair trips) to track from the outset of the funding period. It was also suggested that a “standardized running sheet” template be provided to aid applicants who may not otherwise have a process in place, to start tracking more consistently.

Others seem reluctant to start to track some of the metrics we are interested in as they feel it might add to their administrative burden. We did clarify with this initial year’s survey that supplying these metrics were requested if available, and in future we will circulate the accountability report at the start of a funding year so that providers are aware of what we would be interested in them reporting on. We may also provide a tracking template for any providers who are interested, but most report that they already have well-established reporting systems in place.



Questions? Contact us.

www.waikatocommunitytransport.org.nz

communitytransport@waikatoregion.govt.nz

(07) 859 0999 or 0800 800 401



Community
Transport



Waikato Regional Council Community Transport Grant Fund Policy

Policy Statement

Community Transport supports our communities by providing flexible and accessible community-led solutions in response to unmet local transport needs. It often represents the only means of transport for many vulnerable and isolated people, often older people, or people with disabilities.

Community transport typically:

- a) relies on volunteers and fundraising
- b) has low operating costs and draws very highly on community good will to deliver higher value services than to a public transport equivalent
- c) can generate significant benefits for communities by reducing isolation, enabling access to healthcare, education, and social opportunities.
- d) is an effective transport solution in smaller towns and rural areas and complements council's public transport network.

The Council established a contestable fund through the 2022/23 Annual Plan to better support community transport providers.

Purpose

Policy Purpose

- The purpose of this policy is to identify the framework for Community Transport Grant (CT Grant) applications, general conditions, the prioritisation criteria to target application selections and the payment and contractual arrangements.

Grant Purpose

- Waikato Regional Council (WRC) wishes to encourage and support work done by community transport providers within the Waikato region by providing a grant toward operations.

Grant Funding

- Fund has a value of \$200,000 per annum, for community transport grants, with a maximum grant of \$20,000 per application.

Policy Principles

- **Funding Outcomes**
 - With this funding Waikato Regional Council aims to support the ongoing value added to communities through community transport groups.
- **Applicants eligible to apply**

- This funding is available to community transport groups who can demonstrate that they
 - are based in Waikato region
 - serving an area where public transport does not currently meet people's needs for participation
 - will retain a legal entity status:
 - incorporated societies, or
 - registered charitable trusts, or
 - a maori reservation/marae, or
 - a limited liability company fully owned by one of the above;
 - are a not-for-profit, non-government, or non-commercial organisation
 - comply with applicable legislation;
 - are able to manage financial accounts and meet reporting requirements.

- **Allocation Criteria**
 - Applications will be prioritised using the following criteria:
 1. Applicant has not received a CT Grant Fund allocation in the current financial year.
 2. Applicant will be primarily serving an area where there is not currently public transport adequate to meeting people's needs for participation.
 3. Applicant demonstrates responsiveness to community need.
 4. Applicant intends to provide transport to best suit their community's needs.
 5. Applicant intends to provide transport which supports people to remain in their chosen community.
 6. If Applicant has received previous funding from WRC, they have met all terms of the previous funding agreement.
 7. Preference will be given to organisations whose primary activity is community transport.
 8. Preference given to an applicant who requires funding to support running costs (e.g. vehicle repairs, fuel costs, staff training, insurances, booking and accounting software, etc) over innovative pursuits.

- **Fund Budget**
 - The CT Grant fund budget available per annum is \$200,000. A maximum grant of \$20,000 is available per application.
 - Where the full budget is not claimed by the initial financial year's applications, council assessors may distribute the remainder of funding to existing applicants as appropriate.

Annual CT Grant Fund Application Evaluations

- CT Grant Fund applications will be assessed and awarded through a contestable evaluation process annually.

- Applicants will complete an online application through an online portal such as SmartyGrants.
- Applications will be assessed by Council representatives and a determination will be made if there are any relevant grant conditions.
- Where applications exceed the annual grants budget, applications will be prioritised and/or grants reduced.
- **Support for applicants**
 - WRC staff will be available to provide advice to applicants and to answer any questions regarding eligibility or criteria.
- **CT Grant obligations & Payment**
 - Successful applicants will be required to:
 - Sign a WRC funding agreement (Doc# 25622881) which will identify the approved grant value, conditions, and the length of service obligation.
 - Operate within the terms imposed by the funding agreement.
 - Complete a 6 monthly accountability report template including information such as patronage values, volunteer hours, and types of trips undertaken. Council will use this to develop up-to-date reports on the success of its community transport support.

A2

Instructions for Grantees

This Accountability Reporting form is designed to help us understand the challenges, triumphs, and insights you experienced and gained while running your funded project / programme / initiative (referred to as simply "initiative" throughout this form). Please be honest – we want to know about and celebrate your successes. It's also important that we understand what did not work. This will help us to learn what could be improved.

You must complete and submit this form no later than 31 January, 2024. Failure to return this form may mean you will not be eligible to apply for further grants from Waikato Regional Council.

The completion of this form should be overseen by someone with an intimate knowledge of the funded initiative.

BEFORE YOU START

What You'll Need:

- 1.A copy of the estimated budget you submitted with your application, which you will update and submit with current financials.
- 2.Knowledge of the number of volunteer hours and trips undertaken.
- 3.Stories and content to share about the impact of this funded service.

Privacy Notice

You, the Applicant, acknowledges that any information held by Council is subject to the Local Government Official Information and Meetings Act 1987 (LGOIMA) and therefore Council may be required under LGOIMA to disclose information relating to the funding application and/or this Agreement.

Project Report

* indicates a required field

Pre-populated application details

Application Number

This field is read only.
The identification number or code for this submission.

Name of Transport Initiative *

Please enter the name of your community transport group.

Please provide a short summary of the work that has been completed so far as part of the funded initiative. *

Describe the "who, what, where, when and why" of your initiative.

Community Transport Fund Accountability Report for FY22-23 Form Preview

Have the grant funds been fully spent? *

Yes No

If it is still in progress, pick "no"

Why have the funds granted for 2022-23FY not yet been fully spent, and when do you anticipate that they will be? *

What (if anything) did you change in your approach and practices as your initiative proceeded, and why?

We may use this information to help inform others undertaking similar work

Evaluation

Did you conduct an evaluation of the funded transport initiative? *

Yes No

This is not required, but we would be interested to see the results if you did do a survey or other type of evaluation.

Please provide details of your evaluation below.

We're particularly interested in formal reports or (if no formal report is available) survey results, feedback/testimonials/letters, etc.

Upload files:

Attach a file:

and/or

Provide web link:

Must be a URL

and/or

Other details:

Community Transport Fund Accountability Report for FY22-23

Form Preview

Can we share your evaluation with others?

Yes

No

Please contact us first

Who conducted your evaluation?

e.g. external evaluation, internal staff, etc. If you're happy to share more, we'd also love to know who in particular (e.g. name / organisation / job title) carried out your evaluation.

If you did not conduct an evaluation: would you like help evaluating your transport initiative in future? *

Yes

No

We would be happy to provide assistance with a survey template, for example.

What did you learn as a result of undertaking this initiative?

We are particularly interested in lessons that may help others undertaking similar work. Think about what you learned about your inputs (money, skills, personnel, time - too much; too little; about right?); your assumptions (were they 100% right, only partly right, or were the results a complete surprise?); and the context (timing; targeted beneficiaries; geographic settings - were they right; wrong; about right?)

What outcomes were generated as a result of the funding provided for this transport initiative?

Outcomes are the changes that have occurred for the beneficiaries of your initiative. Generally outcomes can be framed as an increase or decrease in things like social, financial, environmental, and physical conditions or skills, policy changes, etc.

Please share some stories of the types of trips undertaken and the impact experienced by passengers: *

Please explain whether these are primarily health appointments or other types of travel, and some of the impact that would be experienced by passengers in having access to this service.

If you have impact stories in an uploadable format please share them here.

Attach a file:

Optional - for uploading service testimonials

How many one-way trips were undertaken in this funding period? *

Community Transport Fund Accountability Report for FY22-23

Form Preview

Must be a number.
If a return journey, please count that as two trips.

How many volunteer hours were donated in this funding period? *

Must be a number.
This includes all volunteers related to the transport service, not just drivers.

Does your service have wheelchair accessible vehicles? *

Yes No

How many one-way trips were taken by wheelchair users? *

Must be a number.
If a return journey, please count that as two trips.

Trips Not Taken

Were there any passengers whose requests for transport were declined? If so please explain why:

Some examples may be: vehicles at capacity, not operating due to lack of staff, unable to provide the requested type of transport, pick up or destination outside of covered area, behavioral concerns, etc

Media / Records

Did you record any aspect of your initiative through photographs, audio, or video?

Yes No

This is optional.

If you have audio or visual records to share, please add them below.

Upload files:

Attach a file:

and/or

Provide web link:

Must be a URL

and/or

Community Transport Fund Accountability Report for FY22-23

Form Preview

Provide additional details:

Please include captions, if relevant

Can we use your media content in our own communications?

Yes No Please contact us first
e.g. in our annual report

Did you provide any acknowledgement of Waikato Regional Council as a funder? (Optional)

Yes No
e.g. in a media release, in a speech, on your website, in a project/annual report

Please provide details below.

Upload files:

Attach a file:

and/or

Provide web link:

Must be a URL

and/or

Additional details:

Financial Report

* indicates a required field

Transport Service Income & Expenditure

We are interested in the operational costs relevant to the delivery of the transport service. Understanding what the grant is being spent on will help us to target more funding partners to support your work.

If your transport service is a part of a greater organisation, please only include service-relevant income and expenses.

Please outline your service costs for FY2022-23 in the [Transport Service Budget Template](#) containing any income (funds received) and expenditure (funds spent) to date, in the tables

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provided. All amounts should be GST exclusive. This should look very similar to the format you provided your budget estimate in the original application, but with confirmed financials.

Provide clear descriptions for each budget item in the 'Income' and 'Expenditure' columns, Examples of income could include 'ABC trust grant', 'trivia fundraising night', 'company X sponsorship'.

Examples of expenses could include 'onsite utilities for 12 months', 'office supplies', 'part-time staffer for 700 hours'.

Use the 'Notes' section below for any additional information you think we should be aware of.

We have included a sample Budget template for you to use, linked in the section below. It is recommended that you have a look at the budget you submitted with your original application.

If you have any questions in regard to these criteria or if you need assistance, please contact communitytransport@waikatoregion.govt.nz

Income and Expenditure Totals

Total Amount Granted

\$

This field is read only.
The total amount of funding granted for this submission, not including the \$2,000 Road Safety Allocation.

Total Income *

\$

Must be a dollar amount.

Total Service Operations Cost *

\$

Must be a dollar amount.

Budget issues

Have you experienced any issues with your intended budget to date? If so, please explain reasons for any budget differences or for providing incomplete information:

Budget Attachment

Please upload your budget spreadsheet. [Click here for an example and template \(Transport Service Budget Template\).](#)

Recommend attachment size be no bigger than 5MB - please contact us with questions if you are uncertain about your file type or size.

[Click here](#) for a list of supported file types.

Budget Attachment *

Attach a file:

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NOTES: Please use this space for any additional information you would like us to know.

Road Safety Allocation

For the 2022-23 funding year every applicant was given an additional one-time grant of \$2,000 to invest in road safety related initiatives (for example: driver eye checks, health checks, and/or training). Any balance to be used towards the costs of providing transport for unwell members of the community to access health care. This allocation was given to contribute to safer journeys.

Please tell us a little about how you were able to contribute to safer journeys through the use of that Road Safety Allocation. *

Certification and Feedback

* indicates a required field

Certification

This section must be completed by an appropriately authorised person on behalf of the grantee organisation (this may be different to the contact person listed in the original application form).

I certify that to the best of my knowledge the statements made within this application are true and correct, and meet the terms and conditions of the grant as outlined in the funding agreement.

I agree *

Yes

No

Name of authorised person *

Title

First Name

Last Name

Must be a senior staff member, board member or appropriately authorised volunteer

Position *

Position held in applicant organisation (e.g. CEO, Treasurer)

Contact Phone Number *

Must be a New Zealand phone number.

We may contact you to verify that this application is authorised by the applicant organisation

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Contact Email *

Must be an email address.

Date *

Must be a date

Feedback

You have come to the end of the application process. Before you review your application and click the **SUBMIT** button please take a few moments to provide some feedback. This section is optional.

Please indicate how you found the accountability reporting process:

- Very easy Easy Neutral Difficult Very Difficult

Did you find the reporting process useful in helping to understand your own work?

- Yes No

How many minutes in total did it take you to complete this form?

Estimate in minutes (i.e. 1 hour = 60)

Please provide us with your suggestions about any improvements to this funding process that you think we need to consider: